

Registrar’s Report for Q3 2022

August 31, 2022

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The Registrar’s Report is produced on a quarterly basis. The Registrar’s Report details regulatory activity for the previous quarter. In addition, the Registrar’s Report includes special reports on pertinent issues and reviews trends and issues in the professional regulation in the previous quarter. The sections

relating to the activity of specific committees were reviewed for completeness and accuracy by the Chair of the respective committee.

Regulatory operations at-a-glance

Regulatory operations refer to the day-to-day workings of HRPAs's regulatory committees and Office of the Registrar staff.



Regulatory committees have no control over the volume of applications, complaints, or referrals. These volumes can fluctuate significantly. For professional regulatory committees, performance is measured by (1) the timely disposition of cases, and (2) the quality of the decisions. The latter can be assessed by the number of appeals which have overturned any decisions of the committee. The following is an overall assessment of committee performance – more details for each committee can be found below.

Regulatory committee performance overview

	Keeping up with referrals	No backlog	Decisions rendered in a timely manner	Decisions are upheld upon appeal
Registration Committee	●	●	●	●
Academic Standards (Diploma) Committee	●	●	●	●
Academic Standards (Degree) Committee	●	●	●	●
Experience Assessment Committee (Alternate Route)	●	●	●	●
Experience Assessment Committee (VOE Route)	●	●	●	●
CHRE Review Committee	●	●	●	●
Continuing Professional Development Committee	●	●	●	●
Complaints Committee	●	●	●	●
Discipline Committee	●	●	●	●
Capacity Committee	●	●	●	●
Review Committee	●	●	●	●
Appeal Committee	●	●	●	●

Public Register

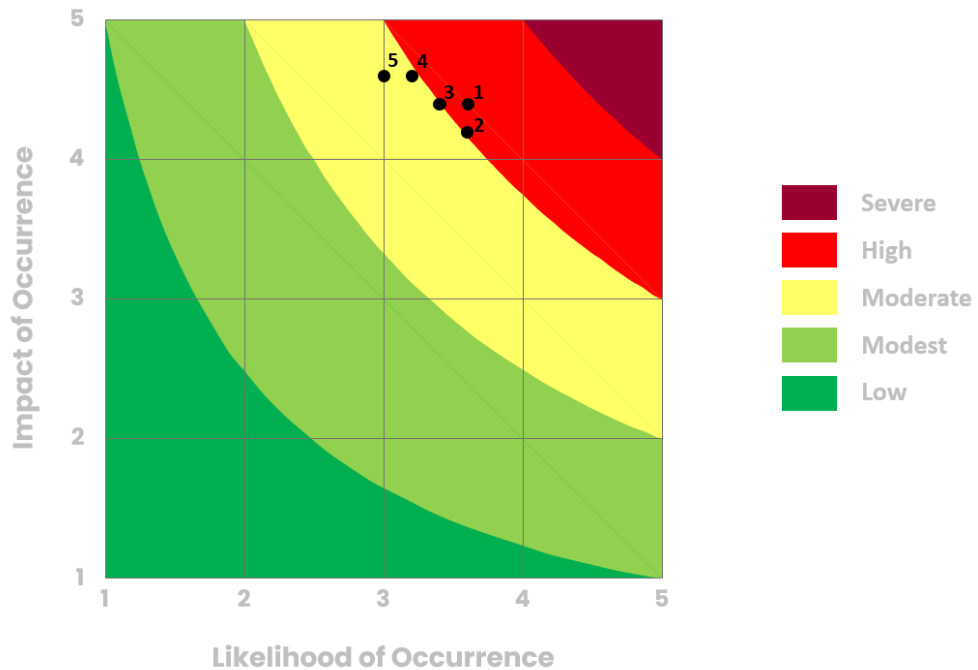
Q3 Highlights:

- Total registration now stands at 24,596, with 24,244 members and 352 students. Between September 1, 2021 and September 1, 2022, total registration was up by 0.8%.

Registration by class as of September 1, 2022

	1-Sept-21	1-Sept-22	Net year-over-year gain (Loss)	% Year-over-year gain (Loss)	% of total registration
Designated members	15,081	15,227	146	1.0%	61.9%
CHRE (including CHRE retired)	262	250	-12	-4.6%	1.0%
CHRL (including CHRL retired)	9,293	9,119	-174	-1.9%	37.1%
CHRP (including CHRP retired)	5,526	5,858	332	6.0%	23.8%
Undesignated Members	8,809	9,017	208	2.4%	36.7%
Practitioner	8,582	8,763	181	2.1%	35.6%
Allied Professional	227	254	27	11.9%	1.0%
Total members	23,890	24,244	354	1.5%	98.6%
Students (registered but not members)	501	352	-149	-29.7%	1.4%
Total registrants	24,391	24,596	205	0.8%	100.0%
Students as a proportion of registrants	2.1%	1.4%			
Designated members as a proportion of membership	63.1%	62.8%			
Designated members as a proportion of registration	61.8%	61.9%			

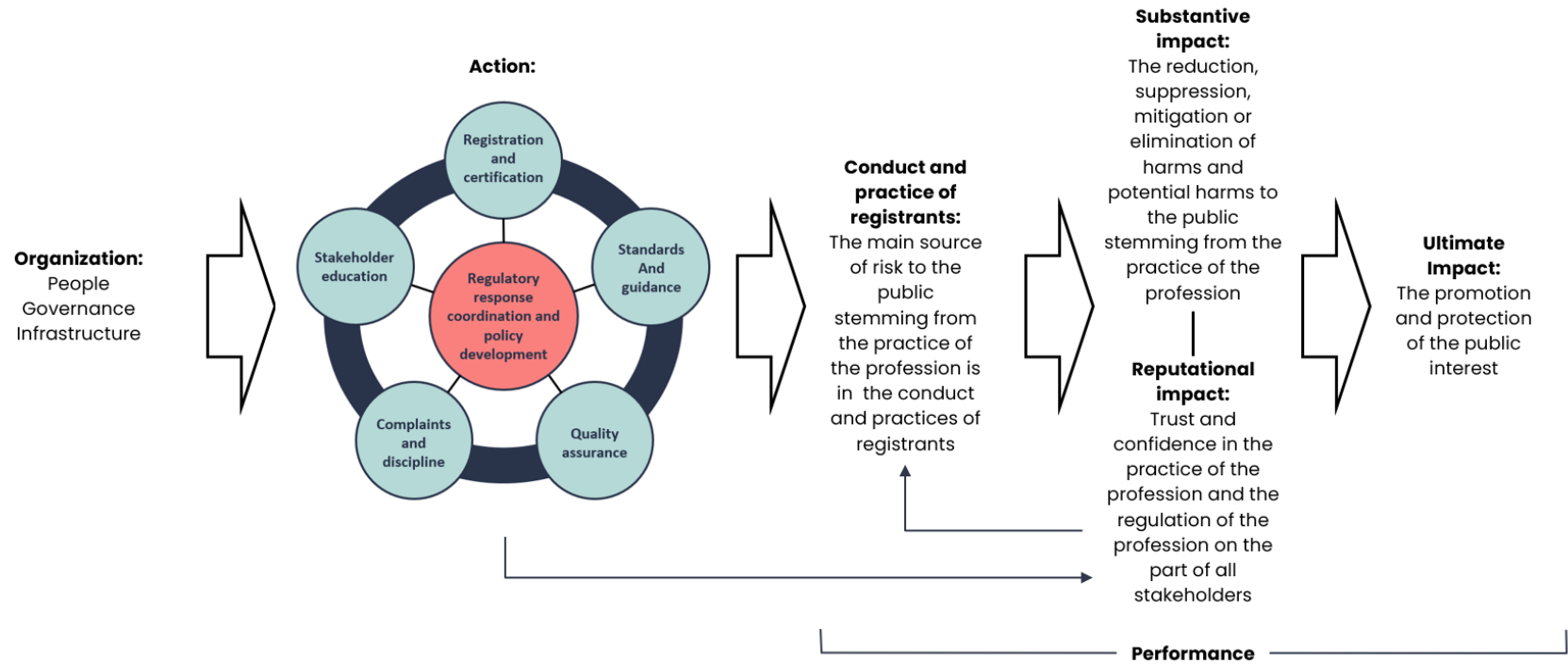
Top 5 risks to the public stemming from the practice of the profession



Risk	Likelihood	Impact	Severity
1. Ignoring mental health issues employees are experiencing	3.6	4.4	15.84
2. Unconscious biases impacting important HR decisions – like hiring and promotions (ex. Anchoring bias, halo effect, confirmation bias, self-serving bias and attentional bias)	3.6	4.2	15.12
Discrimination of any kind against others in the workplace	3.4	4.4	14.96
4. Enabling systemic racism in the workplace	3.2	4.6	14.72
5. Misunderstanding, and/or non-compliance/breach of applicable employment laws, such as Employment Standards Act, Personal Health Information Protection Act, Occupational Health and Safety Act	3	4.6	13.8

HRPA's model of regulatory performance

HRPA's model of regulatory performance is given below:



The model is best explained by working back from the ultimate objective or ultimate impact. The ultimate objective of HRPAs regulatory framework is the promotion and protection of the public interest.

The measure of success for professional regulation

The measure of success for a professional regulatory body is in the extent to which harms and risks of harms to the public stemming from the practice of the profession have been reduced, suppressed, mitigated, or eliminated by the decisions and actions taken by the professional regulatory body. The objective is to maximize the reduction, suppression, mitigation, or elimination of risks to the public stemming from the practice of the profession by minimizing the risks to the public stemming from the practice of the profession.

Risk-based regulation

Risk-based regulation is an approach to professional regulation that aims to maximize the impact of the professional regulatory body by focusing resources on those specific risks of harm which reduction, suppression, mitigation, or elimination would have the most benefit for the public.

Shift from passive regulation to proactive regulation



HRPA and the Office of the Registrar (OOR) are shifting the emphasis from passive regulation to proactive regulation. This is in keeping with the idea of maximizing the reduction, suppression, mitigation, or elimination of harms to the public stemming from the practice of the profession. It is better to prevent a harm from happening than to mitigate the harm once it has occurred.

Proximal outcomes

Professional regulatory bodies minimize the risks to the public stemming from the practice of the profession mainly by having an impact on the conduct and practice of their registrants.

The 'levers' of professional regulation

There are five 'levers' to *regulatory action*, each is focused on having an impact on the conduct and practice of HRPAs registrants, with the intent of protecting the public interest by reducing, suppressing, mitigating, or eliminating of harms or potential harms to the public stemming from the practice of the profession. To the five 'levers' is a sixth function which is focused on ensuring that regulatory actions and decisions are coordinated such as to achieve maximum impact on the promotion and protection of the public interest by reducing, suppressing, mitigating, or eliminating the risks of harms or potential risks of harms to the public stemming from the practice of the profession.

HRPA's regulatory functions

Registration and certification

To contribute to the promotion and protection of the public interest by ensuring that only individuals with the necessary qualifications to practice the profession in safe and effective manner are allowed to register with HRP or to be certified by HRP and to ensure that only individuals with the necessary qualifications are authorized to perform certain activities

Stakeholder education

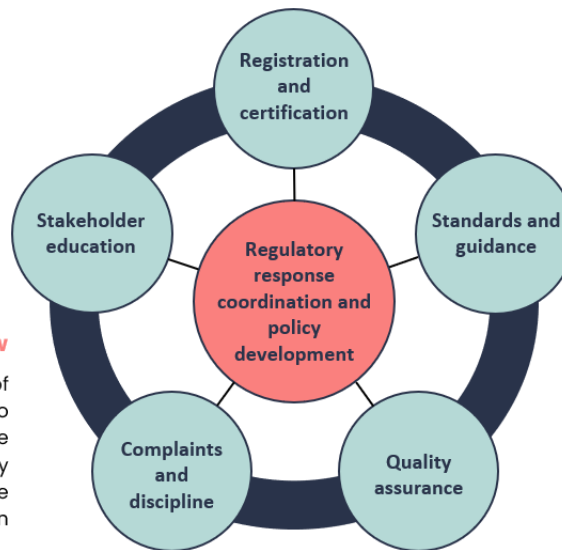
To contribute to the promotion and protection of the public interest by managing relations with stakeholders in such a way as to develop and maintain public confidence in the profession and in the regulation of the profession

Standards and guidance

To contribute to the promotion and protection of the public interest by ensuring that the profession has the practice standards and the practice guidelines guidance required to help registrants apply the standards such that the risks of harm to the public are minimized.

