



Human Resources
Professionals
Association

Registrar’s Report for Q2 2020

May 31, 2020

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HRPA's regulatory response to COVID-19

Of course, the main story of Q2 2020 has been the COVID-19 pandemic. HRPAs initiated the following responses:

- Cancellation of spring exam sessions and introduction of remote proctoring
- Registration renewal deadline extension
- Continuing Professional Development submission deadline extension
- Temporary adjustment to HRPAs Coursework requirement
- Electronic transcripts and grade reports

Cancellation of spring exam sessions and introduction of remote proctoring

Both spring sessions of HRPAs certification exams and challenge exams were cancelled.

HRPAs certification exams are administered by Prometric through its network of test sites. All test centres were closed. The challenge for the administration of these exams is that even upon re-opening test centres would be operating at 50% capacity as a result of physical distancing. As with many other professional regulatory bodies, HRPAs has made the move to remote proctoring. HRPAs had made use of remote proctoring over the last few years in cases where an exam candidate was more than one hour's distance from the closest testing centre. HRPAs exams will be delivered both in test centres as these are available and with remote proctoring. It is expected that remote proctoring will be a popular option. Remote proctoring does present unique challenges, however. Remote proctoring requires more bandwidth and a stable internet connection. HRPAs will work with exam candidates to ensure that they test the capabilities of their system before committing to remote proctoring.

Registration renewal deadline extension

The registration renewal deadline for the 2020-2021 registration year has been moved to July 31, 2020.

- Late fees will be applied to renewals submitted on or after August 1, 2020.
- Other deadlines based on the registration renewal deadline have been adjusted accordingly:
 - Suspension deadline—September 9, 2020
 - Revocation deadline—November 13, 2020
- The Renewal Dues Assistance Program (RDAP) continues to be available to those who qualify for dues assistance. Please refer to the [Renewal Dues Assistance Program policy](#) for more information about the Renewal Dues Assistance Program.

Continuing Professional Development submission deadline extension

As a result of the COVID-19 pandemic, events which members counted on to meet their Continuing Professional Development (CPD) obligations have been cancelled or postponed. Also, some Human Resources professionals are hard-pressed to find the time to complete their CPD log. In recognition of these extraordinary circumstances, for those members whose CPD log is due May 31, 2020, the following policy will be in place:

- HRPAs members who are due to submit a completed CPD log by May 31, 2020, are encouraged to submit their completed CPD log by the original deadline of May 31, 2020.
- The deadline for submitting completed CPD logs has been pushed back to July 31, 2020. The deadline for requesting extensions to the CPD deadline has been pushed back to July 31, 2020.
- The CPD period does not change (unless an extension is requested and granted). The CPD period in question is from June 1, 2017, to May 31, 2020. (This period will be longer for those who obtained their designations after June 1, 2016. For these 'first cycle' members, the CPD period will be from the date they were granted the designation to May 31, 2020.)
- Those members who have not accumulated sufficient CPD activities by the May 31, 2020 deadline will need to request an extension. For COVID-19 related extension requests, the requirement to submit documentation in support of the request is waived and a professional development plan outlining how the registrant intends to meet the outstanding CPD hours will not be required.

Temporary adjustment to HRPAs Coursework requirement

Several academic institutions have decided to modify their grading policies for courses impacted by the disruption brought about by the COVID-19 pandemic. As a result of the modifications to these grading policies, some students will be given the choice of having courses graded on a pass/fail basis instead of the usual numerical grade.

HRPA's coursework requirement requires that candidates maintain an average of 70% over all nine required courses with no single course having a grade below 65%. In recognition of these extraordinary circumstances, students who have taken any of the nine required HR courses during the Winter 2020 semester will have their transcripts assessed in the following manner:

- HRPAs will only accept a "Pass" or "Credit Received" on any of the nine required HR courses if it was taken in the Winter 2020 semester.
- At least five of the nine required courses must have received a numerical grade. To put it the other way, up to four "Pass" or "Credit Received" grades may be submitted.
- HRPAs will determine the 70% average based on the courses for which a numerical grade was assigned. A minimum of 65% must be achieved in each of the courses for which a numerical grade was assigned.

In instances where two courses are needed to meet one functional area (e.g. Finance 1 + Finance 2 are both required to meet the Finance & Accounting course requirement), and the student took one of the two courses in Winter 2020, the student will only get the credit if they scored 65% on the course that was given a numerical grade and a "Pass" or "Credit Received" on the course that was graded on a pass/fail basis. If they scored 64% or less and a "Pass" or "Credit Received" on the other course, the student does not satisfy the requirement for that functional area.

Electronic transcripts and grade reports

Due to the unprecedented circumstances we currently find ourselves in HRP A will accept transcripts electronically from post-secondary institutions until schools reopen. Transcripts will only be accepted electronically if sent directly from the post-secondary institution's Office of the Registrar. The onus is on the post-secondary institutions to determine which email address(es) transcripts are emailed from or whether they will use an electronic portal they have established with HRP A.

Original transcripts do not have to be sent by mail if they were sent electronically during the school's COVID-19 closure. If a transcript arrives from an email address that is not on the approved list that the post-secondary institution provided, it will not be accepted for assessment.

For schools that issue grade reports instead of transcripts, they can email the grade reports using the same process listed above where the school confirms to HRP A which designated email address(es) will be used to send the grade report. Grade reports will only be accepted electronically if sent directly from the post-secondary institution's Office of the Registrar. The grade report must contain the following:

- School letterhead
- Course name
- Course code
- Course final grade
- Semester/year the course was taken
- Official signature

Trends and issues in professional regulation

The COVID-19 pandemic has impacted professional regulatory bodies in many ways. Some key areas include:

- Introduction of remote proctoring for exams
- Virtual hearings
- Virtual investigations

Introduction of remote proctoring for exams

Having large groups of exam-writers sitting in a big room became impossible to consider. Even those professional regulatory bodies that had moved to computer-based testing found that the testing centres had to shut down. All professional regulatory bodies had to put their examination activities on hold. Even when testing centres would re-open, their capacity would be reduced by 50% as a result of physical distancing. In response, many professional regulatory bodies have moved to remote proctoring.

Until now, professional regulatory bodies have been reticent to use remote proctoring given the concerns about test security and test integrity.

Virtual hearings

Few realize that HRPAs adjudicative committees that can conduct hearings (i.e., HRPAs' Discipline Committee, HRPAs' Capacity Committee, HRPAs' Review Committee, and HRPAs' Appeal Committee) are administrative tribunals on the same level as other administrative tribunals such as the Ontario Human Rights Tribunal or the Workplace Safety and Insurance Appeals Tribunal. All administrative tribunals, including HRPAs' adjudicative committees, are subject to rules established under the *Statutory Powers Procedure Act, 1990* (SPPA). This Act sets out the minimum standards of procedural fairness for any hearing conducted pursuant to authorities granted under statute.

On March 25, 2020, in response to the overwhelming impact of the COVID-19 pandemic, the Ontario legislature enacted Bill 188, *Economic and Fiscal Update Act, 2020*. Bill 188 enacts and amends various statutes in an attempt by the government to assist individuals and institutions who have been forced to adapt to an increasingly changing and uncertain reality. Of particular relevance to the province's health and regulatory colleges and the professionals they govern, Schedule 3 of Bill 188 enacts the *Hearings in Tribunal Proceedings (Temporary Measures) Act, 2020* (the "Act").

The Act empowers specified tribunals to determine how hearings before them may be held. Specifically, section 3(1) of the Act states:

"a tribunal may conduct a hearing in person, electronically, in writing or by a combination of any of them, as the tribunal considers appropriate."

The purpose of this statute is clear; at a time when individuals around the world have been instructed to socially distance in an attempt to mitigate the effects of a global pandemic, the *Act* will afford tribunals the option to conduct hearings electronically. In the health care context, the upshot of this is that all hearings before the various Colleges and other bodies dealing with health regulatory matters can now be conducted electronically in the event the tribunal had not previously implemented such a process.

