

HUMAN RESOURCES Professionals Association

2024 Fair Registration Practices Report

Prepared for the Office of the Fairness Commissioner (OFC)



FAIRNESS COMMISSIONER
COMMISSAIRE À L'ÉQUITÉ

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1. Background

Under section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA), which is substantially similar to section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA),

“A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations”.

Section 23 of FARPACTA and Section 22.9 of Schedule 2 of the RHPA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its annual Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2024.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

2. Organization information

Organization name	HUMAN RESOURCES Professionals Association
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3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by HUMAN RESOURCES Professionals Association

Licensing requirements (brief description for each requirement listed):

Profession/ Trade Name	Human Resources Professional
Academic requirement	There are no academic requirements to register with the HRPA and become a practitioner member. If a registrant would like to pursue a special designation (CHRP or CHRL), there is a requirement that can be met through one or more of: coursework; other HR-related designations; experience;

	graduate degree in human resources or industrial relations; or challenge exams. If an applicant would like to register in the HRPAs reduced-fee student class, the applicant must be registered at an accredited Ontario post-secondary institution taking HRPAs-approved courses. There are no academic requirements to attain a CHRE designation.
Experience requirement	There is no experience requirement to register with the HRPAs. There is no experience requirement to pursue a CHRP designation. If a registrant would like to pursue a CHRL or CHRE designation, there is an experience requirement that can be met through domestic or international experience (3 years at the professional level for the CHRL and 10 years of experience for the CHRE, including significant and substantial senior level HR experience).
Language requirement	There are no language requirements to become an HRPAs registrant.
Additional information on licensing requirements (may include links to appropriate page on regulator website):	Not applicable (no licence is required to practise human resources).

4. Third party assessments

Third party organizations that assess qualifications on behalf of the regulator.

Organization name	Function
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Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

HUMAN RESOURCES Professionals Association takes the following measure(s) to ensure fair and timely assessments:

The HRPAs do not work with third-party service providers to assess applicant qualifications in relation to registration or the ability to practise human resources as a regulated HRPAs registrant. Third-party service providers such as credentialing evaluation service providers (e.g., CES, ICAS, WES, ICES, IQAS) may be involved if a registrant seeks a CHRP or a CHRL special designation. The CHRL designation has a degree requirement, so an international degree needs to be assessed as being equivalent to a Canadian degree. The HRPAs allows applicants to provide alternative evaluations where appropriate (e.g., the Baha'i Institute for Higher Education).

5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

A. Accomplishments

1	We refined the wording and improved the visuals on our website's join pages for improved clarity and user experience.
2	We simplified the good character questions in our join application for greater clarity and added information to our website on the good character requirement.
3	We redesigned our regulatory and membership teams to increase the efficiency of registration practices.

B. Risks and Mitigations

Risk	Mitigation Measure
<p>Due to the volume of information on the HRPAs website, it can be difficult for some applicants to find specific information, resulting in inbound inquiries.</p>	<p>In 2024, the HRPAs simplified our website and forms to enhance clarity and accessibility for applicants. We organized fees for regulatory services and registration into centralized locations, ensuring consistency, reducing redundancy, and maintaining accurate information.</p>
<p>Given changing regulatory and operational requirements, there is a risk that increasing manual work will be required over time, affecting the efficiency of (a) registration activities and (b) data collection and analysis.</p>	<p>In 2024, the HRPAs initiated a multi-year digital-first strategy to update our IT systems with a holistic approach. This initiative aims to reduce the manual workload required to adapt to evolving regulatory and operational requirements. The HRPAs also began investigating the automation of certain manual processes.</p>
<p>A decline in registrations could impact our ability to uphold and promote competent and ethical HR practice.</p>	<p>We introduced free online micro-conferences and held local in-person events. We worked with the academic community and non-profits supporting internationally trained professionals to facilitate a more stable registrant base. Initiatives such as free micro-conferences and in-person events both enhance the value of HRPAs registration and reflect our commitment to providing ongoing professional support and development to protect the public interest.</p>

6. Changes to registration practices

During the January 1 to December 31, 2024 reporting period, HUMAN RESOURCES Professionals Association has introduced the following changes impacting its registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