Complaints, Discipline, Capacity, and Review

To contribute to the promotion and protection of the public interest by dealing with registrants who may have failed to live up to the standards of the profession in order to protect the public from any further harm and restore confidence in the profession



Quality assurance

To contribute to the promotion and protection of the public interest by ensuring that, once registered, registrants continue to maintain their knowledge, skill, and competence and continue to practice their profession in a way that minimizes the risk to the public

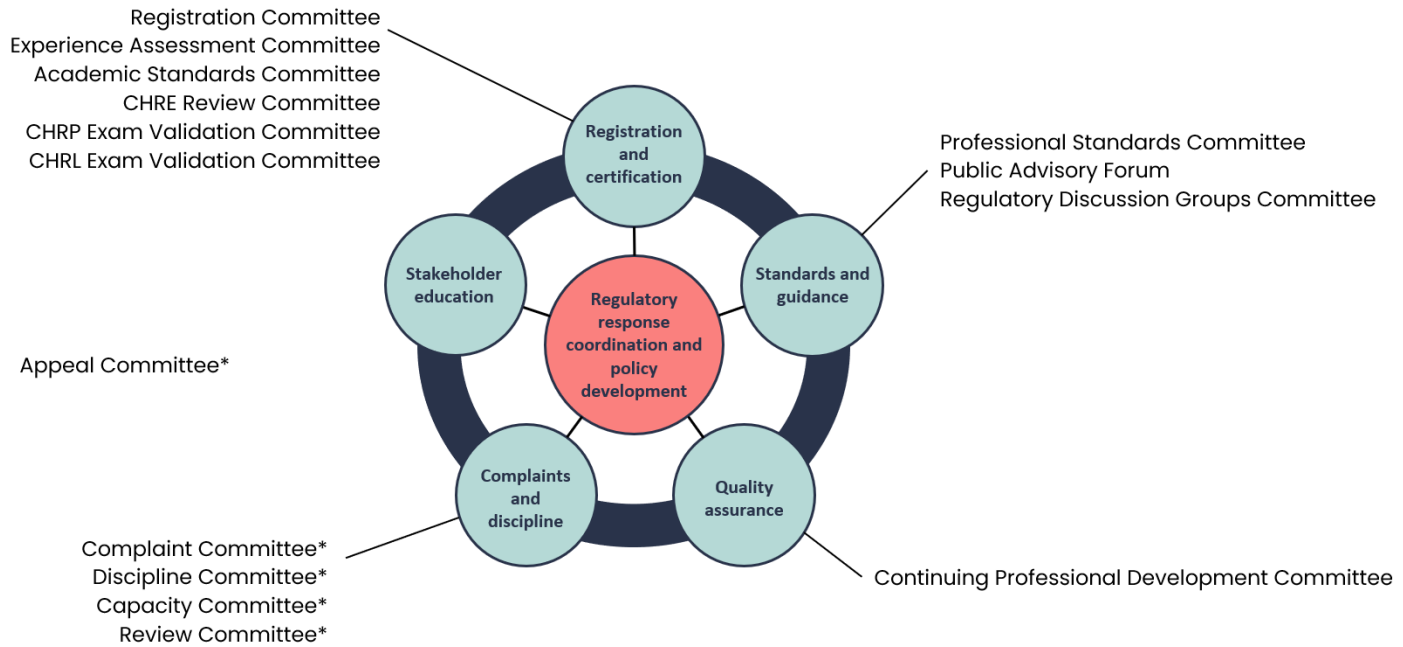
Regulatory response coordination and policy development

To contribute to the promotion and protection of the public interest by to ensure that regulatory activities are coordinated such as to achieve maximum impact on the promotion and protection of the public interest by reducing, suppressing, mitigating or eliminating the risks of harms or potential risks of harms to the public stemming from the practice of the profession

The role of regulatory committees

Regulatory committees play a variety of roles in making HRPAs regulatory framework work. An essential aspect of self-regulation is that professionals are in the best position to make judgments on the conduct and practice of other professionals. Where such judgments are required, committees are struck. In the case of the statutory committees, the establishment of the committee and the powers and duties of the committee are set out in the Act.

HRPA's regulatory committees



*Denotes HRPAs statutory committees

Note that there is a difference between policy, and the application of policy. HRPAs regulatory committees (not counting the Board, the Governance and Nominating Committee, and the Professional Standards Committee) are not responsible for policy, HRPAs regulatory committees are responsible for applying policy in a diligent, conscientious, transparent, objective, impartial, and fair manner.

Although the work of HRPAs regulatory committees is essential to HRPAs performance as a professional regulatory body, there is much more to professional regulation than the work of HRPAs regulatory committees. This is a situation of ‘necessary but not sufficient’—effective decision-making by HRPAs regulatory committees is *necessary* for effective performance as a professional regulatory body, but it is not *sufficient* for effective performance as a professional regulatory body.

Organization

Finally, the actions and decisions of the professional regulatory body are supported by an infrastructure of governance structure, culture and skills, and information technology.

Special report: 2022 Complaints Benchmarking Report

Executive summary

The complaints rate is an important metric for professional regulatory bodies, although its meaning and interpretation can be tricky. A complaint rate that is too low may indicate that professional misconduct and incompetence is underreported and therefore preventing a professional regulatory body from effectively dealing with situations where the conduct or practice of one of its registrants may have fallen short of the standards of the profession. On the other hand, a complaint rate that is too high may indicate that regulatory initiatives to proactively manage the risk to the public stemming from the practice of the profession are not working.

The Complaints Benchmarking Report is produced annually. This report covers the period from December 1, 2020, to November 30, 2021.

HRPA received fifteen complaints during this period. This corresponds to a complaint rate of .65 complaints *per* 1000 registrants. HRPA's complaint rate was 36th amongst the thirty-eight professional regulatory bodies in Ontario in 2020–2021. HRPA has had the lowest or close to the lowest complaint rate of all professional regulatory bodies in Ontario since HRPA started benchmarking its complaint rate in 2015.

Part 1 of this Report places this complaint rate in the context of the complaint rates of other professional regulatory bodies in Ontario in the same time period. Part 2 of this report discusses the likely reasons why the complaint rate is so low and the implications of such a low complaint rate.

Part 1: The complaint rate for HRPA for 2020–2021

The number of complaints *per* 1000 registrants is calculated by dividing the number of complaints received in the reporting period divided by the number of registrants (at the end of the reporting period) and multiplying this number by 1000.

For 2020–2021, the complaint rate at HRPA was .65 *per* 1000 registrants. Table 1 gives the complaint rate at HRPA for the last seven years.

Table 1: HRPAs complaint rate for last seven years

Year	Registration at end of fiscal	Number of complaints	Complaint Rate per 1000 registrants	Rank
2020-2021	22,970	15	.65	36/38
2019-2020	21,957	9	.41	37/38
2018-2019	22,757	12	.53	38/38
2017-2018	23,448	14	.60	36/38
2016-2017	23,116	6	.26	37/38
2015-2016	23,155	9	.39	38/38
2014-2015	21,712	5	.23	35/36

The complaint rate seems to have inched upwards over this time period. However, the differences are not statistically significant ($\chi^2_{df=6}=8.1473$; $p = .228$).

How the 2020-2021 complaint rate at HRPAs compares to that of other regulated professions in Ontario

There are thirty-eight professional regulatory bodies governed by a public act in Ontario; all were included in this study.

The sources of information

Professional regulatory bodies have different fiscal years. Most of the information as to the number of complaints was gleaned from the most recent published annual report for each profession.

When the number of members/registrants/licenses was available from the annual report, this number was used. In some cases, the annual report did not give the number of members/registrants/licenses. In these cases, the number of members/registrants/licenses was obtained by consulting the regulator's most recent Fair Registration Practice Report which is available from the Office of the Fairness Commissioner's web site. Some health colleges are no longer reporting their complaints numbers in their annual report. In those cases, the number was found in their College Performance Measurement Reporting Tool.

For professional regulatory bodies falling under the *Regulated Health Professions Act, 1990*, complaints were defined as referrals to the Inquiries, Complaints and Reports Committee (ICRC) which includes complaints from the public (external) and registrar investigations (internal). It was deemed that referrals to ICRC gave a better and more consistent definition of complaints across professions.

Comparator groups

HRPA's complaint rate for 2020-2021 was 36th amongst the thirty-eight professional regulatory bodies in Ontario in 2020-2021. As noted in the table above, since HRPAs began keeping track of complaints in 2015, HRPAs has had the lowest or close to the lowest complaint rate of all professional regulatory bodies in Ontario.

To derive more meaningful comparisons, three comparator groups were identified: (1) all professions regulated by public act in Ontario, and (2) non-health professions regulated by public act in Ontario, and (3) voluntary professions.

There are twelve non-health professions governed by public act in Ontario:

- Law Society of Ontario
- Association of Ontario Land Surveyors
- College of Veterinarians of Ontario
- Ontario Association of Architects
- Ontario College of Social Workers and Social Service Workers
- Ontario Professional Foresters Association
- Chartered Professional Accountants of Ontario
- Ontario College of Teachers
- Professional Engineers of Ontario
- College of Early Childhood Educators
- Professional Geoscientists of Ontario
- Human Resources Professionals Association

There are three voluntary professions regulated by public act in Ontario:

- Ontario College of Social Workers and Social Service Workers
- Chartered Professional Accountants of Ontario
- Human Resources Professionals Association

Table 2: Comparing HRPAs' complaint rate with that of other regulated professions in Ontario

Comparator group	n	2020-2021	
		Mean	Median
All professions regulated by public act in Ontario (excluding HRPAs)	37	17.79	6.62
Non-health professions (excluding HRPAs)	11	16.97	6.37
Voluntary professions (excluding HRPAs) ¹	2	6.44	6.44
Human Resources Professionals Association	1	0.65	0.65

Note: Because of the positive skew in the distribution of complaint rates, the median is likely a better measure of the 'average' complaint rate than the mean. Both the mean and the median are reported, however.

- The professional regulatory body with the highest complaint rate in Ontario in 2020-2021 was the College of Physicians and Surgeons of Ontario with a complaint rate of 91.56 *per* 1000 registrants.

¹ The two non-health voluntary professions are Social Workers and Social Service Workers and Chartered Professional Accountants. There are no voluntary health professions regulated by public act in Ontario. The Massage Therapists are technically voluntary in the sense that one does not need to be a Registered Massage Therapist to offer massage services. However, insurance coverage creates a quasi-license for Registered Massage Therapists.

- The professional regulatory body with the next highest complaint rate in Ontario in 2020–2021 was the Law Society of Ontario with a complaint rate of 62.08 *per* 1000 registrants.
- In 2020–2021, the Chartered Professional Accountants of Ontario had a complaint rate of 6.28 complaints *per* 1000 registrants and the Ontario College of Social Workers and Social Service Workers had a complaint rate of 6.59 complaints *per* 1000 registrants. The latter two are mentioned because they are the other two non-health voluntary professions in Ontario (excluding HRPAs).

To put this in perspective:

- At a rate of 6.62 complaints *per* 1000 registrants (the median number of complaints *per* 1000 registrants across all professional regulatory bodies in Ontario), HRPAs would have received 153 complaints in 2020–2021 instead of 15.
- At a rate of 6.37 complaints *per* 1000 registrants (the median number of complaints *per* 1000 registrants across all non-health professional regulatory bodies in Ontario), HRPAs would have received 147 complaints in 2020–2021 instead of 15.
- At a rate of 6.44 complaints *per* 1000 registrants (the complaint rate for non-health voluntary professions), HRPAs would have received 148 complaints in 2020–2021 instead of 15.

In a previous Complaints Benchmarking Report, the 2018–2019 complaint rates were compared to 2019–2020 complaint rates. The idea was to consider the impact of the COVID-19 pandemic. Although the data are not perfect in that different professional regulatory bodies have different fiscal years, there is no evidence that the COVID-19 pandemic has had an impact on complaint rates.

Part 2: Why is HRPAs's complaint rate so low?

Is it possible that the rate of complaints for registered Human Resources professionals is low because the rate of misconduct and/or incompetence amongst registered Human Resources professionals is low?

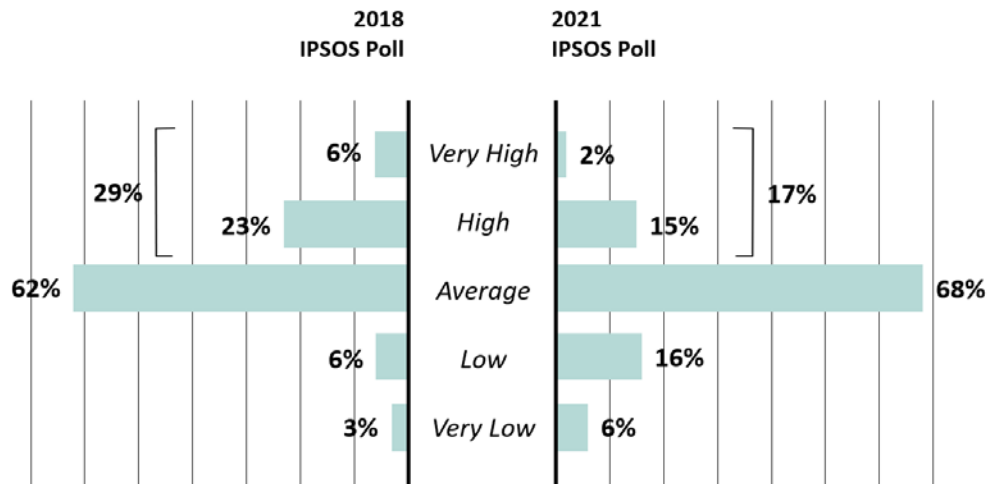
If the rate of misconduct and/or incompetence was as low as the complaint rate, the argument could be made that the Human Resources profession simply does not need to be regulated as the risk of harm to the public stemming from the practice of the profession would be negligible.