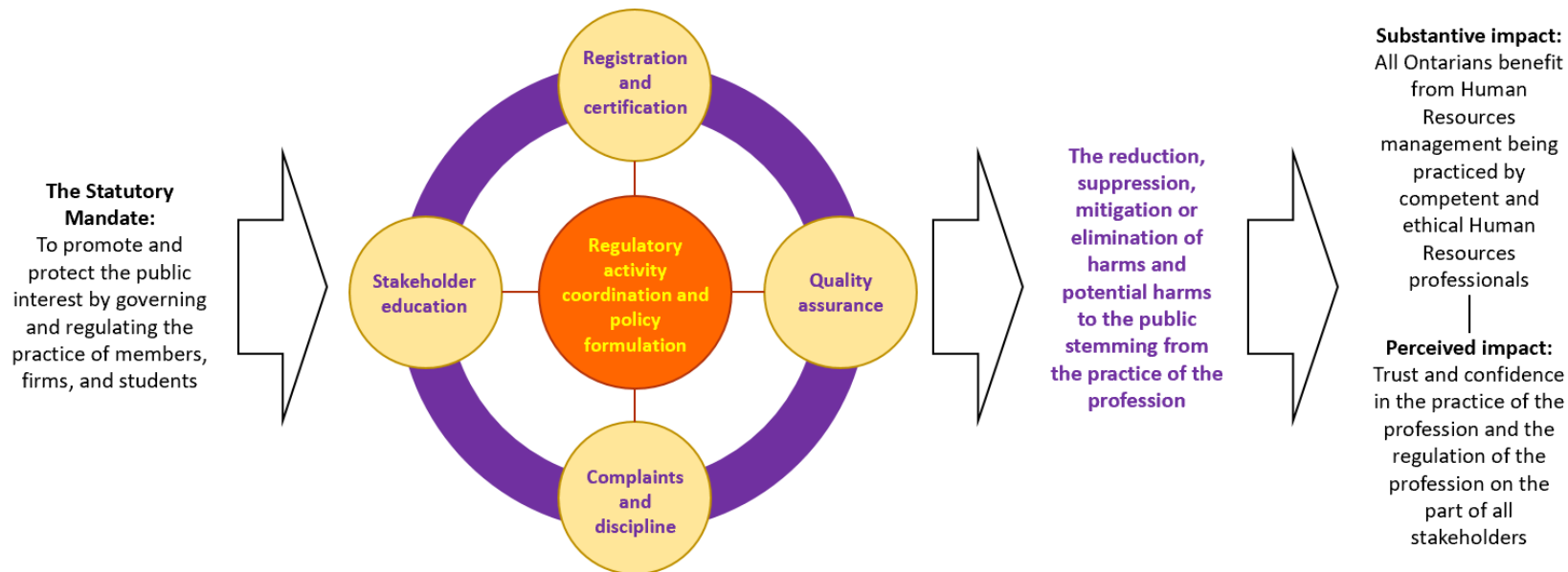
The *Act* amends the *Statutory Powers Procedure Act* (“SPPA”) and broadly applies to all hearings and appearances before statutory tribunals across the province, including those to which the SPPA’s application is explicitly excluded under another *Act*. Further, the *Act* will prevail if it conflicts with any other acts, rules, or regulations. The *Act* also affords tribunals the ability to make any orders or give any directions that it considers appropriate regarding the format and conduct of a hearing, as well as any rules that relate to hearings before the tribunal. Notably, the *Act* applies to proceedings commenced before, on or after the day the *Act* came into force. Therefore, even existing proceedings that were commenced prior to this *Act* coming into force can now be conducted electronically.

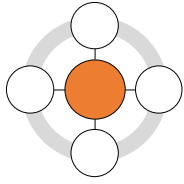
It is important to note that the *Act* is to be repealed upon proclamation of the Lieutenant Governor. It will be interesting to see whether the *Act* is repealed once this pandemic is behind us, or whether electronic hearings will become a permanent fixture of the province’s tribunals as economic and social interaction increasingly shifts online and the legal and health care sectors embrace emerging technology.

Virtual investigations

One area that has been challenging for professional regulatory bodies has been the investigation of complaints. Access to documents is difficult when professional offices are shut down.

HRPA's Regulatory Framework





Regulatory activity coordination and policy formulation

The regulatory and policy formulation team has been actively working on the planning and research phase of shifting towards risk-based regulation, a proactive approach that focuses on mitigating, preventing, and/or eliminating the risks to the public stemming from the practice of the HR profession. The strength of this approach is that it proactively mitigates risks before such risks can translate themselves into actual harm experienced by the public.

It is anticipated that by adopting risk-based regulation that harm and potential harm stemming from the practice of the HR profession to the public will be reduced, mitigated and/or eliminated. The perceived impact will be trust and confidence in the practice of the profession and the regulation of the profession on behalf of all stakeholders, including the public. Risk-based regulation is considered best-practice and has been implemented or is in the process of being implemented in many regulatory bodies across the province and beyond.

The following is a summary of projects that were completed in Q2:

- Launch of risk-based regulation initiative
- The Practice Guidance roadmap: How will this be built?
- Re-activation of the Professional Standards Committee
- Professional Liability Insurance compliance project
- Board Oversight Report

Launch of Risk-Based Regulation Initiative

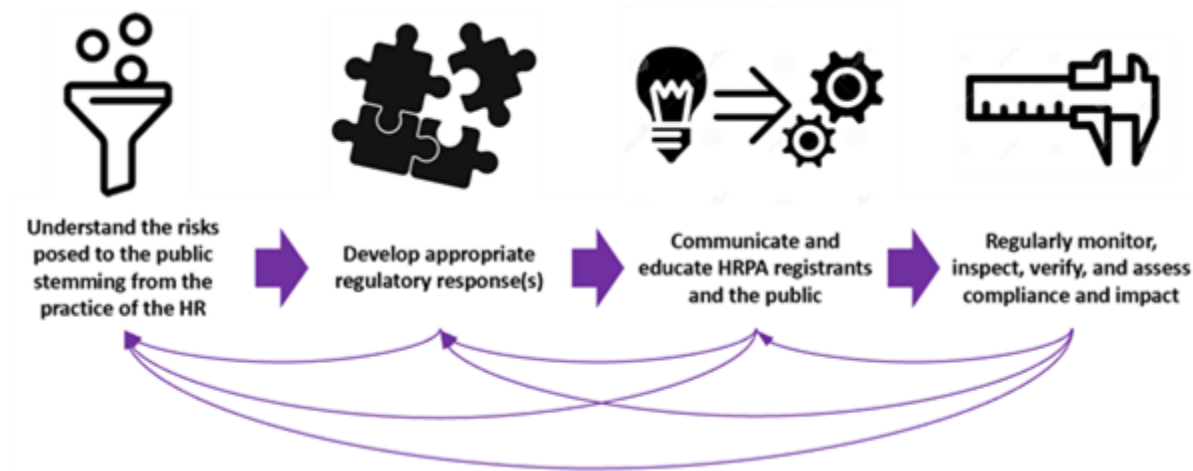
Moving from a traditional, gatekeeping method of regulation to risk-based regulation takes several years and change-management both within the regulatory organization and with registrants, the public and other key stakeholders. An important first step was to develop a cross-functional, core-project team with HRPAs staff from a variety of our departments to help inform planning, research, and implementation of risk-based regulation practices throughout the entirety of the project.

HRPA's risk-based regulation core project team includes staff from the Public Relations and Communications team, the Office of the Registrar, the HR and Learning team, and the Corporate Affairs team. The team will work together to effectively implement risk-based regulation and collaborate as well as consult with key stakeholders, including but not limited to, the Public Advisory Forum (once established), our registrants, general members of the public, and the Board of Directors.

The first core-project team meeting occurred in May 2020. At the meeting, HRPAs policy analyst introduced a project charter for this multi-year initiative, outlining key goals, activities, deliverables, outcomes, and timelines for the shift to risk-based regulation. This is a working document and will continue to be updated in consultation with key stakeholders as the project progresses.

Overarching goal: To develop a more efficient and effective way of regulating HRPAs registrants that mitigates, prevents and/or eliminates risks to the public.