A. Registration requirements and practices

Registration process	Changes Made (Yes / No)	Description
Registration requirements either through regulation, by-law or policy	No	
New or consolidated class of certificates or licenses	No	
Assessment of qualifications, including competency-based assessments and examinations	No	
Documentation requirements for registration	No	
Timelines for registration, decisions and/or responses	No	
Registration and/or assessment fees	Yes	Registration dues were increased by approximately 6%, except for students. No increase was made to student registration dues. Certain assessment fees were increased, described below. Some assessment fees did not change. One fee (degree assessment) was

		eliminated. These assessment fees are not required for registration and only apply to some individuals pursuing a CHRP or CHRL special designation. The transcript assessment fee increased by \$5. The fees for the Alternate Route – Academic document verification, out-of-province course approvals, employer verification letter review for experience, and transcript assessment increased by \$5 each. The fee for the challenge exam increased by \$20. The fee for the CHRP knowledge exam increased by \$30, the fee for the CHRL knowledge exam increased by \$25, and the fee for the employment law exam increased by \$30. The exam fee increases reflect two increases that occurred during the 2024 calendar year: one was implemented in January 2024 and the second was implemented in December 2024. The second increase aligns with the beginning of the HRPAs fiscal year.
Changes to internal review or appeal process	No	
Access by applicants to their records	No	
Other	No	

B. Training, policy and applicant supports

Registration process	Changes Made (Yes / No)	Description
Training and resources for staff who deal with registration issues	Yes	Regulatory Affairs staff participated in a number of external training sessions in 2024. Staff members attended webinars through Council on Licensure, Enforcement, and

		Regulation (CLEAR) and Canadian Network of Agencies for Regulation (CNAR). Two individuals attended the CLEAR annual conference in person, and one individual attended the CNAR annual conference in person. In addition, two individuals attended the CNAR annual conference virtually. Of these individuals, three deal directly with registration issues. Topics covered include international mobility, public interest regulation, and artificial intelligence.
Resources or training to support applicants to move through the licensing process	Yes	New information was added to the website regarding good character questions and relevant supporting documents.
Anti-racism and inclusion-based policies and practices	Yes	In April 2024, the orientation modules for new regulatory committee members were updated. These updates included updates to information on bias. The HRPAs retained a consultant to review, refresh, and operationalize our IDEA strategy. Feedback sessions with HRPAs staff were held in the summer. In October 2024, Regulatory Affairs staff and regulatory committee members were given training by a lawyer on bias and conflicts of interest.

C. System partners

Registration process	Changes Made (Yes / No)	Description
Steps to increase accountability of third-party service provider(s)	No	

Accreditation of educational programs	No	
Mutual recognition agreements	No	

D. Responsiveness to changes in the regulatory environment

Registration process	Changes Made (Yes / No)	Description
Emergency registration plans	Yes	The HRPAs submitted our first emergency registration plan to the OFC on April 19, 2024. No changes have been made since filing. The plan will be updated as the need arises.
Technological or digital improvements	No	
Steps to address labour shortages in the profession or trade	No	

7. Membership and application data

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. Information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year.

A. Race-based data collected

	Race-based data collected? (Yes or No)
Members	No
Applicants	No

Additional description:

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B. Other identity-based or demographic data collected

	Other identity-based or demographic data collected? (Yes or No)
Members	No
Applicants	No

Additional description:

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C. Languages of service provision

HUMAN RESOURCES Professionals Association makes application materials and information available to applicants in the following languages.

Language	Yes / No
English	Yes
French	Yes
Other (please specify)	All materials are primarily available in English, but documents can be provided in French upon request.

D. Membership Profile

Profession Name	Total Number of Members
Human Resources Professional	24235

Class of License	Total Number of Members	Number of Internationally Educated Members
Full / General/ Independent Practice	24235	2437

Gender	Number of Members
Other / not collected	24235

Jurisdiction of Initial Training	Number of Members
Ontario	21110
Other provinces and territories	480
United States	88
Other International	2219
Multiple Jurisdictions	130
Other/not collected	208

Country of Initial Training	Number of Members
Canada	21590
India	858
Nigeria	315
United Kingdom	179

Pakistan	89
United States of America	88
China	77
Philippines	61
United Arab Emirates	55
Bangladesh	40
Jamaica	40
Australia	31
Brazil	31
France	24
Colombia	24
South Africa	24
Trinidad and Tobago	21
Sri Lanka	20
Egypt	16
Ghana	16
Iran	14
Ireland	12
Lebanon	12
Qatar	11
Mexico	11
Venezuela	10
Peru	10
Ukraine	10
Saudi Arabia	9
Turkiye	9
Morocco	9
Mauritius	9
Uganda	9
Barbados	7
Dominican Republic	6
Singapore	7
Russia	7
Kuwait	6
Spain	5
Vietnam	5
South Korea	5
Afghanistan	5