Three pieces of information would suggest that this is not the case, however:

1. There is no reason to believe that registered Human Resources professionals are inherently more ethical or more competent than professionals from other professions
2. The research into the risk to the public stemming from the practice of the profession has indicated that there are many and various risks to the public stemming from the practice of Human Resources
3. There is evidence that there are reasons why misconduct or incompetence amongst registered Human Resources professionals is underreported.

In January 2018, HRP A commissioned Ipsos to conduct a survey on public opinion of the Human Resources profession and Human Resources professionals. A sample 1,010 Ontarians aged 18+ was selected via the Ipsos I-Say panel and non-panel sources. The main purpose of the survey was to populate the Regulatory Practices Scorecard, but a question was added pertaining to the perceived honesty and ethical standards of registered Human Resources professionals. The question was repeated in September 2021.

“Please rate the honesty and ethical standards of Human Resources professionals registered with HRP A”



In 2018, 29% of survey respondents rated the honesty and ethical standards of Human Resources professionals registered with HRP A as *high* or *very high*; in 2021 this percentage had fallen to 17%. Again, this is indirect evidence, but, based on public opinion, there is no reason to believe that registered Human Resources professionals are inherently more ethical or more competent than professionals from other professions.

The Risk of Harm research conducted in 2020 found that there were many risks to the public stemming from the practice of the profession. Again, this is indirect evidence, but it does suggest that the lack of complaints is not because no harm can come from the practice of Human Resources.

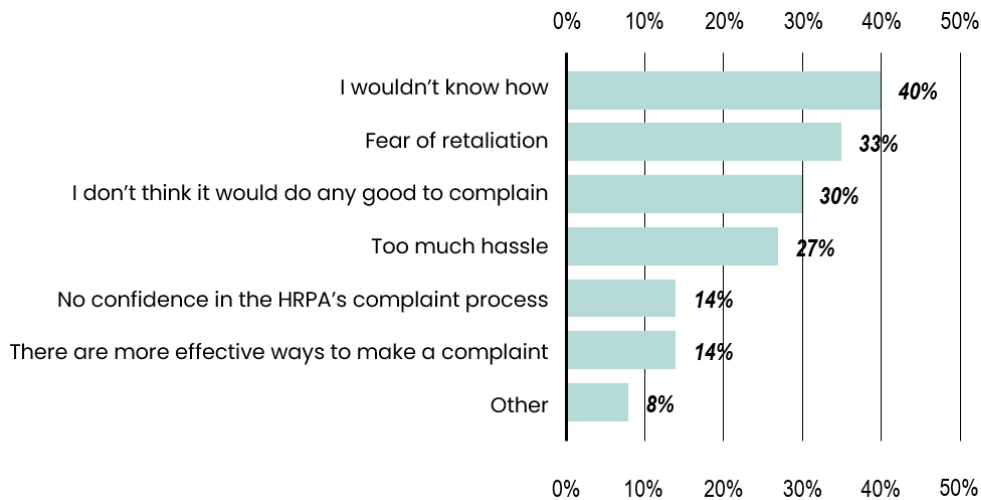
The last and most cogent reason for HRP A’s low rate of complaints is that issues do arise but that they go unreported. The Ipsos survey of 2021 did include questions to look into why members of the public do not file complaints with HRP A.

For one, only 15% of the public were aware that members of the public could make a formal complaint against a registered Human Resources professional through the Human Resources Professionals Association (HRP A).



Then, survey respondents indicated a number of reasons why they would be unlikely to file a complaint with HRPAs even if they felt that the conduct or practice of an HR professional registered with HRPAs had failed to meet the standards of the profession.

“You indicated that you wouldn’t be likely to register a complaint with the Human Resources Professionals Association (HRPA). Why not? (Check as many as apply)”



Most of these reasons would apply to most professions, but the fear of retaliation may be one that is particularly relevant to the Human Resources profession.

Also, it is the case that employees and employers may not be aware of when misconduct or incompetence on the part of a registered Human Resources professional may have caused them harm.

All of the above point to the explanation that misconduct or incompetence on the part of registered Human Resources professionals are likely underreported.

Implications of a low complaint rate

HRPA has a mandate to keep the public safe from the harms that may come as a result of the practice of the profession. That there are significant barriers to the filing of complaints against registered Human Resources professionals complicates this task. The underreporting of misconduct and incompetence on the part of registered Human Resources professionals has significant implications for HRPA.

1. For one, HRPA cannot afford to be passive and wait for complaints to be filed before taking action. Although one could say that no professional regulatory body can afford to be passive and wait for complaints to be filed, a passive approach would be especially damaging to HRPA's effectiveness as a professional regulatory body.
2. HRPA has adopted risk-based regulation as its approach to professional regulation. Most regulators depend on an analysis of their complaints to identify the risks to the public stemming from the practice of the professions they regulate. HRPA cannot depend on complaints to identify risks to the public stemming from the practice of the profession. This means that HRPA must use other means to identify the risks to the public stemming from the practice of the profession.
3. Most recognize that handling complaints is probably not the most effective aspect of professional regulation. Complaints, by their very nature, occur after the harm may have occurred. Nonetheless, when professional regulatory bodies want to argue for their effectiveness, they will often point to their complaints process. In fact, when professional regulatory bodies get in trouble in the media, it is usually in regard to their complaints and discipline process. The fact that HRPA's complaints rate is so low makes it more difficult for HRPA to convince a sceptical media that it is serious about protecting the public.
4. Whether it leads to a complaint or not, whenever a registered Human Resources professional fails to live up to the standards of the profession, there is some damage to the reputation of the profession—which is a risk for the profession and HRPA.

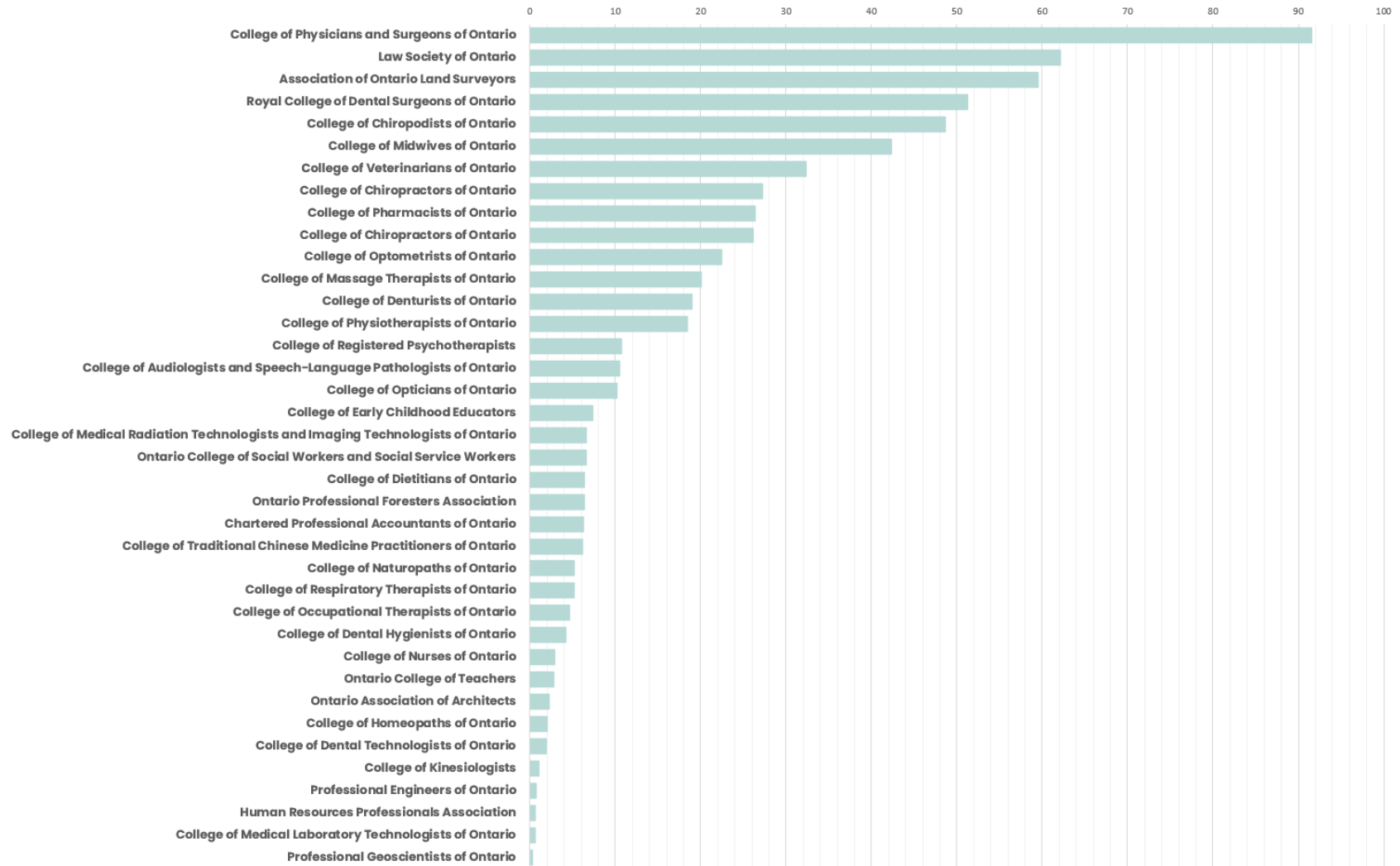
Increasing the number of complaints at HRPA will require making a greater percentage of the public aware that the public could make a formal complaint against a registered Human Resources professional through the Human Resources Professionals Association (HRPA). Also, HRPA should provide greater support for complainants (without doing so in a manner that would compromise the impartiality and fairness of any proceeding).

At the same time, HRPA cannot depend on complaints to identify the risks of harm stemming from the practice of the profession. HRPA will need to focus on proactive initiatives to protect the public. It is premature to answer the question as to what HRPA's complaint rate should be, the first step would be to remove the barriers to filing complaints.

Registrants, complaints, and complaint rate per 1000 registrants for Ontario Professional Regulatory Bodies in 2020–2021

Regulatory Body	Registrants	Complaints	Rate per 1000
College of Physicians and Surgeons of Ontario	45,183	4137	91.56
Law Society of Ontario	68,265	4238	62.08
Association of Ontario Land Surveyors	487	29	59.55
Royal College of Dental Surgeons of Ontario	10,875	557	51.22
College of Chiropodists of Ontario	760	37	48.68
College of Midwives of Ontario	1064	45	42.29
College of Veterinarians of Ontario	5247	170	32.40
College of Chiropractors of Ontario	5109	139	27.21
College of Pharmacists of Ontario	22,933	604	26.34
College of Chiropractors of Ontario	4620	121	26.19
College of Optometrists of Ontario	2678	60	22.40
College of Massage Therapists of Ontario	14,835	297	20.02
College of Denturists of Ontario	737	14	19.00
College of Physiotherapists of Ontario	10,514	194	18.45
College of Registered Psychotherapists	8180	88	10.76
College of Audiologists and Speech-Language Pathologists of Ontario	4587	48	10.46
College of Opticians of Ontario	3252	33	10.15
College of Early Childhood Educators	58,867	433	7.36
College of Medical Radiation Technologists and Imaging Technologists of Ontario	11,174	74	6.62
Ontario College of Social Workers and Social Service Workers	26,117	172	6.59
College of Dietitians of Ontario	4239	27	6.37
Ontario Professional Foresters Association	942	6	6.37
Chartered Professional Accountants of Ontario	97,121	610	6.28
College of Traditional Chinese Medicine Practitioners of Ontario	2616	16	6.12
College of Naturopaths of Ontario	1733	9	5.19
College of Respiratory Therapists of Ontario	3703	19	5.13
College of Occupational Therapists of Ontario	6452	30	4.65
College of Dental Hygienists of Ontario	14,337	60	4.18
College of Nurses of Ontario	192,310	555	2.89
Ontario College of Teachers	224,168	625	2.79
Ontario Association of Architects	7991	18	2.25
College of Homeopaths of Ontario	487	1	2.05
College of Dental Technologists of Ontario	536	1	1.87
College of Kinesiologists	2899	3	1.03
Professional Engineers of Ontario	84,744	60	0.71
Human Resources Professionals Association	22,970	15	0.65
College of Medical Laboratory Technologists of Ontario	7,021	4	0.57
Professional Geoscientists Ontario	3694	1	0.27

Number of complaints per 1000 registrants for Ontario professional regulatory bodies 2020-2021



Special report: Registration and certification timelines at HRP

Executive summary

Recently, some professional regulatory bodies have been the target of criticism for excessive delays in processing registration applications. This criticism has been especially strident for professions that have experienced labour shortages.

In a related development, the Office of the Fairness Commissioner (OFC) has added new processing timeline standards to ensure that applications for registration by internationally educated professionals (IEPs) are processed without any unnecessary delay.

HRPA is unique amongst professional regulatory bodies in Ontario in that *registration* is a separate process from *certification*. Registration means that the individual's name and requisite information has been placed on the public register. Certification means that a registrant has, in addition, met the requirements to be authorized to use one or more of the designations offered by HRP. HRP is unique amongst professional regulatory bodies in Ontario in that certification is optional.