Figure 1: The risk-based regulation ‘backbone’



The main goal to be completed by the end of this fiscal year is the development of a risk roster informed by research, data gathering and stakeholder collaboration. The risk roster will help serve as a backbone of this initiative to understand the risks posed to the public stemming from the practice of HR and help with decisions related to appropriate regulatory responses for risks.

The risk roster will be a working document and updated on an ongoing basis after being developed, as new or changing risks emerge. Included in the roster are a repository for all risks of the profession posed to the public that have been identified, mitigation measures for each risk, and rankings on the severity of each risk.

Major milestones for completing the risk roster by the end of this fiscal year include identifying potential risks to the public through:

- Multi-stakeholder focus groups and interviews (registrants, the public, employment lawyers, academics, government, risk-based regulation experts, and more)
- Surveys
- Analysis of HRPAs complaints data and discipline hearings of other regulatory bodies
- Analysis of cases appearing before HR-related tribunals
- Court cases in civil court
- Environmental scan of high-profile media stories related to HR issues/risks
- Examining changes in employment and workplace legislation as well as technology
- Assessing emerging issues that other professional regulators are considering

The Practice Guidance roadmap: How will this be built?

One idea would be to proceed in sequence. The issue with this approach is the time lag. Working in parallel rather than in series will likely deliver visible results more quickly, which is what we intend to do. Below are some points on how this will be built:

- Work on understanding the risks to the public stemming from the practice of the profession can begin immediately.
- However, without waiting on the risk identification activity to deliver results, it would be possible to get started on developing an appropriate regulatory response based on an educated guess as to what some of the identified risks are likely to be.
- For instance, workplace investigations seem to be an activity carried out by Human Resources professionals for which there is the potential of harm to the public.
- Work can also begin in parallel on the tools to be used to track the harms caused by poorly conducted workplace investigations. This tool or tools would eventually be used to monitor, inspect, verify, and assess compliance with regulatory programs introduced to reduce, suppress, mitigate, or eliminate harms and potential harms to the public stemming from the workplace investigations.
- Also, in parallel, registrants and the public would be made aware of the potential harms which may come from poorly conducted workplace investigations.
- By the end of the fiscal year, the research on the identification, quantification and qualification of risks will be up and running and would inform subsequent iterations

The work on understanding and identifying risks, starting research on appropriate regulatory responses, and establishing tools to track harms is currently underway.

Re-activation of the Professional Standards Committee

In April 2020, HRPAs Board of Directors re-activated the Professional Standards Committee (PSC) and approved the Committee Terms of Reference. The PSC is a policy and oversight committee with the mandate to oversee the establishment, maintenance, development and enforcement of professional standards including:

1. Standards of qualification
2. Standards of practice
3. Standards of professional ethics
4. Standards of knowledge, skill, and proficiency

The development of standards is an activity carried out by staff. The PSC reviews research brought forward by staff as to the identification, quantification, and qualification of risks to the public stemming from the practice of the profession and proposed professional standards aimed at minimizing the occurrence of those risks or their impact. This includes, but is not limited to, policies regarding entry-to practice qualifications, the CPD framework, professional guidance, quality assurance processes, and the review and disposition of complaints. The PSC reports to the Governance and Nominating Committee.

A call for volunteers for the PSC was posted in iVolunteer in May. The recruitment process is ongoing, and the new committee roster should be finalized in Q3, with the first committee meeting to be held shortly thereafter.

Professional Liability Insurance Compliance Project

The cleanup of Professional Liability Insurance information contained in registrant records continued in Q2. Approximately 344 registrants who had some information related to professional liability insurance in their record but who have not been authorized for independent practice were contacted in early May. The deadline to respond was May 29, 2020. Approximately 125 registrants responded, with the majority confirming that they are not actually in independent practice.

A change was also implemented regarding the resignation process. Since May, when a registrant who was authorized for independent practice resigns, the authorization is removed as part of the resignation process and all information regarding professional liability insurance is removed from the record because up-to-date information would need to be provided should the individual decide to rejoin in the future. For registrants who were authorized for independent practice and who resigned before the changes in the resignation process, their records will be cleaned up in Q3.

Additionally, in Q3 we will also reach out to registrants whose job title or company name indicates that they are in independent practice but for whom we do not have professional liability insurance on file.

Board Oversight Report

Statutory and standing regulatory committees are an important part of HRP, and yet they are also independent of HRP in their decision making. The statutory and standing regulatory committees are not 'under the control' of the HRP Board or staff in any usual meaning of these words. The idea is that HRP ensures that the statutory and standing regulatory committees are performing well by ensuring that the 'conditions for success' are in place. This is an important role and responsibility for the Registrar.

This report is in two parts. Part 1 outlines what is expected of statutory and standing regulatory committees and the 'conditions for success.' Part 2 consists of 20 questions and answers that the Board could ask to satisfy itself that HRP's statutory and standing regulatory committees are performing their duties well.

The Board Oversight Report was put before the Governance and Nominating Committee (GNC) at its March 20, 2020 meeting. It was put on the agenda of the April 9, 2020 Board meeting, but the discussion of the Report was postponed to the May 29, 2020 Board meeting. The Report was discussed again at the May 8, 2020 meeting of the GNC.

In reviewing the 2020 Board Oversight Report at its May 8, 2020, meeting the GNC suggested that surveying regulatory committee members as to the effectiveness of their respective committees would provide additional information that would complement the Board Oversight Report. A survey based on

the 'conditions for success' set out in the Board Oversight Report was developed and administered to members of HRPAs regulatory committees.

The results of the survey will be included in the Q3 Registrar's Report.

Public register

Table 1: Registration by class as of June 1, 2020

			Registration loss							
	A	B	C	D	E	F	G	H	I	J
	10-Jun-19	1-Jun-20	Registration gain (loss)	Resignations Q1	Revocations	Total	Net Growth (Loss)	% Growth (Loss)	Retention Rate	Turnover Rate
Designated members	14708	14915	676	27	442	469	207	1.4%	97%	3%
Highest designation CHRE (including CHRE retired)	272	273	9	0	8	8	1	0.4%	97%	3%
Highest designation CHRL (including CHRL retired)	9768	9701	177	19	225	244	-67	-0.7%	98%	3%
Highest designation CHRP (including CHRP retired)	4668	4941	490	8	209	217	273	5.8%	95%	5%
Undesignated Members	8118	8578	2047	43	1544	1587	460	5.7%	81%	19%
Practitioner	7820	8310	2025	40	1495	1535	490	6.3%	80%	19%
Allied Professional	298	268	22	3	49	52	-30	-10.1%	83%	18%
Total members	22826	23493	2723	70	1986	2056	667	2.9%	91%	9%
Students (registered but not members)	1447	514	-589	4	340	344	-933	-64.5%	76%	35%
Total registrants	24273	24007	2134	74	2326	2400	-266	-1.1%	90%	10%
Students as a proportion of registrants	6.0%	2.1%								
Designated members as a proportion of the membership	64.4%	63.5%								
Designated members as a proportion of registration	60.6%	62.1%								

