



January 27, 2025, Vol. 9, Issue 45

Professional Liability Insurance

If you are currently providing human resource services on an independent basis, you are required, on an annual basis, to [submit](#) your professional liability insurance information to the HRPA.

You are also required to submit new or revised information when you do any of the following:

- [renew](#) or [cancel](#) an existing policy; or
- [change](#) insurance providers.

Further information on the professional liability insurance requirement is available in the HRPA's [Professional Liability Insurance Guidebook](#).

Are you required to submit your CPD log by May 31, 2025?

Check your Dashboard to see if your Continuing Professional Development (CPD) log is due by May 31, 2025. If it is, submit your log online through your Dashboard on or before May 31, 2025.

Each year, three percent of registrants who have a CPD log submission due are randomly selected for a CPD audit. If you are selected for an audit, the HRPA will send an email in April 2025 to the email address that is listed under your contact information in your Dashboard.

The Continuing Professional Development [section of our website](#) provides detailed information about the CPD requirement, CPD log submission

requirement, and CPD audit response requirement. These requirements only apply to members with an HRPA designation.

Tips for Registrants

Eight Email Communication Tips

In our last newsletter, we started the conversation around communications from HR professionals. Continuing with that theme, below are 8 tips for you to consider to help keep your email communications on track.

1. Use descriptive subject lines in your emails, with information about the topic, the deadline for response (if any), and the level of urgency (if any).
2. Ensure that emails that require action make it clear *who* is required to do *what* by *when*. As necessary, include information about *how* the action is to be performed.
3. If an email is more than two sentences, consider having the purpose or required action within the first two sentences, so that you frame the email for the recipient. You might include headings like "Action Required" and "Background" to guide the recipient.
4. Avoid insisting on overly tight deadlines where possible. As appropriate, consider providing information regarding why there is a specific deadline or including a "requested" deadline. In appropriate cases, consider diarizing the deadline for the recipient (e.g., through a meeting request that the recipient can accept so that the deadline appears directly in the recipient's calendar).
5. In emails where you are proposing a solution to a problem, consider including alternatives that are not being proposed or available alternatives.
6. Ensure that all emails (including those related to challenging situations) reflect respect for the dignity of all people involved, including those who are not receiving the email.
7. Use available technology as appropriate (in our last newsletter, we referenced the value of "text-to-speech software; generative AI* (used pursuant to your organization's policy) may also be of assistance).
8. Finally, before sending a communication, especially one that relates to a challenging situation, imagine if the communication were to become public. Would you still be comfortable sending it? If not, redraft your communication.

*Want to access the HRPAs Artificial Intelligence Policy Resource? [Click Here](#)

Designation Exams

For those seeking to achieve their designation, the 2025 exam schedule (and applicable registration links) is available.

- [Click here](#) for the 2025 CHRP and CHRL Knowledge Exams Schedule

- [Click here](#) for the **2025 CHRP and CHRL Employment Law Exams Schedule**

HRPA Practice Exams

Are you getting ready to write exams for your HRP A designation in 2025? You're on the right track! An HRP A designation carries value and sets you apart from the rest, equipping you to learn more, earn more, and advance your career.

If you're writing the **CHRP** or **CHRL Knowledge Exam**, we offer **fully-calibrated practice exams** – with real questions from past exams!

[Register Today!](#)

Upcoming Webinars

[Preparing to Write the CHRP Knowledge Exam and CHRL Knowledge Exam: Tips from Top Scorers](#)

 **March 6, 2025** |  **12:00 p.m. – 1:30 p.m.**

This webinar will be facilitated by individuals who recently wrote and passed the CHRP Knowledge Exam or the CHRL Knowledge Exam and were amongst our high scorers on these exams. They will be sharing strategies and study tips that worked for them, and there will be an opportunity to ask them questions about how they were successful on the exam.

[Remote Proctoring: What you Need to Know](#)

 **March 13, 2025** |  **12:00 p.m. – 1:30 p.m.**

The HRP A is hosting a webinar to provide an overview of remote proctoring. We will discuss the technological and environmental requirements, so candidates can make an informed decision as to whether or not remote proctoring is the right decision for them when writing their certification examination. We will also go over common technical issues, as well as what to do should an issue arise.

Professional Conduct

We are committed to promoting and protecting the public interest by governing and regulating the practice of members and students registered with the HRP A in accordance with the [Registered Human Resources Professionals Act, 2013](#) and our [by-laws](#). Providing information related to discipline and complaints facilitates transparency regarding our processes and is intended to help our members and students better understand their duties and adjust their own practices as appropriate.

There were no discipline matters during this quarter. Information regarding discipline matters is posted on the HRPAs [website](#).

The Complaints Committee received 6 referrals and issued 4 decisions in the fourth quarter of 2024. Complaint matters are not posted on the HRPAs website, but a summary of allegations in complaints referred to the Complaints Committee for review this quarter is set out below. Please note that one complaint may contain several allegations. No determination has been made with respect to the allegations. The allegations include the following:

- retaliating or condoning retaliation or reprisal against employees for exercising their rights under applicable employment standards, occupational health and safety, or human rights legislation, including their right to file a complaint or grievance, report serious misconduct in good faith, participate in an investigation, or question a registrant's practices;
- failing to understand the registrant's obligations to meet and practise under the spirit and rule of relevant laws and regulations, including the HRPAs [Code of Ethics and Rules of Professional Conduct](#);
- failing to promote and maintain a healthy, safe, and inclusive workplace;
- failing to provide full and accurate information and ensuring they do not withhold information from parties with whom they interact professionally and who have a need or a right to know; and
- failing to develop, administer, and advocate for policies and procedures that foster fair, consistent, inclusive, and equitable treatment for all.

Need Assistance?

We are available via phone, email, and scheduled phone appointments, Monday to Friday from 8:30 a.m. to 5:00 p.m. If you require assistance or have any questions, please contact us and we will be happy to help.

416.923.2324 | Toll-Free: 1.800.387.1311 | registrar@hrpa.ca