The data from Q2 2022 was used to investigate whether there are any excessive delays in processing registration applications or the processing of certification requirements.

The time it takes to complete a process can be divided into two components. The first component is administrative processing time, the other is the time required by applicants and registrants to respond to requests for information. The first component is within the control of the HRP, the second component is not. What is of greater concern are those components that are under the control of HRP.

The essential finding was that, in Q2 2022, OOTR staff met 100% of its timeline commitments. When there were delays, in every case these had been caused by registrants or applicants.

Registration timelines

Registration happens when an individual's name is placed on the register. The *Registered Human Resources Professionals Act, 2013*, (the 'Act') states:

Register

15 For the purposes of this Act and the by-laws, an individual is not a member of the Association unless the register indicates that he or she is a member. 2013, c. 6, s. 15.

The requirements for registration with HRP are that an applicant:

- (a) is of apparent good character;

- (b) has agreed to abide by the Act, the By-laws, the Code of Ethics and Rules of Professional Conduct, all applicable Standards and Guidelines of Practice, and any other guidance issued by the Association, and
- (c) has paid all applicable registration dues.

HRPA's registration application is an online process. Applicants cannot pay the applicable registration dues until and unless they have completed the application form. Applications for registration in the Allied Professional and Student registration classes require additional supporting documentation. Applications for registration which have a positive response to one or more of the Good Character questions also require additional supporting documentation.

Overall, the registration processing time begins with receipt of application and ends with either placement on the register, with or without terms and condition, or a rejection of the application.

Each step in the process has been given a target time frame.

- An automated acknowledgement of applications for registration is sent **immediately** upon completion of the online application form including payment.
- Registration applications that (1) do not require any additional supporting documents, and/or (2) do not flag any Good Character issues, are processed by staff within **10 business days** of the application.
- For applications for registration in the Allied Professional and Student registration classes, and for applications for IEP dues, a request is sent for the required supporting documents within **10 business days** of the application.
- If supporting documentation is required for Allied, Student or IEP then **30 days** are allocated for response and to provide the necessary supporting documents, with a follow-up email at **15 days**. Extensions to this timeline can be granted by staff based on the request.
- When the supporting documentation is received, the application is processed by staff within **10 business days** (although much sooner in most cases).
- After 30 days, if the supporting documentation is not received, the application for registration is deemed abandoned and a refund, less an administration fee, is issued. Of course, the individual may reapply at any time.
- For applications for which Good Character issues were flagged, the Associate Registrar then has **10 business days** to approve or refer to the Registration Committee.
- If a referral to the Registration Committee is made, the Staff Liaison for the Registration Committee will notify the applicant of the additional information to be provided. The applicant has **30 days** to respond and to provide the necessary supporting documents. Extensions to this timeline can be granted by staff based on the request.

- Once the requested information is received, a panel of the Registration Committee is scheduled. These panels are almost invariably scheduled within 30 days of the referral.
- The Registration Committee has **30 business days** from the day they meet to make the decision unless there are extenuating circumstances.
- If the decision of the Registration Committee is to order the Registrar to register the applicant, the applicant will be notified **within 1 business day** of the decision of the Registration Committee.
- If the decision of the Registration Committee is to deny registration, the applicant will be notified of the decision and reasons **within 10 business days** of the decision. The applicant will also be informed of their right of appeal. Applicants must file their request for appeal **within 30 days**.
- If the decision of the Registration Committee is to impose terms and conditions on the registration of the applicant, the applicant will be notified of the decision and reasons **within 10 business days** of the decision. Applicants must file their request for appeal **within 30 days**.
- Once the terms and conditions set by the Registration Committee are met, and that the applicant notifies the Registrar of such, including supporting documentation as appropriate, the application for registration will be processed by staff within **10 business days**.
- Should the applicant appeal the decision of the Registration Committee within the specified timeframe, staff will acknowledge receipt of the request for appeal **within two business days**.
- Once an appeal is filed, the Chair of Appeal Committee reviews it to move forward. If all is in order, the appeal will then move forward. If the appeal moves forward, HRPA then has **30 days** to submit a response. At that point, the appellant has **10 days** to submit a response. A panel is scheduled giving them approximately **14 days** to review the materials before the meet date.
- A panel of the Appeal Committee is scheduled. These panels are almost invariably scheduled **45 days** of the referral.
- The Appeal Committee must release their decision and written reasons within **10 business days** of the Appeal Committee reaching its decision.

Registration data

For the purposes of this report, the data from Q2, 2022 were used. In Q2 2022, there were 768 applications for registration at HRPA.

The clock starts when the application for registration is completed. The clock stops when the individual is placed on the public register.

Process	Count	Min	Max	Mdn
Registration	768	1	58	6

Of all 768 applications, 742 (96.6%) were processed to completion in 10 days or less. Figure 1 on the next page gives the distribution of registration processing times.

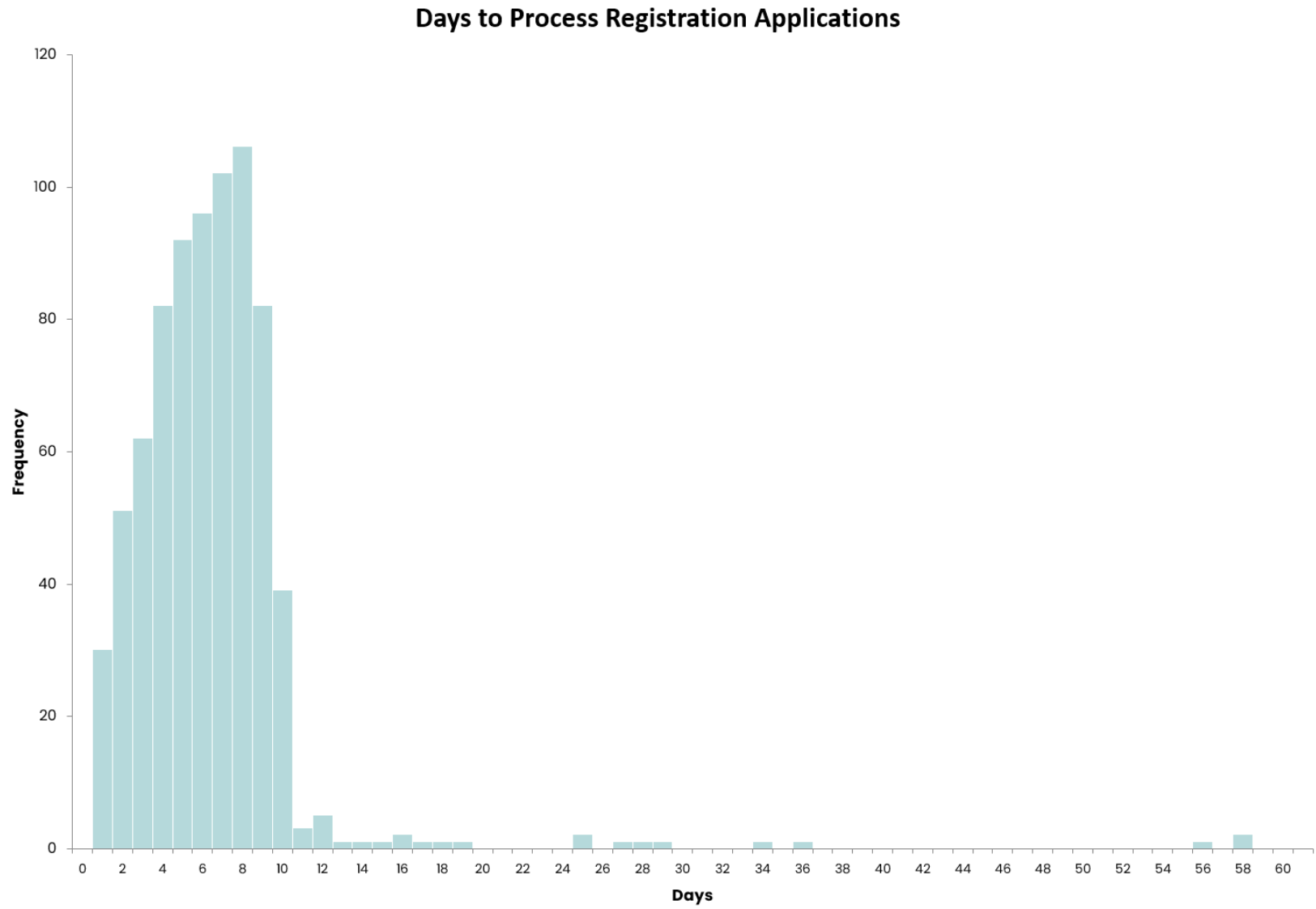
There were 26 applications that took more than 10 days to complete. The reasons why these registration applications took more than 10 days to complete are broken down below.

n	Reason for registration decision taking more than 10 days
12	Delays in receiving confirmation of good standing
5	Flagged for review as a result of a positive response to one of the Good Character questions
3	Flagged for review as a result of an incorrect positive response to one of the Good Character questions
3	Original application had incorrect registration class
3	Applicant requested additional time to assemble supporting documents

Two important findings:

1. 96.6% were completed with ten days, and
2. the registration applications that took more than 10 days to complete were due to factors not under the control of the HRP.

Figure 1: Days to process registration applications



Certification timelines

Below are the processing commitments and timelines for each of the following processes:

- Validation of Experience
- Alternate Route – Experience stream
- Alternate Route – Academic Stream
- Degree Requirement verification
- Job Ready Program completion verification
- CHRE application review
- Course approval (for courses not appearing in HRPA’s list of approved courses)
- Transcript assessment
- Exams results

Validation of experience

Timelines

The Experience Assessment Committee assesses the Validation of Experience application, which is required for the CHRL designation experience requirement. Each step in the process has been given a target time frame and submission deadlines are scheduled for the last business day of each month. Regardless of when a Validation of Experience application is received during the month, the clock starts on last business day of the month the application is submitted in.

- Upon receipt of an application staff reviews the application for completeness, and if complete an acknowledgment email is sent, along with the application payment link. If the application is incomplete, then a request for additional documentation is sent and nothing further is done with the application until further direction is provided by the registrant. This acknowledgement is done within **2 days** of having received the application.
- The Experience Assessment Committee assesses the applications and provides the results to staff within **8 to 10 weeks**. Within this timeline the results are also communicated to the registrant and the result is applied to the registrant’s registration record.
 - If successful, the remittance payment link is provided with the results and registrants have **90 days** to complete the payment process in order for the results to be valid and applied to the registrant’s registration record. If a successful Validation of Experience application was the last step in earning the CHRL designation then the designation is granted and a designation granting letter is issued by email.

Process	Count	Min	Max	Mdn
Validation of experience	43	42	48	43

For the Validation of Experience in Q2, 2022, 100% of the applications were processed within the established timeframes.

Alternate Route – Experience stream

Timelines

The Experience Assessment Committee assesses the Alternate Route – Experience stream application, which may be used to meet the coursework requirement, which is required for the CHRP and CHRL Knowledge Exam eligibility and/or the experience requirement for the CHRL designation. Each step in the process has been given a target time frame and submission deadlines are scheduled for the last business day of each month. Regardless of when an Alternate Route – Experience stream application is received during the month, the clock starts on last business day of the month the application is submitted in.

- Upon receipt of an application staff reviews the application for completeness, and if complete an acknowledgment email is sent, along with the application payment link. If the application is incomplete, then a request for additional documentation is sent and nothing further is done with the application until further direction is provided by the registrant. This acknowledgement is done within **2 days** of having received the application.
- The Experience Assessment Committee assesses the applications and provides the results to staff within **8 to 10 weeks**. Within this timeline the results are also communicated to the registrant and the result details are applied to the registrant’s registration record.
 - If successful, the coursework requirement is deemed to be met for eligibility to write the CHRP and CHRL Knowledge Exams and an email confirming eligibility is sent to the applicant.

Process	Count	Min	Max	Mdn
Alternate Route – Experience stream	19	42	44	43

For the Alternate Route—Experience Stream in Q2, 2022, 100% of the applications were processed within the established timeframes.

Alternate Route – Academic Stream

Timelines

The Alternate Route – Academic stream may be used by individuals who have one or more of the following, listed below, in order to meet the coursework requirement, which is required for the CHRP and CHRL Knowledge Exam eligibility:

- Advanced degree in HR or Industrial Relations (Master’s degree or PhD)*
- Approved executive program in HR
- Senior Professional in Human Resources (SPHR) or Senior Professional in Human Resources – International (SPHRi) certification
- Chartered Membership with CIPD
- Other HR-related designations (see application for details)

- Completion of any of the nine required courses in HR from the approved list with a minimum grade of 65% being achieved.

Each step in the process has been given a target time frame, the clock starts upon receipt of a complete application.

- Within **5 business days** of receipt of a complete Alternate Route – Academic stream application staff will verify that the supporting documentation is equal to 50 points or more required to pass. The result is then applied to the registrant’s registration record and the registrant is sent an email confirming that they have met the coursework requirement.
- If the registrant passed the Alternate Route – Academic stream with an advanced degree in HR or Industrial Relations (Master’s degree or PhD) then the degree requirement for the CHRL designation has also been met and the degree is applied to the registrant’s registration record.
- If an application is unsuccessful the candidate will be notified within two business days. This notification will include information on the applicants rights of appeal.