Table 2: Out-of-jurisdiction registration as of June 1, 2020

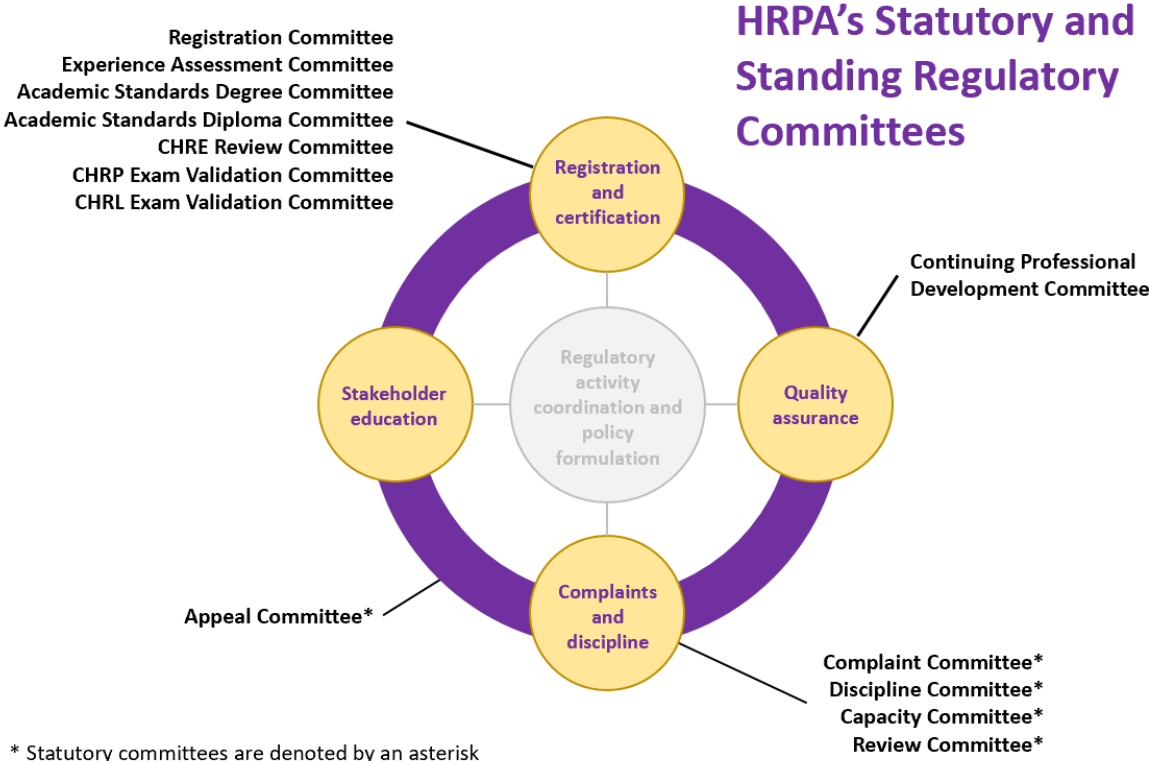
Table 2 gives the out-of-jurisdiction registration by class. As of June 1, 2020, HRPA had 682 registrants residing in jurisdictions other than Ontario.

	Ontario	Alberta	Quebec	British Columbia	Nova Scotia	New Brunswick	Saskatchewan	Manitoba	Northwest Territories	Newfoundland and Labrador	Prince Edward Island	Nunavut	Yukon	Total Canadian provinces excluding Ontario	Out of Canada	Total Out of Jurisdiction	Total
Designated members	14,541	56	57	59	20	7	10	3	2	1	3	3	6	227	146	373	14,914
Highest designation CHRE (incl. CHRE retired)	255	4	5	2	1	1	0	0	0	0	0	0	0	13	5	18	273
Highest designation CHRL (incl. CHRL retired)	9,447	35	36	36	14	3	9	1	2	1	0	3	2	142	111	253	9,700
Highest designation CHRP (incl. CHRP retired)	4,839	17	16	21	5	3	1	2	0	0	3	0	4	72	30	102	4,941
Undesignated Members	8,272	50	57	22	10	7	8	6	4	4	5	3	2	178	127	305	8,577
Practitioner	8,011	48	54	22	10	7	8	6	3	4	5	3	2	172	126	298	8,309
Allied Professional	261	2	3	0	0	0	0	0	1	0	0	0	0	6	1	7	268
Total members	22,813	106	114	81	30	14	18	9	6	5	8	6	8	405	273	678	23,491
Students (registered but not members)	510	1	1	0	0	2	-	0	0	0	0	0	0	4	0	4	514
Total registrants	23,323	107	115	81	30	16	18	9	6	5	8	6	8	409	273	682	24,005

Regulatory operations

- Registration and certification
- Quality assurance
- Complaints and discipline (including capacity and review)
- Appeals, and
- Stakeholder education

Figure 2: HRPAs Statutory and standing regulatory committees



Regulatory operations snap-shot

Q2 2020

Registration and certification

The COVID pandemic caused the cancellation of exams.

In all other respects, the committees are running smoothly.



There are operational issues which require immediate attention

Overall operations are running smoothly, but some issues require attention

Committee(s) and operations are running smoothly

Quality assurance

The CPD process is running smoothly.

The Professional Liability Compliance rate is a continuing concern. An initiative has begun to increase the level of compliance for the Professional Liability Insurance requirement.



There are operational issues which require immediate attention

Overall operations are running smoothly, but some issues require attention

Committee(s) and operations are running smoothly

Complaints and discipline

The complaints process is running smoothly, although the number of complaints received by HRPAs is significantly less than should be. Two cases were referred to discipline. However, as a result of COVID, there have been challenges in serving Notices of Hearing.



There are operational issues which require immediate attention

Overall operations are running smoothly, but some issues require attention

Committee(s) and operations are running smoothly

Appeals

The number of appeals have returned to a normal level. The Appeal Committee is running smoothly.



There are operational issues which require immediate attention

Overall operations are running smoothly, but some issues require attention

Committee(s) and processes are running smoothly

Stakeholder education

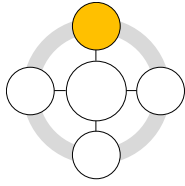
Again COVID has put a temporary hold on stakeholder education initiatives. However, a webinar is planned for Q3 with regulatory expert Darrel Pink on the topic of risk-based regulation.



There are operational issues which require immediate attention

Overall operations are running smoothly, but some issues require attention

Committee(s) and operations are running smoothly



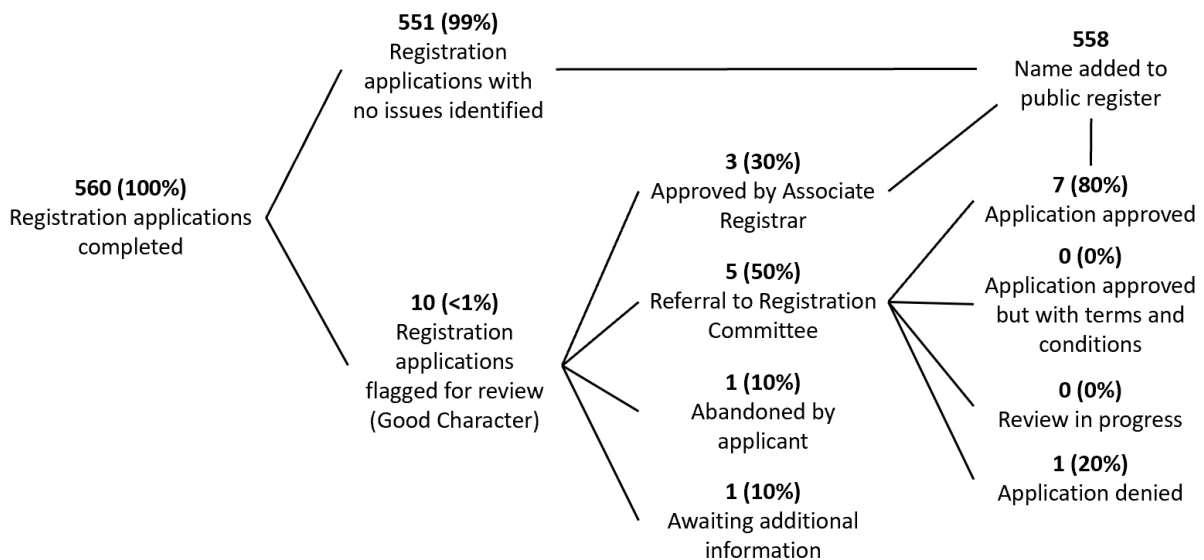
Registration and certification

The purpose of the registration and certification functions is to ensure that only competent and ethical professionals are registered and certified by HRP. HRP is unique amongst professional regulatory bodies in Ontario in that it registers non-certified individuals. These individuals are registered in the Practitioner registration class.

From application to registration

Not all applications for initial registration with HRP are automatically accepted. HRP has a *good character* requirement that all applicants for initial registration must meet. In Q2 2020, HRP received 560 registration applications. This includes both initial registration as a member and initial registration as a student.

Figure 3: Q2 2020, Registration applications flow chart



In total, five cases were disposed of by the Registration Committee in Q2. The Registration Committee approved four applications for registration. The Registration Committee denied one registration, the Associate Registrar approved three applications for registration while one is in the documentation phase.