Romania	5
Poland	4
Ecuador	4
Jordan	4
Netherlands	4
Albania	4
Ethiopia	4
Guyana	4
Chile	3
New Zealand	3
Armenia	3
Italy	3
Malaysia	3
Thailand	3
Cameroon	3
Hungary	3
Germany	3
Nepal	3
Serbia	2
Honduras	2
Zimbabwe	2
Guatemala	2
Argentina	2
Senegal	2
Tunisia	2
Moldova	2
Portugal	2
Bahamas	1
Saint Lucia	1
Finland	1
Israel	1
Rwanda	1
Sudan	1
Mongolia	1
Myanmar	1
Macedonia	1
Kenya	1
Switzerland	1

Georgia	1
Bahrain	1
Haiti	1
Austria	1
Syria	1
Nicaragua	1
Oman	1
Sweden	1
Burundi	1
Burkina Faso	1
Dominica	1
Iraq	1
Other Countries	344

Official language of preference	Number of Members
English	24235

Racial identity (optional)	Number of Members
Not collected	24235

E. Data Notes

For question A3, the number for the category "Multiple Jurisdictions" is 130. Previously, this number was based on individuals who reported training in two or more international jurisdictions. The HRPA now includes individuals who reported training in two or more international jurisdictions, as well as individuals who reported training in a Canadian province or territory in addition to an international jurisdiction. For question A4, the number for the category "Other Countries" is 344. This number comprises 208 individuals who indicated they had not taken any HR training, 130 individuals who reported training in multiple jurisdictions, and 6 individuals who indicated they did their initial HR training outside of Canada but did not specify the country. The HRPA does not collect

data on official language of preference. The HRPAs most common language of preferred communication is English. If a registrant indicates a desire to communicate in French, documents and services can be provided in French. The HRPAs does not collect gender, racial, or identity-based data as part of registration. Gender, language, and racial identity data are collected in relation to registrants who elect to write a designation exam. Because many registrants do not write an exam and because the data is reported for a single year (2024), the data represents only a fraction of the HRPAs registrants. Additionally, if an individual writes more than one exam in a reporting year, new data replaces prior data. The HRPAs can provide a breakdown of demographics of the 1996 exam writers to the OFC if requested.

F. Applicant Profile

Profession Name	Total Number of Applicants
Human Resources Professional	3508

Gender	Number of Applicants
Other / not collected	3508

Jurisdiction of Initial Training	Applications received in 2024	Applications with decisions pending (in progress at end of reporting year)
Ontario	2418	17
Other provinces and territories	91	1
United States	25	6
Other International	808	2
Multiple Jurisdictions	62	0
Other/not collected	104	1

Country of Initial Training	Number of Applicants
Canada	2509
India	354
Nigeria	125
China	31
United Kingdom	29
Bangladesh	26
Pakistan	26
United States of America	25
Philippines	16
United Arab Emirates	16
Ghana	13
Australia	12
Colombia	12
Sri Lanka	11
Jamaica	8
Iran	7
Ukraine	7
Uganda	7
Brazil	6
France	6
Mauritius	5
Ireland	5
Qatar	5
Saudi Arabia	5
Lebanon	5
Morocco	5
Peru	4
Venezuela	4
Turkiye	3
Mexico	3
South Africa	3
Afghanistan	3

Egypt	3
Cameroon	3
Trinidad and Tobago	2
Singapore	2
Netherlands	2
Ecuador	2
Chile	2
Dominican Republic	2
Mongolia	1
Barbados	1
Tunisia	1
Moldova	1
Malaysia	1
Guyana	1
Thailand	1
Poland	1
Portugal	1
Argentina	1
Kuwait	1
Haiti	1
Spain	1
Vietnam	1
Sudan	1
Rwanda	1
Nicaragua	1
Bahrain	1
Ethiopia	1
Senegal	1
Italy	1
Serbia	1
Kenya	1
Myanmar	1
Albania	1
Nepal	1
South Korea	1
Russia	1
Other Countries	166