Process	Count	Min	Max	Mdn
Alternate Route – Academic Stream	20	0	3	1

For the Alternate Route—Academic Stream in Q2, 2022, 100% of the applications were processed within the established timeframes.

Degree Requirement verification

Timelines

The degree requirement is separate from the coursework requirement. For those who earn a degree in human resources, both the coursework and degree requirements may be fulfilled concurrently; for others, the coursework and the degree requirements will be met independently. As proof that the degree requirement has been met an original transcript from a recognized education institution, or original documentation from a recognized credential assessment service is required. The process has been given a target time frame, the clock starts upon receipt of an original transcript from a recognized education institution, or original documentation from a recognized credential assessment service.

- Within **5 business days** of receipt of an original transcript from a recognized educational institution, or original documentation from a recognized credential assessment service staff will verify the documentation and apply the degree to the registration record.

Process	Count	Min	Max	Mdn
Degree Requirement verification	39	0	3	1

For the Degree Requirement Verification in Q2, 2022, 100% of the applications were processed within the established timeframes.

Job Ready Program completion verification

Timelines

After successful completion of the CHRP Employment Law Exam or CHRL Employment Law Exam, the final requirement in the CHRP designation process is the completion of the Job Ready Program. Each step in the process has been given a target time frame, the link to the Job Ready Program is provided in the communication for successful CHRP or CHRL Employment Law Exam results. The Job Ready Program takes approximately four hours of learning time to complete the program, including time to review the required readings. Once the four modules have concluded, registrants complete a brief assessment. The clock starts upon receipt of confirmation that a registrant has completed the Job Ready Program assessment.

- Within **10 business days** of receipt of confirmation that a registrant has completed the Job Ready Program assessment, the completion of the Job Ready Program is applied to the registrant's registration record, the record is reviewed by staff to ensure that all CHRP designation requirements are valid and have been met, at which time the CHRP designation is granted and a designation granting letter is issued by email.

Process	Count	Min	Max	Mdn
Job Ready Program completion verification	205	0	10	1

For the Job Ready Program completion verification in Q2, 2022, 100% of the applications were processed within the established timeframes.

CHRE application review

Timelines

CHRE designations are awarded after the review of a written application outlining the registrant's executive-level HR experience is completed by the CHRE Review Committee. Each step in the process has been given a target time frame and submission deadlines are scheduled for the last business day of each month. Regardless of when a CHRE written application is received during the month, the clock starts on last business day of the month the application is submitted in.

- Upon receipt of an application staff reviews the application for completeness, and if complete an acknowledgment email is sent. If the application is incomplete, then a request for additional documentation is sent and nothing further is done with the application until further direction is provided by the registrant.
- The CHRE Review Committee assesses the applications and provides the results to staff within **10 to 12 weeks**. Within this timeline the results are also communicated to the registrant and applied to the registrant's registration record.
 - If successful, the CHRE designation is granted and a CHRE designation granting letter is issued by email.

Process	Count	Min	Max	Mdn
CHRE application review	7	17	58	39

For the CHRE Review in Q2, 2022, 100% of the applications were processed within the established timeframes.

Course approval (for courses not appearing in HRPAs list of approved courses)

Timelines

The Course Approval Process may be used by individuals who have taken equivalent courses in one of the nine required subject areas that make up the coursework requirement in other jurisdictions in order to earn credit towards the coursework requirement, which is required for the CHRP and CHRL Knowledge Exam eligibility. Each step in the process has been given a target time frame and **there are four submission deadlines scheduled per year**. Based on when a course approval application is received, it will be scheduled to be reviewed at the next available course approval meeting of the Academic Standards Committee, the dates of which are posted on HRPAs website for each calendar year.

- Upon receipt of an application staff reviews the application for completeness. If complete an acknowledgment email is sent, along with the application payment link. If the application is incomplete, then a request for additional documentation is sent and nothing further is done with the application until further direction is provided by the registrant.
- The Academic Standards Committee assesses the applications and provides the results to staff within **30 business days** of the scheduled course approval meeting date. Within this timeline the results are also communicated to the registrant. If successful, the results are applied to the registrant’s registration record.

Process	Count	Min	Max	Mdn
Course approval (for courses not appearing on HRPAs list of approved courses)	15	46	47	47

For the Course Approval process in Q2, 2022, 100% of the applications were processed within the established timeframes.

Transcript Assessment

Timelines

Transcript assessment is required in order to determine whether or not the coursework requirement has been met, which is required for the CHRP and CHRL Knowledge Exam eligibility.

We do not track how many transcripts come in daily. The number of transcripts received does range depending on the time of year (if we are closer to an examination registration deadline, we get approximately 12 a day, during quieter times, approximately 6-8). It also depends on when registrants graduate, as we do see an influx of transcripts received shortly after graduation and final marks become available.

With regard to timelines, assuming we receive the transcript during business hours, an Acknowledgement of Receipt of Transcript email on the **same day**.

The established timeline for the assessment is **15 business days** processing time although in most cases transcripts are processed in **5 business days or less**. The reason why a 15-day turnaround is promised is because volume fluctuates, so closer to the registration deadline it'll take longer and the OOTR rather under-promise and over-deliver.

Once the assessment has been completed, the courses are added to the registrant's registration record and the registrant is sent an email confirming that they have met the coursework requirement, or that additional information is required.

Delays in the transcript assessment process are primarily due to individuals submitting transcripts prior to their registration with HRPA being complete or they have not yet paid the transcript assessment fee. Another reason for a delay would be if the transcript is in their maiden name and staff are unable to locate the registrant in our database. Currently we have 103 transcripts that are pending approval for non-registrants.

Process	Count	Min	Max	Mdn
Transcript assessment	150	1	15	5

For Transcript Assessment in Q2, 2022, 100% of the transcripts were assessed within the established timeframes.

Certification Exam results

The CHRP and CHRL Employment Law exams and the CHRP and CHRL Knowledge Exams are offered twice per year. There is one sitting of the Employment Law exams in the Winter and the Fall and one sitting of the Knowledge exams in the Spring and the Fall. The certification exams are delivered using a hybrid model: which means registrants have a choice of writing a remotely proctored exam or an in-person exam at a test centre. The examination windows for all our certification exams are two weeks in duration. The format is 100% multiple-choice.

The CHRP-KE and the CHRP-ELE are mandatory exam requirements to earn the CHRP designation. The CHRL-KE and the CHRL-ELE are mandatory exam requirements to earn the CHRL designation. All other requirements must be met in addition to the exams for each designation respectively.

HRPA promises to convey exam results within three weeks from the end of the testing window. HRP is one of very few regulators that publishes a technical report on the website after each exam administration that outlines the development and scoring process of our exams.

Some do not understand why it takes three weeks to score a multiple-choice exam. When an exam window closes, there are several processes that are engaged to ensure that accurate results are provided to candidates and registered in the HRP registrant database. The first activity is to run a series of verifications on the candidate data to ensure that results are in for all anticipated candidates

and to identify any potential issues on the test form or with the administration (using the post-examination survey and candidate comments). This generally requires about one day of calendar time, though typically about two-three days are left for this so that any candidates writing after the close of the testing window can be included (as occurs occasionally due to technical issues at administration). It must be noted that if candidates write one to two days outside of the testing window, it does not cause any delay in the release of results.

The second activity is called key validation and involves a meeting with the examination validation committee (which is made up of volunteers) to review test items that showed borderline statistical performance (meaning they may not be suitable for making decisions about candidates). To prepare for this meeting, about 2 days of preparation are built into the process to allow for analyses conducted by HRPAs psychometrician and a small buffer to deal with unexpected findings or events.

Following the key validation meeting, HRPAs psychometrician runs analyses called equating that are used to establish the pass mark on the examination. For maximum fairness and accuracy, this is done following the administration when all data are in hand. The process helps ensure that regardless of when a candidate takes an examination, they must achieve the same relative score in order to pass (i.e., the pass mark is increased if the test form that window happens to be easier than in the past and lowered if the test forms happen to be harder). This process is labour intensive and requires multiple verifications to ensure accuracy. Typically, 2 days are allowed for this analysis, to be followed by another meeting with the examination validation committee to review the analyses and approve the recommended pass mark. This recommendation will usually go to the HRPAs Registrar for formal approval the same day.

Once the pass mark has been established, HRPAs psychometrician compiles score files, with pass/fail results, for all candidates and runs several additional verifications to ensure accuracy. This process generally takes about 1 day to complete. At this point, about eight - nine working days have elapsed, at which point the results files are handed off to HRPAs to enter into the registrant data base, create score reports for candidates, and verify accuracy before distribution. This leads to the planned release of results two - three weeks following close of the administration window. It should be noted that for many testing programs, the time required is often closer to six weeks or more, but with effective planning and preparation of templates before each window, HRPAs is able to reduce this to three weeks.

There have been no delays in the release of exam results for any of our certification exams.

Process	Count	Min	Max	Mdn
CHRP Knowledge Exam	353	2	3	2.5
CHRP Employment Law Exam	120	2	3	2.5
CHRL Knowledge Exam	274	2	3	2.5
CHRL Employment Law Exam	152	2	3	2.5

For HRPAs four certification exams in Q2, 100% of the exam results were released within the established timeframes.

Challenge Exams Results

The Challenge Exams are offered three times per year: January, May, and August. The Challenge exams are delivered online via remote proctoring. The Challenge exams are comprised of a varied format of multiple-choice and short answer/essay style questions.

Results for Challenge Examinations are released **no more than 15 business days** from the last day of the testing window. Testing windows are five days in length (Monday-Friday) and the Challenge Examination markers are given access to the marking platform the following Monday once all responses have been uploaded and are given two weeks to mark their examinations. Examination results are then released by email approximately 2-3 days from when all examinations have been marked.

The exam results for the May 2022 sitting were delivered in 2.5 weeks from the close of the administration window.

Process	Count	Min	Max	Mdn
Challenge Exams	50	7.5	15	12.5

For the Challenge Exams in Q2, 2022, the Challenge Exam results were released within the established timeframe.



Regulatory activity coordination and policy formulation

The Policy Team continues to actively work on the shift towards risk-based regulation, reforming HRPAs' CPD requirements, and several other projects.

Q3 Highlights:

- The modernized Code of Ethics and Rules of Professional Conduct and five professional guidance documents received approval from the Board. Work to prepare for the official launch of all guidance in Q4 has been underway.
- Professional guidance on accessibility in the workplace as well as workplace harassment and violence underway.
- A second all HRPAs staff learning module was launched on what the public interest means.
- Public-facing resources on professional guidance topics that help to summarize for members of the public about what they can expect from registered HRPAs members, students and firms as it relates to specific topics (ex. Workplace investigations), as well as the Code of Ethics and Rules of Professional Conduct were drafted.

Professional Guidance

HRPAs' Board of Directors have approved a modernized Code of Ethics and Rules of Professional Conduct and five professional guidance documents on the following topics: Social media use, mental health in the workplace, addressing racism and racial discrimination in the workplace, terminations, and conducting workplace investigations. These guidance documents will begin launching in Q4, with much of the work to prepare for this launch occurring this quarter. This includes drafting and preparing for webinars on professional guidance, a dedicated guidance webpage, emails to promote awareness of guidance, and more.

In addition to preparing for this launch, we are also in the development stages of drafting professional guidance on both accessibility in the workplace and workplace harassment and violence.

Public-Facing Resources

To help the public understand the expectations of registered HRPAs members, firms and students, resources have been drafted related to the professional guidance we will be launching. This includes guides for the public on HRPAs' Code of Ethics and Rules of Professional Conduct, what to expect during a workplace investigation, and how HRPAs members, firms and students are to help prevent and address racism and racial discrimination in the workplace.



Registration and certification

The purpose of the registration and designations functions is to ensure that only competent and ethical professionals are registered and certified by HRP.

Registration

HRPA is unique amongst professional regulatory bodies in Ontario in that it registers non-designated individuals. These individuals are registered in the Practitioner registration class.

Q3 Highlights:

- The Registration Committee welcome one new committee member on June 1, 2022.
- HRP received 644 registration applications. This includes both initial registration as a member and as a student.
- Seven registration applications were flagged for review due to a positive response to a good character question.
- Out of the seven flagged applications, the Associate Registrar approved four applications for registration where a referral to the Registration Committee was not warranted upon review.
- There is currently one application that is in the information gathering stage and two individuals withdrew their application for registration.
- In total, 644 applicants were approved for registration and added to the public register in Q3 2022.

Registration Committee

Chair: Agnes Ciesla, CHRL

Vice-Chair: Cindy Zarnett, CHRL

Staff Support: Melissa Gouveia

Independent Legal Counsel: Stephen Ronan, Lerner LLP

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.

The Registration Committee is a standing committee established under Section 8.04 of the By-laws to review every application referred to it by the Registrar. The Registration Committee makes two kinds of decisions:

- a. Determining the suitability of an applicant for registration or the appropriateness of the category of registration being applied for.
- b. Considering 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.