Registration Committee

Chair: Agnes Ciesla, CHRL

Vice-Chair: TBD

Independent Legal Counsel: Stephen Ronan, Lerner LLP

The Registration Committee is a standing committee established under Section 8.04 of the By-laws. The Registration Committee shall review every application referred to it by the Registrar to determine the suitability of an applicant for registration or the appropriateness of the category of registration being applied for. The Registration Committee also considers applications for removal or modification of any term, condition or limitation previously imposed on a registrant's registration with HRP. The Registration Committee does not have the authority to deem that an applicant has met the requirements for registration where the registration requirement is prescribed as non-exemptible.

HRPA welcomed a new Chair of the Registration Committee at the end of Q2. Agnes Ciesla has now assumed the position of Chair.

The table below gives the activity and decisions of the Registration Committee in Q2 2020. It is to be noted that the numbers are a bit different than those related above because they include applications for initial registration which were received before Q2.

Less than 1% of applications indicate some event that would require further review. There is a possibility that this number might be lower than it should be.

Table 3: Registration committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referral to Registration Committee	22	24	6	5			
Approved for registration	16	16	3	4			
Approved with conditions	5	2	0	0			
Not approved	1	6	2	1			

Initial registrations

There were 560 new registrations in Q2, 403 new registrations as a member and 157 new registrations as a student.

Table 4: Initial registration in Q2 2020

	Count	Percent
New registrations as a member	403	72%
New registrations as a student	157	28%
Total new registrations	560	100%

Not surprisingly 94% of initial registrations are from Ontario. Interestingly, 2% of initial registrations are international, this is more than the percentage of initial registrations from other Canadian provinces combined.

Table 5: New registrant jurisdiction Q2 2020

	Count	Percent
Ontario	528	94%
International	11	2%
Alberta	8	1%
British Columbia	1	< 1%
New Brunswick	3	< 1%
Northwest Territories	1	< 1%
Nova Scotia	1	< 1%
Quebec	5	< 1%
Saskatchewan	2	< 1%
Total	560	100%

Three percent of initial registrations were from individuals previously registered with HRP A but who had resigned or had been revoked for failure to renew their registration with HRP A. These individuals must apply for registration as new registrants. However, upon re-registration, their public register entry will be updated.

Table 6: Registration of individuals previously registered with HRP A

	Count	Percent
Previously registered with HRP A	18	3%
Not previously registered with HRP A	542	97%
Total new registrations	560	100%

Registration of firms

The registration of firms has not yet been put into force.

Certification

HRPA offers three designations - the Certified Human Resources Professional (CHRP), the Certified Human Resources Leader (CHRL) and the Certified Human Resources Executive (CHRE).

The CHRP and the CHRL have a coursework requirement. The coursework is approved by the Academic Standards Committees. There is an Academic Standards Committee for diploma-level coursework and an Academic Standards Committee for degree-level coursework.

Academic Standards Diploma Committee

Chair: Michelle White, CHRL

Vice-Chair: TBD

The Academic Standards Diploma Committee is a standing committee established under Section 8.04 of the By-laws. The Academic Standards Diploma Committee shall review every course outline(s) and any accompanying, relevant, supplementary material submitted by eligible post-secondary educational institutions that offer college diploma, advanced diploma, and graduate certificate (post-diploma certificate) level courses and individual registrants seeking to have one or more courses approved at college diploma, advanced diploma, and graduate certificate (post-diploma certificate) level in the fulfillment of HRPAs coursework requirement (course approval), making a decision pertaining thereto and providing rationale per the criteria as established by the Board. Ministry approved HR courses within an established HR program are exempted.

- Between March 1, 2020, and May 31, 2020, there were zero institutional or student course approval applications received.

Table 7: Academic Standards Diploma Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Student applications received	1	3	0	0			
Student applications approved	0	1	0	0			
Institution applications received	0	9	0	0			
Institution applications approved	0	9	0	0			

Academic Standards Degree Committee

Chair: Julie Aitken Schermer (member of the public)

Vice-Chair: TBD

The Academic Standards Degree Committee is a standing committee established under Section 8.04 of the By-laws. The Academic Standards Degree Committee shall review every course outline(s) and any accompanying, relevant, supplementary material submitted by eligible post-secondary educational institutions that have Ministry approval to offer degree-level courses and individual registrants seeking to have one or more courses approved at degree level or, re-approved in the fulfillment of HRPAs coursework requirement (course approval), making a decision pertaining thereto, and providing rationale per the criteria as established by the Board.

- Between March 1, 2020, and May 31, 2020, a total of 12 courses were submitted for approval by four students. During the same timeframe, a total of four courses were submitted for review by three academic institutions. The courses will be reviewed at an upcoming Course Review Meeting scheduled in Q3.
- Two courses submitted by students in Q1 2020 were reviewed and approved in Q2.

HRPA welcomed a new Chair of the Academic Standards Degree Committee at the end of Q2. Julie Aitken Schermer has now assumed the position of Chair.

Table 8: Academic Standards Degree Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Student applications received	36	31	10	12			
Student applications approved	11	19	0	2			
Institution applications received	17	45	10	4			
Institution applications approved	16	20	0	10			

Experience Assessment Committee

The CHRL has a three-year experience requirement. Also, there is an alternate route to the coursework requirement for both the CHRP and CHRL that will also consider experience. The review of experience for the experience requirement and the alternate route is conducted by the Experience Assessment Committee.

Chair: Mark Seymour, CHRL

Vice-Chair: Michelle Rathwell, CHRL

The Experience Assessment Committee is a standing committee established under Section 8.04 of the By-laws. The Experience Assessment Committee shall review every application referred to it by the Registrar to determine the appropriateness and adequacy of the experience of each applicant to meet the experience requirement for the Certified Human Resources Leader (CHRL) designation or to meet the coursework requirement for the Certified Human Resources Professional (CHRP) or the CHRL designation via the Alternate Route per the criteria as established by the Board.

Alternate route

Between March 1, 2020, to May 31, 2020, 25 Alternate Route applications were received, and 42 result letters have been released (results from December 2019, January, February, and March 2020).

Table 9: Experience Assessment Committee activity (Alternate route)

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Alternate Route applications received	122	108	36	25			
Alternate Route applications approved	85	60	29	24			

Table 10: Alternate route results released

	Count	Percent
Successful	24	57.1%
Unsuccessful	18	42.9%
Total	42	100%

Validation of experience

Between March 1, 2020, to May 31, 2020, 26 Validation of Experience applications were received, and 51 result letters have been released (results from December 2019, January, February, and March 2020).

Table 11: Experience Assessment Committee activity (Validation of Experience)

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Validation of Experience applications received	1779	223	42	26			
Validation of Experience applications approved	467	103	48	35			

Table 12: Validation of experience results released

	Count	Percent
Successful	35	68.6%
Unsuccessful	16	31.4%
Total	51	100%

Challenge Exams

In addition to the Alternate Route, HRPAs offers still another way of meeting the coursework requirement. For each of the nine required courses, candidates may opt to write a challenge exam. Some use the challenge exam option instead of taking the course, others use the challenge exams to make up for a grade that was too low or for a course that has expired due to being older than 10 years.

Note: The May 2020 Challenge Examinations were cancelled due to COVID-19. Challenge Examinations are scheduled to resume from July 28th to July 30th, 2020, and a third testing window is scheduled for November 2020. These Challenge Examinations will be administered via online proctoring, whereas in the past they were written in person via paper-and-pencil.

Table 13: Challenge exams breakdown by month

Month	Registrants	Pass	Pass Rate
January 2020	61	38	62%
May 2020	Cancelled	Cancelled	Cancelled
July 2020			
November 2020			
Total			

Online Academic Program (OAP)

In addition to the alternate route, HRP A offers another way of meeting the coursework requirement. The Online Academic Program is comprised of three semesters: Fall, Winter and Spring. All nine courses are available each semester.

- The Spring semester runs from May 4th to August 7th, 2020.
- There is a total of 493 students enrolled in the OAP for the Spring 2020 semester. There is a total of 498 courses currently being taken in the Spring 2020 semester as some students are enrolled in more than one course.