Less than 1% of applications indicate some event that would require further review.

Registration Committee Activity*

	2021	2022				2022
	Total	Q1	Q2	Q3	Q4	Total
Referral to Associate Registrar/Registration Committee	65	11	1	4		16
Approved for registration	47	6	5	4		15
Approved with conditions	7	0	0	0		0
Awaiting Panel Review	7	1	0	0		1
Awaiting supporting documentation	16	3	2	1		6
Withdrew application	7	1	1	2		4
Not approved	1	0	0	0		0

*The table above gives the activity and decisions of the Registration Committee in Q3 2022. It is to be noted that the numbers are a bit different than those related in Q3 Highlights because they include applications for initial registration which were received before Q3.

Initial Registration in Q3 2022

	Count	Percent
New registrations as a member	535	83.1%
New registrations as a student	109	17%
Total new registrations	644	100%

Initial registration class in Q3 2022

	Count	Percent
Allied	14	2%
CHRP	3	<1%
CHRL	2	<1%
HR IEP	51	<1%
Students	109	15%
Practitioner	465	80%
Total	644	100%

New Registrant Jurisdiction Q3 2022

	Count	Percent
Ontario	608	94%
International	16	>2%
Alberta	6	>1%
British Columbia	2	>1%
Nova Scotia	2	>1%
Quebec	10	>2%
Total	644	100%

Not surprisingly 94% of initial registrations are from Ontario. Interestingly, initial registrations from out of Canada are about equal to initial registrations from other Canadian provinces.

Registration of Individuals Previously Registered with HRP

	Count	Percent
Previously registered with HRP	11	>2%
Not previously registered with HRP	633	99%
Total new registrations	644	100%

Less than 1% of new registrations were from individuals previously registered with HRP but who had resigned or had been revoked for failure to renew their registration with HRP. These individuals must reapply for registration as new registrants.

Registration of Firms

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

Designations

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

Course Approval

The CHRP and the CHRL have a coursework requirement. The coursework is approved by the Academic Standards Committee.

The Academic Standards Committee makes two kinds of decisions:

- a. Reviewing course information from academic institutions for inclusion on HRP's list of approved courses in fulfillment of HRP's coursework requirement,
- b. Reviewing course information for courses not included on HRP's list of approved courses on an individual basis in fulfillment of HRP's coursework requirement.

Applications for course approval can be submitted by academic institutions or individuals.

Individuals with coursework that has not been approved by HRP A or that was completed outside of Ontario can apply to have their coursework approved in fulfillment of HRP A’s coursework requirement. This is done on a course-by-course basis.

For courses taken outside of Canada, we do require an original equivalency report from WES, ICAS or CES to confirm the institution is accredited and the level of the coursework.

Academic Standards Committee

Chair: Michelle White, CHRP, CHRL

Chair: Julie Aitken Schermer, PhD (member of the public)

Vice-Chair: Kate Toth, CHRP, CHRL

Staff Support: Thomas Callitsis

The Academic Standards Committee reviews all non-degree coursework (diploma, advanced diploma, post-diploma certificate, and not-for-credit coursework) and all degree-credit coursework. University courses are reviewed for a minimum 80% match with HRP A’s standard course outlines.

The standards for programs offered by colleges (i.e., Colleges of Applied Arts and Technology) are set by the Ministry of Colleges and Universities.

50223	The approved program standard for Business – Human Resources program of instruction leading to an Ontario College Diploma delivered by Ontario Colleges of Applied Arts and Technology
60223	The approved program standard for Business Administration – Human Resources program of instruction leading to an Ontario College Advanced Diploma delivered by Ontario Colleges of Applied Arts and Technology
70223	The approved program standard for Human Resources Management program of instruction leading to an Ontario College Graduate Certificate delivered by Ontario Colleges of Applied Arts and Technology

Although the Ministry approved program standards are not the same as HRP A’s course standards, to avoid duplication, courses offered within programs under one of the standards above will be approved and do not need to be reviewed by the Academic Standards Committee.

Q3 Highlights:

- The Academic Standards Committee – Degree and the Academic Standards Committee – Diploma Terms of Reference were updated in Q3 and approved by the GNC, and have been merged as a single committee, the Academic Standards Committee.
- Michelle White and Julie Aitken Schermer are co-Chairs of the Committee.

Institutional courses with Ministry approval

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Institutional courses with Ministry approval	18	27	0	0	0		

Reviews of institutional applications without Ministry approval for non-degree coursework (diploma, advanced diploma, post-diploma certificate, and not-for-credit coursework)

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Institutional applications reviewed	0	3	0	1	0		
Institutional applications approved	0	3	0	1	0		

Reviews of individual applications for non-degree coursework (diploma, advanced diploma, post-diploma certificate, and not-for-credit coursework)

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Individual applications reviewed	9	0	0	0	0		
Individual applications approved	9	0	0	0	0		

Reviews of institutional applications for all degree-credit coursework

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Institutional applications reviewed	24	6	10	2	7		
Institutional applications approved	18	3	8	2	6		

Reviews of individual applications for all degree-credit coursework

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Individual applications reviewed	46	32	7	12	11		
Individual applications approved	15	26	1	5	6		

Challenge Exams

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 it having been completed more than 10 years ago.

- Challenge Exam were held from August 15th – 19th, 2022
- The next administration of Challenge Exams will be held January 16th – 20th, 2023

Challenge Exams Breakdown by Subject for the August 2022 Administration

Subject	Registrants	Pass	Pass Rate
Training and Development	4	3	75%
Compensation	3	2	67%
Organizational Behaviour	4	3	75%
Finance and Accounting	5	3	60%
Recruitment and Selection	2	2	100%
Human Resources Management	-	-	-
Human Resources Planning	5	4	80%
Occupational Health and Safety	1	0	0%
Labour Relations	6	4	67%
Total	30	21	70%

Note: In addition to the 30 registrants, there were five registrants who were registered for a Challenge Exam, however, did not show up to write their examination and one registrant who never scheduled their examination thus, no score has been reported for these registrants.

Note that the differences in pass rates in table above are not statistically significant ($\chi^2 = .938, df = 7, p = .99$), meaning that differences of this magnitude could very well have occurred by chance.

As a result of questions about the pass rates for challenge exams, data from challenge exam administrations between January 2016 and May 2022 were aggregated. These aggregated results are given in the table below.

Challenge exam pass rates by functional area 2016–2021

Functional area	Writers	Pass	% pass
Occupational Health & Safety	104	97	93.3%
Human Resources Management	143	124	86.7%
Human Resources Planning	106	70	66.0%
Organizational Behaviour	145	95	65.5%
Recruitment & Selection	127	81	63.8%
Compensation	123	74	60.2%
Labour Relations	118	68	57.6%
Finance & Accounting	150	69	46.0%
Training & Development	141	52	36.9%
Overall average	1157	730	63.8%

Now, the differences across functional areas are now highly statistically significant ($\chi^2 = 72.284$, $df = 8$, $p = 0$). The only plausible explanation that would account for such differences is that different examiners have different standards for what is considered acceptable performance on a challenge exam. Sometimes this is referred to as *standard setting* issue. In the case of challenge exams, the standard is established by an 'expert' based on their judgment as to what is performance on the exam deserves a pass. The implication of such differences in pass-rates and the possible approaches to making the pass-rates more consistent across functional areas are discussed in a separate report entitled *Challenge exams: A review of issues*.

Experience Requirement and Alternate Route

Experience Assessment Committee

Chair: Michelle Rathwell, CHRP, CHRL

Vice-Chair: Elizabeth Blunden, CHRP, CHRL

Staff Support: Rina Truong

The Experience Assessment Committee is a standing committee established under Section 8.04 of the By-laws to review every application referred to it by the Registrar. The Experience Assessment Committee makes two kinds of decisions:

- a. Determining the appropriateness and adequacy of the experience of each applicant to meet the experience requirement for the Certified Human Resources Leader (CHRL) designation.
- b. Determining the appropriateness and adequacy of the experience of each applicant 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.

Q3 Highlights:

- The Experience Assessment Committee welcomed six new committee members on June 1, 2022.

Experience Assessment Committee Activity (Validation of Experience)

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Validation of Experience applications received	163	266	47	46	47		

Validation of Experience Results Released for Q3 2022

	Count	Percent
Successful	30	61%
Unsuccessful	19	39%
Total	49	100%

Alternate Route**Experience Assessment Committee Activity (Alternate Route)**

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Alternate Route applications received	129	112	36	20	25		

Alternate Route Results Released for Q32022

	Count	Percent
Successful	9	45%
Unsuccessful	11	55%
Total	20	100%

Designation Exams**Q3 Highlights:**

- No certification exams were delivered or written in Q3.

CHRP Exam Validation Committee

Chair: Claire Chester, CHRL

Vice-Chair: Roxanne Chartand, CHRL

Staff Support: Kelly Morris, CHRP, CHRL

The Certified Human Resource Professional Exam Validation Committee (CHRP-EVC) is a standing committee established under the By-laws to:

- a. Approve all examination content used to evaluate CHRP candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRP exams.
- b. Approve examination blueprints for the CHRP-KE and CHRP ELE.

In Q3, the CHRP-EVC held the following exam related activities:

- The CHRP-ELE Form Approval session was held in June 2022.
- The CHRP-EVC held an orientation session for new committee members in June 2022. This session was delivered remotely.
- The CHRP-KE French Form Approval session was held over four days in July & August 2022.

The purpose of the Form Approval session is to ensure that the final form of the exam does not contain any enemy items and receives one last review before it is administered to candidates. The purpose of the French Form Approval session is to ensure the accuracy of the translation provided by the translation company and that the context, content and level of difficulty of the items going from English to French remains intact.

CHRL Exam Validation Committee

Chair: Nancy Richard, CHRL

Vice-Chair: Jennifer King, CHRL

Staff Support: Kelly Morris, CHRP, CHRL

The Certified Human Resource Leader Exam Validation Committee (CHRL-EVC) is a standing committee established under the By-laws to:

- a. Approve all examination content used to evaluate CHRL candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRL exams.
- b. Approve examination blueprints for the CHRL-KE and the CHRL Employment Law Exams.

In Q3, the CHRL-EVC held the following exam related activities:

- The CHRL-KE Validation sessions was held in June 2022.
- The CHRL-ELE Form Approval session was held in June 2022.
- The CHRL-EVC held an orientation session for new members in June 2022. This session was delivered remotely.

The purpose of the Form Approval session is to ensure that the final form of the exam does not contain any enemy items and receives one last review before it is administered to candidates. The purpose of the Validation sessions is to review and validate items for future sittings of the CHRL Knowledge Exam. All items, that the CHRL-EVC agreed were fair and appropriate were validated for the exam and the

committee members were confident that the validated items would form a defensible exam. The Validation sessions were held over two days in June and were done virtually.

Technical Reports for Exams

HRPA publishes the technical reports for the CHRP-KE, CHRL-KE, CHRP and CHRL Employment Law Exams. Technical reports are published for each administration (e.g., exam window) of the exams. There was one technical report published in Q3 2022.

Examination Accommodations

HRPA's Examination Accommodations Policy identifies to candidates what types of documentation is required when submitting their request for accommodations and explains and defines what disabilities may be. Accommodated candidates are provided with a detailed step-by-step guide on what to expect during the process of reviewing and approving their requests. HRPA utilizes the Examination Accommodation Request Form and the Acknowledgement of the Accommodations Provided Form so that each candidate is made aware of the accommodations that HRPA has approved to be implemented.

In Q3 there have been three French exam requests: one for the CHRP-KE and two for the CHRL-KE.

In Q3, the HRPA reviewed and approved a total of 23 accommodation requests for the CHRP and CHRL Employment Law Exam and the CHRP and CHRL Knowledge exams being written in the Fall 2022.

The types of accommodations requested include:

- Additional time
- Flexible breaks (stop-the-clock breaks) for both breast-feeding candidates and those with ADHD as well as those who need to stretch and stand-up during their exam
- Snacks, drinks, and medication available to test-taker while taking their exam
- Separate room
- Glucose monitor on a smart phone

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 June 1, 2022 and August 31, 2022, 18 registrants completed the Job Ready Program and 16 were granted the CHRP designation. Two registrants completed the Job Ready Program prior to completing the employment law exam and therefore were not granted the CHRP designation upon completing the Job Ready Program. The individuals will be eligible for the CHRP designation after completing the employment law exam.

CHRE Review Committee

Chair: Janet Brooks, CHRL, CHRE

Vice-Chair: Bruce Fraser, CHRP, CHRL, CHRE

Staff Support: Margaret Wilson, CHRP, CHRL

The CHRE Review Committee is a standing committee established under Section 8.04 of the By-laws to 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.

Q3 Highlights:

- The CHRE Review Committee officially welcomed a new Chair and Vice-Chair of the CHRE Review Committee: Janet Brooks (Chair) and Bruce Fraser (Vice-Chair). The Committee also welcomed four new committee members as of June 1, 2022.
- At the end of Q3, 250 registrants held the CHRE designation.
- Six CHRE applications were referred to CHRE Review Committee in Q3, two were successful. Three additional applications submitted to HRPA at the end of Q3 will be reviewed in Q4.