Table 14: Online Academic Program (OAP) registration by semester

Semester	Registrants
Winter 2020	294
Spring 2020	493
Fall 2020	
Total	

Table 15: OAP breakdown per subject

Subject	Courses
Training and Development	74
Compensation	55
Organizational Behaviour	42
Finance and Accounting	46
Recruitment and Selection	60
Human Resources Management	53
Human Resources Planning	55
Occupational Health and Safety	55
Labour Relations	58
Total	498

The number of courses (498) is not the same as the number of registrants (493) because some registrants take more than one course in a given semester.

Certification exams

The CHRP requires successful performance on the Comprehensive Knowledge Exam 1 (CKE 1) and the CHRP Employment Law Exam (CHRP ELE). The CHRL requires successful performance on the Comprehensive Knowledge Exam 2 (CKE 2) and the CHRL Employment Law Exam (CHRL ELE).

The development and validation of certification exams is a complex process for which the input of members of the profession is essential. The CHRP Exam Validation Committee performs this role for the CHRP exams (the CKE 1 and CHRP ELE), and the CHRL Exam Validation Committee performs this role for the CHRL exams (the CKE 2 and CHRL ELE).

There was one exam window in Q2:

- CKE 2 was administered from March 2nd to March 16th, 2020.
- The CHRP and CHRL Employment Law Exams scheduled for May 2020 were cancelled due to COVID – 19.

CHRP Exam Validation Committee

The Certified Human Resource Professional Exam Validation Committee (CHRP-EVC) is a standing committee, established by by-law. The mandate of the CHRP-EVC is to approve all examination content used to evaluate CHRP candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRP exams. The CHRP-EVC is also responsible for the approval of examination blueprints for the CKE 1 and CHRP Employment Law Exams.

In Q2 the CHRP-EVC held the following exam related activities:

- CKE 1 Pass Mark Approval Session in March of 2020.
- The CHRP Employment Law Exam and CKE 1 Exam Validation session in April 2020. This session was done remotely.

The purpose of the Key Validation and Pass Mark Approval sessions is to obtain an agreement for the appropriateness of the pass mark and pass rate for the CKE 1 written in February 2020. The CHRP-EVC will make a recommendation to HRPAs Registrar to approve the proposed pass mark. The purpose of the Validation session is to review and validate items for future sittings of the CHRP Employment Law Exams as well as the CKE 1 Exams. The Validation session had to be moved from an in-person session to a remote session due to COVID-19. All items were validated by the CHRP – EVC and the committee members were confident that the validated items would form a defensible exam.

CHRL Exam Validation Committee

The Certified Human Resource Leader Exam Validation Committee (CHRL-EVC) is a standing committee formally established under the By-laws. The mandate of the CHRL-EVC is to approve all examination content used to evaluate CHRL candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRL exams. The CHRL-EVC is also responsible for the approval of examination blueprints for the CKE 2 and the CHRL Employment Law Exams.

In Q2 the CHRL-EVC held the following exam related activities:

- The CKE 2 Exam Key Validation and Pass Mark Approval session in March of 2020.
- A CHRL Employment Law Exam and CKE 2 Exam Validation session was held in May of 2020. This session was done remotely.

The purpose of the Key Validation and Pass Mark Approval sessions is to obtain an agreement for the appropriateness of the pass mark and pass rate for the CKE 2 Exam in March 2020. The CHRL-EVC will

make a recommendation to HRPAs Registrar to approve the proposed pass mark. The purpose of the Validation session is to review and validate items for future sittings of the CHRL Employment Law Exam, as well as the CKE 2 Exam. The Validation session had to be moved from an in-person session to a remote session due to COVID-19. All items were validated by the CHRL – EVC and all committee members were confident that the validated items would form a defensible exam.

Table 16: Q2 2020 Exam schedule

Exam	Window	
CKE 2	March 2 – 16, 2020	Q2

Certification Exams

HRPA decided to cancel the Spring series of exams due to COVID-19 in March 2020. The CHRP and the CHRL Employment Law Exams that were scheduled for May of 2020 were cancelled. The Comprehensive Knowledge Exam 1 (CKE 1) and the Comprehensive Knowledge Exam 2 (CKE 2) that were scheduled for June and July were also cancelled.

The CHRP and CHRL Employment Law Exams and the CKE 1 and CKE 2 exams have been relaunched for the Fall of 2020 and now include an online delivery method – remote proctoring. The Fall 2020 schedule was released on the HRPAs website on June 1, 2020. There will be two administrations of the CHRP and CHRL Employment Law Exams in 2020 and one administration each of the CKE 1 and CKE 2 exams.

Table 17: 2020 Comprehensive Knowledge Exam 1 (CKE 1) summary

	Candidates	Pass	Pass Rate	Reliability
February 2020	144	94	65.3%	.90
June 2020 - cancelled	n/a	n/a	n/a	n/a
September 2020				

Table 18: 2020 Comprehensive Knowledge Exam 2 (CKE 2) summary

Comprehensive Knowledge Exam 2 (CKE 2)	Candidates	Pass	Pass Rate	Reliability
March 2020	174	113	64.9%	.93
June/July 2020- cancelled	n/a	n/a	n/a	n/a
September 2020				

Table 19: 2020 CHRP Employment Law Exam summary

	Candidates	Pass	Pass Rate	Reliability
January 2020	138	127	92.03%	.77
May 2020 – cancelled	n/a	n/a	n/a	n/a
August 2020				
October 2020				

Table 20: 2020 CHRL Employment Law Exam summary

CHRL Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2020	145	126	86.90%	.77
May 2020 – cancelled	n/a	n/a	n/a	n/a
August 2020				
November 2020				

Technical reports for exams published

HRPA publishes the technical reports for the CKE 1, CKE 2, CHRP and CHRL Employment Law Exams. Technical reports are published for each administration (viz., exam window) of the exams. One technical report was published in Q2 2020.

[Technical Report: CKE 2 Exam](#)

Job Ready Program

Completion of the Job Ready Program is required to earn the CHRP designation. The Job Ready Program is not graded but must be completed.

Between March 1, 2020, and May 31, 2020, 27 registrants completed the Job Ready Program and were granted the CHRP designation.

CHRE Review Committee

Chair: Bob Canuel, CHRE

Vice-Chair: TBD

The CHRE Review Committee is a standing committee established under Section 8.04 of the By-laws. The CHRE Review Committee shall review every application referred to it by the Registrar to determine whether an applicant meets the criteria for the Certified Human Resources Executive (CHRE) as established by the Board.

- The number of CHREs was 273 at the end of Q2.
- Between March 1, 2020, and May 31, 2020, seventeen (17) Phase II CHRE applications were reviewed by the CHRE Review Committee. Two were granted the CHRE designation and eleven applications were unsuccessful and decision letters were issued. Written decisions for the

remaining four applications will be released in Q3. There are currently three applications submitted in Q2 that are being reviewed.

Table 21: CHRE Review Committee activity in 2020

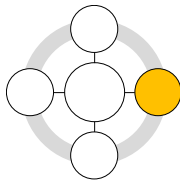
	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Applications referred to CHRE Review Committee	63	87	5	17			
Designation granted by CHRE Review Committee	8	14	0	2			

Issuance of certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE. A certificate issuance commenced in early May, and registrants were scheduled to receive their certificates by early-June. An email went out to 261 registrants in early-May notifying them that they could expect to receive their certificates during this issuance.

Table 22: Certificates issued in 2020

	CHRP	CHRL	CHRE	Total
February 2020 (Q1)	72	45	0	117
May 2020 (Q2)	201	58	2	261
August 2020 (Q3)				
November 2020 (Q4)				
Total	273	103	2	378



Quality assurance

Continuing Professional Development Committee

Chair: Vito Montesano, CHRL

Vice-Chair: Serenela Felea, CHRL

The Continuing Professional Development (CPD) Committee is a standing committee established under Section 8.04 of the By-laws. The Continuing Professional Development Committee shall audit every continuing professional development log referred to it by the Registrar to determine whether the continuing professional development requirement has been met per the criteria as established by the Board. The Committee shall also review every extension request for a member's continuing professional development period referred to it by the Registrar to determine whether there are valid grounds to grant an extension per the Continuing Professional Development Extension Policy.