CHRE Review Committee Activity

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Applications referred to Committee (Reviewed)	39	31	5	6	6		
Designation granted by Committee	7	14	1	0	2		

The average time from HRPA receiving a CHRE application to a decision being released was 30 business days in Q3. It should be noted that the application deadline is the end of each month and that the applications for a month are not actioned until the application deadline. This extends the average time for a decision to be released in the cases of individuals submitting applications at the beginning of a month.

Issuance of certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE. In Q3, the certificate issuance commenced in mid-August, and members are scheduled to receive their certificates in September. An email went out to members notifying them that they could expect to receive their certificate during this issuance.

Certificates Issued in 2022

	CHRP	CHRL	CHRE	Total
February 2022 (Q1)	72	58	0	130
May 2022 (Q2)	368	53	1	422
August 2022 (Q3)	62	45	1	108
November 2022 (Q4)				
Total	502	156	2	660



Standards and guidance

Professional Standards Committee (PSC)

Chair: Claudine Cousins, CHRP, CHRL

Vice-Chair:Carolynn Jaye, CHRP, CHRL

Staff Support: Mara Berger

The Professional Standards Committee is a standing committee established under Section 8.04 of the By-laws. The Professional Standards Committee is a policy and oversight committee with the mandate to ensure, on behalf of the HRP Board, that HRP establishes, maintains, develops, and enforces the professional standards as it was tasked to do by its enabling legislation.

Q3 Highlights:

- The Professional Standards Committee welcomed two new committee members as of June 1, 2022.
- The Professional Standards Committee met on July 13, 2022 to review the Unconscious Bias Guideline. The guideline was developed by the policy team in conjunction with a small working group from the Professional Standards Committee.
- Following the meeting, the Unconscious Bias Guideline was revised based on feedback received from the Professional Standards Committee. An electronic motion has now been tabled to approve the revised Unconscious Bias Guideline for submission to the Governance and Standing Committee. The motion will close in Q4.

The Professional Standards Committee held one meeting in Q3 on July 13, 2022. The focus of the meeting was the draft guideline on Unconscious Bias. The Unconscious Bias guideline was the first guideline to be developed through the amended process, whereby a small working group of the Professional Standards Committee provided input on the outline and the first draft before the guideline was shared with the entire committee for a broader review.

The Professional Standards Committee overall really liked the draft guideline but recommended a few revisions. Primarily, the committee suggested that the example for Attribution Bias be finetuned since the original example didn't fully capture the concept. Additionally, the committee recommended that a fourth scenario should be added that focused on how leaders interact with employees.

The suggested changes to the Unconscious Bias guideline were made following the meeting and the guideline has now been recirculated to the committee for review and approval. The electronic motion to approve the revised Unconscious Bias Guideline for submission to the Governance and Nominating Committee will close in Q3.



Quality assurance

Continuing Professional Development Committee

Chair: Serenela Felea, CHRP, CHRL

Vice-Chair: Sarah Bhairo, CHRP, CHRL

Staff Support: Alexia Moschetta

The Continuing Professional Development (CPD) Committee is a standing committee established under Section 8.04 of the By-laws to audit every continuing professional development log referred to it by the Registrar. The CPD Committee makes two kinds of decisions:

- a. Determining whether the continuing professional development requirement has been met per the criteria as established by the Board.
- b. Reviewing 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.

Q3 Highlights:

- The CPD Committee welcomed four new committee members on June 1, 2022.
- There were 4255 designated registrants that were due to submit their CPD log by May 31, 2022. Of those, 307 extensions have been granted to date and 72 designated registrants either resigned or retired.
- Therefore, the total number of those that were due to submit in Q3 was 3876, of those 3517 designated registrants have submitted their CPD log and the total number of extensions granted in Q3 was 85.

Summary of Continuing Professional Development (CPD) activity for Q3 2022

	Due	Submitted		Extensions	
		Count	Percent	Count	Percent
CHRP	1411	1227	87%	41	3%
CHRL	2420	2252	93.1%	43	3%
CHRE	45	38	84.4%	1	2.2%
Totals	3876	3517	90.1%	85	2.2%

Continuing Professional Development (CPD) Committee Activity

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
CPD logs due to be submitted	3500	5258	4255	4077	3876		
CPD logs submitted	2920	4971	572	3089	3517		

CPD 2022 Audit

This year a total of 129 designated registrants were randomly selected for the CPD audit and were notified via email on April 5, 2022. Of the 129 selected for the audit, 87 members have complied with the audit request.

- 42 members passed the audit
- 44 members are required to submit additional information to finalize the audit
- 1 member resigned after initially complying with the audit request
- 16 members were granted an extension for the audit, deferring it to 2023
- 26 members did not submit their audit documents and are CPD audit non-compliant

The audit review is happening virtually again this year due to the pandemic. To support a virtual audit, an online submission platform was utilized by the Committee. Staff support conducted the necessary follow-up on submissions that required additional information to finalize the audit review. The CPD Committee grants staff support authorization to finalize the submissions, provided that the member submits the requested information noted on the audit summary.

CPD Pre-Approval

For Q3, a total of 374 events were pre-approved for CPD. The events can be broken down into three categories:

- HRPAs Chapters
- HRPAs Professional Development and Learning
- Third-Party Contract and Program Providers



Complaints, discipline, capacity and review

Complaints Committee

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

Vice-Chair: Jackie Chavarie, CHRL

Staff Support: Jenny Eum

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 to every complaint referred to it under Section 31 of the Act and section 15.03 of the By-laws. If the complaint contains information suggesting that the member, student or firm subject to the complaint 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 to 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, firm, or student.

Q3 Highlights:

- The Complaints Committee officially welcomed a new Vice-Chair; Jackie Chavarie. The Committee also welcomed two new committee members on June 1, 2022.
- There were four new complaints filed in Q3.
- No decision were issued.
- There are eight complaints still in progress that have been referred to the Committee prior to Q3.

Summary of Complaints Activity

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Complaints Committee	9	13	3	3	4		
Decision issued by Complaints Committee	2	8	5	1	0		
Average time to dispose of complaint (days)	154	153	226	71	0		

There were four referrals to the Complaints Committee in Q3. All four cases are currently in the information gathering stage. Details of these referrals are listed below: **Complaints Received in Q3 2022**

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2022-07	June 9, 2022	<p>It is alleged that the member breached the following Rules of Professional Conduct:</p> <p>Chapter III, Division III, s.1: Registrants support, promote and apply the legislative requirements and the principles of human rights, equity, dignity and respect in the workplace, within the profession and in society as a whole. Specifically, 1. A registrant shall: (1) act in such a way as to respect the rights of all individuals involved; (2) act in such a way as to protect the dignity of all individuals involved; (3) ensure that human resources policies and practices respect the rights and protect the dignity of all individuals involved.</p> <p>Chapter III, Division III, s.5(1): A registrant shall not commit acts derogatory to the dignity of the profession. Specifically, registrants should avoid the following: (1) advising or encouraging someone to commit a discriminatory, fraudulent or illegal act;</p> <p>Chapter III, Division IV, s.1(1) and s.1(2): Registrants must strive to balance organizational and employee needs and interests in the practice of their profession. Specifically, 1. A registrant must understand that while they may be employed or retained by one concern, he or she has a duty to parties other than their employer or their client. (1) a registrant must respect the dignity of all individuals; (2) a registrant must respect the legal rights of all employees, including the rights of individuals who were previously employees or an organization and those pursuing employment with an organization;</p> <p>Chapter VI, s.1: A registrant shall avoid any behaviour that would be unbecoming of a registrant of a profession. The registrant shall, in particular, act with courtesy and respect towards employers, employees, registrants of other</p>	TBD

		<p>professions, other registrants of the Association and the public.</p> <p>Chapter VI, s.3: A registrant shall avoid any attitude or method which could harm the reputation of the profession and his or her proficiency to serve the public interest. The registrant shall also avoid discriminatory, fraudulent or illegal practices and shall refuse to participate in such practices.</p>	
C-2022-08	June 9, 2022	<p>It is alleged that the member breached the following Rules of Professional Conduct:</p> <p>Chapter II, Division III, s.1 (1,2,3), 4(1,2,3), 5(1,4)</p> <p>1. In the practice of Human Resources Management, a registrant shall:</p> <p>(1) act in such a way as to respect the rights of all individuals involved;</p> <p>(2) act in such a way as to protect the dignity of all individuals involved;</p> <p>(3) ensure that human resources policies and practices respect the rights and protect the dignity of all individuals involved.</p> <p>2. A registrant shall, as far as the registrant is able, contribute to the furthering of human rights, equity, dignity and respect in the workplace.</p> <p>3. In the practice of Human Resources Management, a registrant shall bear in mind:</p> <p>(1) the importance of work and the work environment for the psychological well-being of individuals;</p> <p>(2) the necessary health and safety measures in the work environment in which the registrant practices his or her profession;</p> <p>(3) the protection of the physical and mental health of the persons under his or her authority or supervision;</p> <p>(4) the importance of courses and programs for the advancement, training, development or promotion of the persons under his or her authority or supervision;</p> <p>(5) the confidentiality of the records of persons under his or her authority or supervision and of the confidential information concerning these persons that becomes known to him or her in the practice of his or her profession.</p> <p>4. Under no circumstances, in the practice of Human Resources Management, shall a registrant engage in, or condone:</p> <p>(1) any acts of harassment or intimidation;</p>	TBD

		<p>(2) any acts of physical or psychological violence;</p> <p>(3) any acts of discrimination on the grounds of age, ancestry, colour, race, citizenship, ethnic origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, receipt of public assistance (in housing only), record of offences (in employment only), sex (including pregnancy and breastfeeding) and sexual orientation as noted in the Ontario Human Rights Code</p> <p>5. A registrant shall not commit acts derogatory to the dignity of the profession. Specifically, registrants should avoid the following:</p> <p>(1) advising or encouraging someone to commit a discriminatory, fraudulent or illegal act;</p> <p>(4) drawing up a declaration or report the registrant knows to be incomplete, without mention of any restriction, or that the registrant knows to be false;</p> <p>Division IV, s 1(1,2,3)</p> <p>1. A registrant must understand that while they may be employed or retained by one concern, he or she has a duty to parties other than their employer or their client.</p> <p>(1) a registrant must respect the dignity of all individuals;</p> <p>(2) a registrant must respect the legal rights of all employees, including the rights of individuals who were previously employees of an organization and those pursuing employment with an organization;</p> <p>(3) in adversarial situations or in situations with competing interests, a registrant is required to act in good faith towards all parties at all times;</p>	
C-2022-09	June 9, 2022	<p>It is alleged that the member breached the following Rules of Professional Conduct:</p> <p>Chapter II, Division I, s 1, 2, 3(2), 4, 5, 6</p> <p>1. A registrant shall discharge his or her professional obligations with competence and integrity. A registrant shall provide professional services of a high quality</p> <p>2. A registrant shall practice the profession of Human Resources Management in keeping with generally recognized standards of practice and all applicable laws.</p>	TBD

		<p>3. A registrant shall bear in mind the limitations of his or her skills, knowledge, and the means at his or her disposal. Registrants shall avoid, in particular:</p> <p>(2) accepting an engagement in respect of which the registrant has not acquired or is unable to acquire, in the proper time, the necessary competence.</p> <p>4. A registrant shall not accept a number of engagements or tasks in excess of that which the interest of his or her clients or the respect of his or her professional obligations may allow.</p> <p>5. A registrant may not practice or perform certain professional acts under conditions or in situations which could impair the dignity of the profession or the quality of services the registrant provides.</p> <p>6. A registrant shall prevent the inappropriate use and application by others of the tools, techniques, and processes used in the practice of Human Resources Management.</p> <p>Chapter II, Division II, 1, 3, s5(2)</p> <p>1. A registrant shall not act in a manner that is dishonest, fraudulent, criminal, or illegal, or with the intent of circumventing the law.</p> <p>3. When advising an employer or client, a registrant shall not knowingly assist in or encourage dishonesty, fraud, crime, or illegal conduct, or instruct the employer or client on how to violate or circumvent the law.</p> <p>5. A registrant shall not:</p> <p>(2) knowingly participate in or condone any act of retaliation on the part of the organization that employs them or to which they are providing service against employees who are exercising their right to launch a complaint or grievance.</p> <p>Chapter II, Division IV, s1(1, 2, 3), 3</p> <p>HR practitioners must either avoid, or disclose a potential conflict of interest that might influence or might be perceived to influence, personal actions or judgments.</p> <p>Specifically,</p> <p>1. A registrant shall safeguard his or her professional independence at all times. The registrant shall, in particular:</p> <p>(1) ignore any intervention by a third party which could influence the fulfillment of his or</p>	
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		<p>her professional obligations to the detriment of his or her employer or client;</p> <p>(2) avoid carrying out a task contrary to his or her conscience or to the principles governing the practice of his or her profession; or</p> <p>(3) avoid any situation in which the registrant would be in conflict of interest.</p> <p>3. A registrant may represent an employer or client, notwithstanding his or her personal opinion on the employer's or client's position in the matter.</p>	
C-2022-10	July 11, 2022	<p>It is alleged that the member breached the following Rules of Professional Conduct:</p> <p>Chapter II, Division II HR practitioners must adhere to any statutory acts, regulations or by-laws which relate to the field of Human Resources Management, as well as all civil and criminal laws, regulations and statutes that apply in their jurisdiction. They must not knowingly or otherwise engage in or condone any activity or attempt to circumvent the clear intention of the law.</p> <p>Chapter II, Division III HR practitioners support, promote and apply the legislative requirements and the principles of human rights, equity, dignity and respect in the workplace, within the profession and in society as a whole.</p> <p>Chapter II, Division IV HR practitioners must strive to balance organizational and employee needs and interests in the practice of their profession.</p>	TBD

No complaints were disposed in Q3

Discipline Committee

Chair: Lynne Latulippe, (member of the public)

Vice-Chair: Steven Lewis, LL. B, Allied Registrant

Staff Support: Margaret Wilson, CHRP, CHRL

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 to hear every matter referred to it by the Complaints Committee under Section 34 of the Act and section 15.03 of the By-laws. The Discipline Committee shall:

- a. Determine whether the member, student or firm is guilty of professional misconduct as defined in the by-laws.
- b. If the Committee finds a member, student or firm guilty of professional misconduct, exercise any of the powers granted to it under Subsection 34(4) of the Act.

Q3 Highlights:

- The Discipline Committee welcomed four new committee members on June 1, 2022.
- The process of serving a Notice of Hearing to a registrant proceeded in Q3 and confirmation that the Notice of Hearing has been served is expected in Q4. 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 Notice of Hearing is served on this registrant, more details will be made public.
- The Committee updated their Rules of Procedure.

Discipline Committee Activity

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Discipline Committee	2	0	0	0	0		
Decision issued by Discipline Committee	1	1	0	0	0		

Capacity Committee

Chair: Lynne Latulippe, (member of the public)

Vice-Chair: Steven Lewis, LL. B, Allied Registrant

Staff Support: Margaret Wilson, CHRP, CHRL

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 to hear every matter referred to it by the Association under Section 47 of the Act and section 15.03 of the By-laws. The Capacity Committee shall:

- a. Determine whether a member or student is incapacitated.
- b. If the Committee finds a member or student is incapacitated, exercise any of the powers granted to it under Subsection 47(8) of the Act.

Q3 Highlights:

- The Capacity Committee welcomed four new committee members on June 1, 2022.
- There were no capacity hearings conducted in Q3.

Capacity Committee Activity

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Capacity Committee	0	0	0	0	0		
Decision issued by Capacity Committee	0	0	0	0	0		

Review Committee

Chair: Damienne Lebrun-Reid, LL. B (member of the public)

Vice-Chair: Graham Stanclik, CHRP, CHRL, CPM

Staff Support: Carolyn Lepera

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 to review every matter referred to it by the Registrar under Section 40 of the Act. The Review Committee may:

- a. Determine whether the member or firm’s bankruptcy or insolvency event may pose a risk of harm to any person;
- b. Direct the Registrar to investigate the matter;
- c. Determine whether a hearing is warranted and, if so, 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;
- d. 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, exercise any of the powers granted to it under Subsection 41(8) of the Act.

Q3 Highlights:

- There were three disclosures of bankruptcy or insolvency events in Q3.
- The panel issued two decisions in Q3. One confirmed no further action of an insolvency event that had been fulfilled from a review disclosed in 2021. The other was a review of an insolvency event disclosed in 2022. The panel’s review concluded in the Review Committee requesting

ongoing monitoring. The case was originally referred to the Committee in Q1 (as per chart below) which required consultation with legal counsel and is still ongoing. The legal opinion was sought in Q2 and Q3, and the panel will meet in Q4 to discuss the outcome.

Review Committee Activity*

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Notices of bankruptcies or insolvency events	3	4	1	1	3		
Decisions issued by the Review Committee	1	4	2	2	2		

*While the Review Committee reviews all bankruptcy or insolvency events involving members of HRP, the Registration Committee is seized with considering bankruptcy or insolvency events of applicants for registration as part of the Good Character requirement.



Appeal

Appeal Committee

Chair: Melanie Kerr, CHRL

Vice-Chair: Maureen Quinlan, LL.B (member of the public)

Staff Support: Stephanie Jung

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. to review every request for appeal filed under the Act and the By-laws by registrants of HRP or members of the public. The Appeal Committee shall first determine whether the appeal falls within the Committee’s jurisdiction and then 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.

Q3 Highlights:

The appeal that underwent a jurisdiction review in Q2 was determined in Q3 to be allowed to move forward in the appeal process. That appeal will be reviewed by a panel in September 2022.

Three appeals were filed in Q3:

- One appeal was settled via the alternate resolution process.
- One appeal went through a jurisdiction review. A panel of the Appeal Committee met and issued a *Notice of Intention to Dismiss* to the appellant and HRP. Both parties now have 30 days to make submissions. Once the deadline has passed, the panel will meet to make their decision as to the Committee’s jurisdiction over the appeal.
- One appeal is currently incomplete awaiting information from the appellant.

A little background as to when and how a jurisdictional review is triggered on an appeal: Once an appeal is filed, it is initially reviewed by the Chair of the Appeal Committee. The Committee Chair can order a jurisdiction review to determine if the appeal can move forward in the appeal process. A panel of the Appeal Committee is then struck to determine whether the appeal falls within the Committee’s jurisdiction. The Committee’s jurisdiction is outlined in the *Registered Human Resources Professionals Act, 2013* and in HRP’s By-laws. If the panel determines that the appeal falls within the Committee’s jurisdiction, the appeal will continue its way through the appeal process. If the panel determines that the appeal doesn’t fall within the Committee’s jurisdiction, a *Notice of Intention to Dismiss* is sent to the appellant and HRP. Both parties (Appellant & HRP) will then have the opportunity to submit written arguments against dismissal. The panel will then meet again and determine whether the Committee does or does not have jurisdiction over the appeal.

Appeal Committee Activity

	2020	2021	2022				2022
	Total	Total	Q1	Q2	Q3	Q4	Total
Number of appeals filed*	11	12	1	1	3		
Settled via the Alternate Resolution Process	8	0	0	0	1		
Decisions issued by the Appeal Committee	5	12	0	2	0		

*Please note: The number of appeals filed will not necessarily be equal to the number of appeals settled or decided by the Appeal Committee, since appeals filed in one year may be resolved in the following year.

Alternate Resolution Process

One factor that influences the number of appeals that are heard by the Appeal Committee is the HRPAs 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 HRPAs, 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 HRPAs is a quicker resolution of the matter. Concerning 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.

Q3 2022 Appeal Committee Activity

	Date Appeal Filed	The Nature of the Appeal	The Outcome of the Appeal
A-2022-02	May 4, 2022	The Registrar did not consider extenuating circumstances in the designation reinstatement requirements. CHRL designation	A panel of the Appeal Committee will be meeting in September 2022 to review the appeal.

		should be reinstated without meeting any additional requirements.	
A-2022-03	June 23, 2022	The Experience Assessment Committee made an error in assessing the Validation of Experience application.	An agreement was made between HRPAs and the appellant via the alternate resolution process. The agreement was approved by a panel of the Appeal Committee in August 2022.
A-2022-04	July 2, 2022	The appellant would like the CHRL Exam Validation Committee to grant one mark in the May 2022 sitting of the CHRL Knowledge Exam.	A panel of the Appeal Committee has issued a <i>Notice of Intent to Dismiss</i> to the appellant and HRPAs in August 2022. Both parties have 30 days to make submissions before the panel meets to make a final decision.
A-2022-05	August 15, 2022	Appeal application is currently incomplete. Awaiting materials from appellant.	Appeal application is currently incomplete. Awaiting materials from appellant.

Breakdown of Appeal Decisions

Appeal Outcomes	Count
Total number of requests for appeal received June 1, 2022 and August 31, 2022	3
Total number of appeals settled via the Alternate Resolution Process	1
Total number of final appeal decisions released June 1, 2022 and August 31, 2022	0
Decisions upholding the original decision	0
Decisions overturning the original decision	0
Appeal declined on jurisdictional grounds	0

*In Q3, the average time to decision was 66 days.



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 Q3, a *Regulatory Affairs* Newsletter was published on June 27, 2022. The next publication will be in Q4 on September 26, 2022.

Trends and Issues in Professional Regulation

The Office of the Superintendent of Professional Governance (OSPG) assesses whether the BC Society of Landscape Architects should be designated under *the Professional Governance Act (PGA)*

British Columbia (BC) has become a leader of regulatory reform in Canada. It is thought that over time many of the modernization efforts BC is undergoing in regulation will inspire similar changes in other provinces, such as Ontario. A year ago, in our [2021 Q3 Registrar's Report](#), we detailed the launch of BC's Office of the Superintendent of Professional Governance (OSPG) and provided a broad overview of the mission of the OSPG.

Now that the OSPG has been in operation for over a year, this quarter's *Trends and Issues* will focus on the [recent report published by the OSPG](#), which assesses whether the BC Society of Landscape Architects should be designated under *the Professional Governance Act (PGA)*. The reason why this report is relevant is that it gives a concrete example of what is required for an organization to become a professional regulatory body under the *Professional Governance Act*. Although this applies only to occupations wishing to be regulated under the *Professional Governance Act* in BC, the framework and criteria are instructive for all professional regulatory bodies.

What is BC's PGA?

The *Professional Governance Act (PGA)* came into effect in February 2021 and sets out professional governance requirements of designated professions regulated under the Act, while also creating the OSPG. The OSPG holds the responsibility of administering the PGA and making sure best practices for professional governance are being implemented by the professional regulatory bodies under its oversight.

Additionally, the PGA enables regulatory bodies to:

- Develop protected titles for their professions
- Establish reserved or protected areas of practice for their professions
- Regulate firms as registrants
- Require mandatory continuing education
- Follow best practices in professional governance, including specific nomination and election processes and composition of Council.

There are currently five regulatory bodies governed by the PGA, including: agronomists, applied biologists, applied science technologists and technicians, engineers and geoscientists, and forest professionals. It is planned that, eventually, all regulated non-health professions would be governed by the PGA in BC. This could include the Human Resources (HR) profession in BC, if they were to seek becoming a professional regulatory body.

Why Does the BC Society of Landscape Architects Want to be Designated Under BC's PGA?

The BC Society of Landscape Architects applied to be designated under BC's PGA to underline its commitment to regulating its registrants in the public interest and to improving its governing legislation. Additionally, it was felt that a reserved scope of practice may be beneficial to the public interest.

Currently, the BC Society of Landscape Architects are a self-regulated profession, having formed in 1968 after the 'Act Respecting Landscape Architects' was passed. The current version, *Architects (Landscape) Act* was passed in 1979. The objects under this Act include upholding public health, safety and welfare as it relates to the practice of Landscape Architecture in BC and to further and maintain proper standards of professional landscape architectural practice in BC. The BC Society of Landscape Architects has a licensure process which allows licensees to use the title of "Landscape Architect." Being regulated under the PGA would represent a 'bump up' in the regulation of Landscape Architects in BC.

Following the BC Society of Landscape Architects expression of interest, the OSPG undertook an investigation to determine if the profession should be governed by the PGA. Ultimately, it was determined by the OSPG that the BC Society of Landscape Architects should be included.

What criteria did the OSPG use to decide whether the BC Society of Landscape Architects should be included under the PGA?

In the [OSPG report](#) evaluating whether the BC Society of Landscape Architects should be included under the PGA, a number of factors were considered. These include:

- Whether it would be in the public interest to have a regulatory regime (e.g., are there severe enough risks to the public stemming from the practice of the profession, how much discretion and professional judgment is regularly needed, what is the body of knowledge like for the profession, and does the regulatory body have the capacity to regulate its registrants).
- Whether the benefits of regulating the profession outweigh the costs.
- Whether the PGA is the appropriate regulatory framework for the profession.

As a framework for this assessment, the [OSPG used its Standards of Good Regulation](#) which are an adaptation of the Professional Standards Authority's *Standards of Good Regulation*. These *Standards* define expected outcomes in the following categories:

- Transparency and Accountability
- Setting Standards of Competence and Conduct
- Education and Continuing Competence
- Registration
- Audit and Practice Reviews
- Complaints and Discipline.

Below is a brief summary of what some of the OSPG *Standards* require:

- Policies and practices to avoid inappropriate advocacy

- Ensuring information provided is accurate and accessible – including on requirements for registration, standards, guidance and decisions
- Applying a diversity and equity lens to processes and policies
- Regular reporting on regulatory performance
- Maintaining up-to-date standards of professional and ethical conduct, academic requirements, guidance, standards of competence, and standards of practice prioritizing public interest protection
- Assessment and mitigation of risks to the public stemming from the practice of the profession

The OSPG concluded that the BC Society of Landscape Architects would be able to meet the requirements set out in its Standards of Good Regulation and recommended that the BC Society of Landscape Architects should be included under the PGA.

The OSPG report can be found [here](#).

Concluding Thoughts

It is important that we stay aware of new legislation and regulatory standards happening in Canada that could very well be similarly implemented in Ontario – both to learn from and to act on.