There are 3362 designated registrants due to submit their CPD Log by May 31, 2020. Of those, 2022 designated registrants have submitted their CPD log as of May 31, 2020. The number of registrants who received an extension and were due to submit their CPD log on May 31, 2020, was 62 in Q2.

Table 23: Summary of CPD activity for 2020

	Due	Submitted		Extensions	
		Count	Percent	Count	Percent
CHRP	582	373	64.1%	12	2.1%
CHRL	2701	1599	59.2%	50	1.9%
CHRE	79	50	62.3%	0	0%
Totals	3362	2022	60.1 %	62	1.8%

Table 24: Continuing Professional Development (CPD) Committee activity

	2017	2018	2019	2020				2020
	Total	Total	Total	Q1	Q2	Q3	Q4	Total
CPD logs due to be submitted	3204	5960	4173	3500	3362			
CPD logs submitted	2805	5288	3419	733	2022			
Members selected for audit	95	184	121	-	-			
Members who passed the audit	73	148	96	-	-			

As a result of COVID-19, we have updated our CPD policy and submission date to July 31, 2020. Despite the extended deadline of July 31, 2020, the original CPD period remains unchanged. Only activities within a CPD period (e.g. June 1, 2017, to May 31, 2020) will qualify to meet the requirement of 66.67 CPD hours. Therefore, there is additional time to administratively input activities and submit the log.

Table 25: Summary of CPD Logs Processed for Q2*

Designation	Processed
CHRP	235
CHRL	2221
CHRE	94

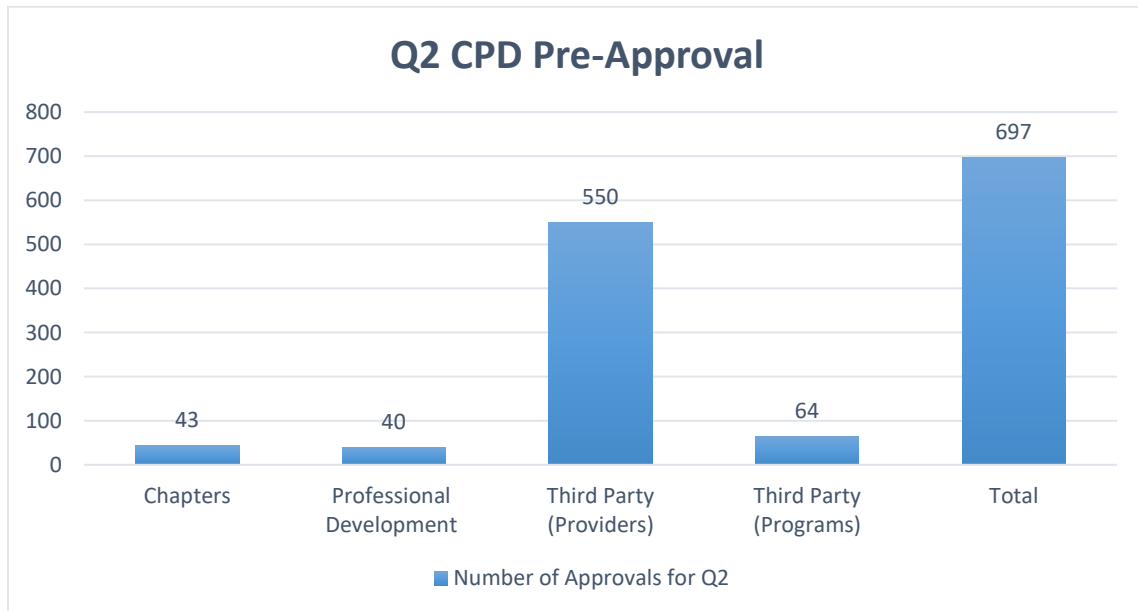
*This table represents any CPD Logs that have been submitted and includes log resubmissions, reinstatements, CPD Logs due by May 31, 2020, and early CPD log submissions.

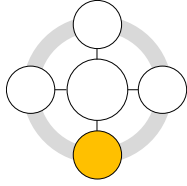
CPD Pre-approval

For Q2, a total of 697 events were pre-approved for CPD. The events can be broken down into four categories:

- HRP A Chapters
- HRP A’s Professional Development Department
- Third-Party Providers
- Third-Party Programs

Figure 4: Summary of CPD Pre-Approved Sessions for Q2





Complaints and discipline (including capacity and review)

Complaints Committee

Chair: Jennifer Cooper, LLB (member of the public)

Vice-Chair: Michael Burokas, JD (member of the public)

Independent Legal Counsel: Lonny Rosen, C.S., Rosen Sunshine LLP

The Complaints Committee is a statutory committee established under Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Complaints Committee shall review every complaint referred to it under Section 31 of the Act and section 15.03 of the By-laws regarding the conduct of a member or registered student of the Association or a firm and, if the complaint contains information suggesting that the member, student or firm may be guilty of professional misconduct as defined in the by-laws, the committee shall investigate the matter.

Following the investigation of a complaint, the Complaints Committee may:

- direct that the matter be referred, in whole or in part, to the Discipline Committee;
- direct that the matter not be referred to the Discipline Committee;
- negotiate a settlement agreement between the Association and the member, student or firm and refer the agreement to the Discipline Committee for approval;
- or take any action that it considers appropriate in the circumstances and that is not inconsistent with the Act or the By-laws, including cautioning or admonishing the member, student, or firm.

HRPA welcomed a new Chair and Vice-Chair of the Complaints Committee at the end of Q2. Jennifer Cooper has now assumed the position of Chair and Michael Burokas the position of Vice-Chair.

There were four open complaints before the start of Q2 (March 1, 2020 – May 31, 2020) and one complaint was disposed of.

There was one new referral to the Complaints Committee in Q2, it is currently in the information-gathering stage. Details of this referral are listed below.

Table 26: Summary of complaints activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Complaints Committee	14	12	5	1			
Decision issued by Complaints Committee	12	12	0	1			
Average time to dispose of complaint(s) (days)	146	157	--	122			

Table 27: Complaints disposed of in Q2 2020

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2019-13	December 4, 2019	It is alleged that the registrant: 1) Failed to carry out professional responsibilities and services honestly and diligently 2) Was biased in the investigation conducted by not dealing with the main harassment allegation but providing a narrative unrelated to the issue 3) Engaged in retaliation, harassment, and intimidation when it came to their involvement in an investigative report pertaining to the complainant 4.) Drafted an (incomplete) investigative report which is alleged to be a biased and unfocused account of the situation 5.) Breached confidentiality by sending out an investigative report to the staff of the organization who were not involved in the investigation.	March 26, 2020: No referral to Discipline, no evidence to support professional misconduct; registrant provided with a written caution
C-2020-1	January 8, 2020	It is alleged that the registrant: 1) Acted unprofessionally 2) Failed to maintain confidentiality and privacy when it came to the termination of another employee within the company, as well as a situation that happened between the complainant and the registrant in previous years that was of sensitive and confidential nature.	April 20, 2002: No referral to Discipline, no evidence to support professional misconduct
C-2020-2	January 10, 2020	It is alleged that the registrant acted in a demeaning and discriminatory manner towards the complainant during a meeting involving other staff members within the organization.	February 21, 2020: Complainant withdrew complaint; sent to the Registrar; no further action was taken

Table 28: New Complaints registered in Q2 2020

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2020-4	March 18, 2020	It is alleged that the Registrant breached the rules of professional conduct by 1) failing to provide dignity in the workplace and 2) balancing interest.	TBD

Discipline Committee

Chair: Stephanie Izzard, CHRL

Vice-Chair: Lynne Latulippe (member of the public)

Independent Legal Counsel: Luisa Ritacca, Managing Partner, Stockwoods LLP

The Discipline Committee is a statutory committee established under Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Discipline Committee shall hear every matter referred to it by the Complaints Committee under Section 34 of the Act and section 15.03 of the By-laws to determine whether the member, student or firm is guilty of professional misconduct as defined in the by-laws and if the Committee finds a member, student or firm guilty of professional misconduct, to exercise any of the powers granted to it under Subsection 34(4) of the Act.

No discipline hearings were conducted in Q2.

There were two new referrals to the Discipline Committee in Q2.

The first referral was for failure to cooperate with requests for information from the Review Committee. The second was for intentional and continued unauthorized use of the designation by a registrant. This despite repeated notices to stop unauthorized use of the designation. Notices of Hearing are currently in the process of being served on the registrants. Interestingly, serving Notices of Hearings is one of the activities that has been made more difficult by the COVID-19 pandemic. As soon as the Notices of Hearings are served on these registrants, more details will be made public. This is expected to happen in Q3 2020.

Table 29: Discipline Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Discipline Committee	1	1	0	2			
Decision issued by Discipline Committee	1	1	0	0			

Capacity Committee

Chair: Stephanie Izzard, CHRL

Vice-Chair: Lynne Latulippe (member of the public)

Independent Legal Counsel: Luisa Ritacca, Managing Partner, Stockwoods LLP

The Capacity Committee is a statutory committee established under Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Capacity Committee shall hear every matter referred to it by the Association under Section 47 of the Act and section 15.03 of the By-laws to determine whether a member or student is incapacitated and if the Committee finds a member or student is incapacitated, to exercise any of the powers granted to it under Subsection 47(8) of the Act.

No capacity hearings were conducted in Q2.

There were no new referrals to the Capacity Committee in Q2.

Table 30: Capacity Committee activity

	2017	2018	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Capacity Committee	0	0	0	0			
Decision issued by Capacity Committee	0	0	0	0			

Review Committee

Chair: Damienne Lebrun-Reid (member of the public)

Vice-Chair: TBD

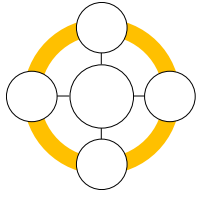
Independent Legal Counsel: John Wilkinson, Partner, WeirFoulds LLP.

The Review Committee is a statutory committee established under Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Review Committee shall review every matter referred to it by the Registrar under Section 40 of the Act to determine whether the member or firm’s bankruptcy or insolvency event may pose a risk of harm to any person; to direct the Registrar to investigate the matter; to determine whether a hearing is warranted; to conduct hearings when warranted to determine whether the member or firm’s bankruptcy or insolvency event poses a risk of harm to any person; and upon a determination that there are reasonable grounds for believing that the member or firm’s bankruptcy or insolvency event poses or may pose a risk of harm to any person following a hearing, to exercise any of the powers granted to it under Subsection 41(8) of the Act.

There were no new notices of bankruptcy or insolvency events received by the Registrar in Q2. HRPWA welcomed a new Chair of the Review Committee at the end of Q2. Damienne Lebrun-Reid has now assumed the position of Chair.

Table 31: Review Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Notices of bankruptcies or insolvency events	5	3	0	0			
Decisions issued by the Review Committee	16	8	0	0			



Appeal

Appeal Committee

Chair: Melanie Kerr, CHRL

Vice-Chair: Maureen Quinlan (member of the public)

Independent Legal Counsel: Luisa Ritacca, Managing Partner, Stockwoods LLP

The Appeal Committee is a statutory committee established under Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Appeal Committee shall review every request for appeal filed under the Act and the By-laws by registrants of HRP or members of the public to determine whether there was a denial of natural justice or an error on the record of the decision of the committee or the Registrar and to exercise any of the powers granted to it under the Act and Section 22 of the By-laws.

A total of four appeals have been filed in Q2, three regarding decisions of the Experience Assessment Committee and one regarding a decision of the CHRE Review Committee.

Two appeals were resolved through the alternate resolution process in Q2. One appeal was filed in Q1 and one was filed in Q2. An agreement made via the alternate resolution process in May 2020 on an appeal regarding an Experience Assessment Committee decision is currently being reviewed by a panel of the Appeal Committee.

One decision was issued in Q2 on an appeal that was filed in Q4 in 2019. The decision upheld the Experience Assessment Committee’s original decision.

Table 32: Appeal Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Number of appeals filed	16	75	4	4			
Settled via the Alternate Resolution Process	7	27	5	2			
Decisions issued by the Appeal Committee	6	48	2	1			

Alternate Resolution Process

One factor that influences the number of appeals that are heard by the Appeal Committee is the HRP’s alternate resolution process for appeals. If the Registrar believes that the appellant has shown in their Request for an Appeal that something may have gone wrong with the process or that there may

have been a denial of natural justice, the Registrar may extend an offer to the appellant to settle the appeal. Under those circumstances, the appellant has three options:

1. Accept the offer and withdraw the appeal,
2. Accept the offer with the provision that a panel of the Appeal Committee review and sign off on the agreement between the appellant and HRP, or
3. Reject the offer, which means the appeal will proceed as an uncontested appeal.

Appellants are never pressured to choose one option or another. The benefit for appellants and HRP is a quicker resolution of the matter. For appeals of decisions of the Experience Assessment Committee (EAC), the settlement usually involves having the Validation of Experience (VOE) or alternate route application reviewed by a second independent panel. Most appellants who are appealing a decision by the EAC want a ‘second opinion’ on their application. As noted above, the Appeal Committee was not established to give second opinions but to review the process by which the decision was arrived at.

The impact of the alternate resolution process is that most of the decisions of the (EAC) where the facts suggest that an appeal might be warranted, never make it to being reviewed by a panel of the Appeal Committee as the VOE or Alternate Route application is sent to a new Experience Assessment Committee (EAC) panel for review.

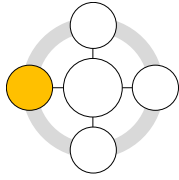
Table 33: Q2 2020 Appeal Committee activity

	Date Appeal Filed	The nature of the appeal	The outcome of the appeal
A-2019-71	October 22, 2019	Experience Assessment Committee made an error in the assessment of a Validation of Experience application.	A decision issued in March 2020 upheld the Experience Assessment Committee’s decision.
A-2020-04	February 24, 2020	The Experience Assessment Committee failed to consider relevant facts and applied a policy rule incorrectly for the Alternate Route – Experience application.	An agreement was made between HRP and the appellant via the alternate resolution process. The appeal was withdrawn by the appellant in April 2020.
A-2020-05	March 3, 2020	The Experience Assessment Committee failed to consider the correct facts and the assessment process was inconsistent.	An agreement was made between HRP and the appellant via the alternate resolution process. The appeal was withdrawn by the appellant in April 2020.
A-2020-06	March 10, 2020	Would like the CHRE application to be reconsidered with the submission of fresh evidence.	A panel of the Appeal Committee met in May 2020 to review the appeal. A decision is currently being written.
A-2020-07	April 3, 2020	The Experience Assessment Committee made an error in the assessment of a Validation of Experience application.	An agreement was made between HRP and the appellant via the alternate resolution process in May 2020. The

			agreement is currently being reviewed by a panel of the Appeal Committee.
A-2020-08	May 20, 2020	The Experience Assessment Committee made an error in the assessment of the Validation of Experience application by not giving it adequate consideration.	The appeal is currently with HRP for a response.

Table 34: Analysis of appeal decisions

Appeal outcomes	Count
Total number of requests for appeal received between March 1, 2020, and May 31, 2020	4
Total number of appeals settled via the Alternate Resolution Process	2
Total number of final appeal decisions released between March 1, 2020, and May 31, 2020	1
Decisions upholding the original decision	1
Decisions overturning the original decision	0



Stakeholder education

***Regulatory Affairs* newsletter**

The *Regulatory Affairs* newsletter is published under By-laws 13.06 and 13.07.

As set out in the By-laws, the *Regulatory Affairs* newsletter shall include but not be limited to:

- (a) Notices of annual meetings;
- (b) Election results; and
- (c) All information as set out in Section 21.03 and Section 21.08 concerning discipline or review proceedings. Where there is a dissenting opinion prepared by a member of the panel and the decision, finding or order of the Discipline Committee or the Review Committee is to be published, in detail or summary, any publication will include the dissenting opinion.

In Q2, a *Regulatory Affairs* Newsletter was published on March 23, 2020, and May 25, 2020.

HRPA staff development

The COVID-19 epidemic has put a temporary halt to in-person development events. It is expected that many events will soon return as online events.