Official language of preference	Number of Applicants
English	3508

Racial identity (optional)	Number of Applicants
Not collected	3508

G. Data Notes

For question B0, the number of applicants increased by approximately 29% in 2024 compared to 2023. For questions B0, B1, B2, B4, and B5, the total number of applicants in 2024 includes 624 individuals who had previously been members of the HRPAs and rejoined in 2024. The rest are first-time applicants. For question B2, the number for the category "Multiple Jurisdictions" is 62. Previously, this number was based on individuals who reported training in two or more international jurisdictions. The HRPAs now includes individuals who reported training in two or more international jurisdictions, as well as individuals who reported training in a Canadian province or territory in addition to an international jurisdiction. For question B3, the number for category "Other Countries" is 166. This number comprises 104 individuals who indicated they had not taken any HR training and 62 individuals who reported training in multiple jurisdictions. The HRPAs does not collect data on official language of preference. The HRPAs's most common language of preferred communication is English. If a registrant indicates a desire to communicate in French, documents and services can be provided in French. The HRPAs does not collect gender, racial, or identity-based data as part of registration. Gender, language, and racial identity data are collected in relation to registrants who elect to write a designation exam. Because many registrants do not write an exam and because the data is reported for a single year (2024), the data represents only a fraction of the HRPAs's registrants. Additionally, if an individual writes more than one

exam in a reporting year, new data replaces prior data. The HRPAs can provide a breakdown of demographics of the 1996 exam writers to the OFC if requested.

H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2024. Some applications may have been received in the previous year.

Jurisdiction of initial training	Successful	Unsuccessful	Withdrawn
Ontario	2401	0	0
Other provinces and territories	91	0	0
United States	24	0	0
Other International	802	0	0
Multiple Jurisdictions	60	0	0
Other/not collected	103	0	0

I. New Registrants

For the 2024 reporting year, the breakdown of new registrants by class of registration is provided below:

Class of registration	Total new registrants	Number of internationally educated registrants
Full / General/ Independent Practice	3481	886

J. Data Notes

For question B7, the number of applicants who indicated initial training in Ontario increased by approximately 37% in 2024 compared to 2023.

K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Ontario	0	0
Other provinces and territories	0	0
United States	0	0
Other International	0	0
Multiple Jurisdictions	0	0
Other/not collected	0	0

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

Jurisdiction of initial training	Number of applicants who sought external review or appeal	Number of decisions changed following external review or appeal
Ontario	0	0
Other provinces and territories	0	0
United States	0	0
Other International	0	0
Multiple Jurisdictions	0	0

Other/not collected	0	0
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Issues raised in reviews and appeals can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

Issue or reason raised	Number of appeals
1. n/a	0
2. n/a	0
3. n/a	0

Internationally trained applicants face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants
1. n/a	0
2. n/a	0
3. n/a	0

L. Data Notes

For question B10, no internal reviews were initiated by an applicant. No appeals were filed in 2024 with respect to registration decisions. No individual was denied registration as a result of a referral to the Registration Committee in 2024. For question B11, no appeals or internal reviews initiated by the applicant were filed in 2024. For question B12, no

applicants were denied registration in 2024 if the application form was submitted and the fee paid.

8. Registration Timelines

Profession: Human Resources Professional

i. Domestic Labour Mobility Applicants

9.1 (4) of FARPACTA prescribes that regulators must make a registration decision within 30 business days from the time that they receive a complete application “and everything required by the regulated profession in respect of the application.”

HUMAN RESOURCES Professionals Association requires the following documentation before beginning to count the 30-day registration time-period. This would be the starting point of the registration process for the purpose the data summarized below.

- Completed application form
- Letter of standing / good character
- Payment of fee
- Other (please specify) If applicable (e.g., providing HR services independently), proof of professional liability insurance.

For domestic labour mobility applications received between January 1, 2024 and November 30, 2024 and decisions made to December 31 (one month later), registration timelines and outcomes are summarized below:

Registration decisions	30 days or less	More than 30 days
Full registration granted	13	0
Alternative registration granted	0	0
No registration granted	0	0

ii. Internationally Trained Individuals

Sections 5 and 6 of Ontario Regulation 261/22 made under FARPACTA establish two-time standards for ITIs:

- **A six-month time limit** for a regulator to make a registration decision following receipt of everything that it requires in respect of an application for registration. (This time limit must be met in 90% of all cases.)
- **A 12-month standard** for the regulator to report on its ability to register ITIs, who are eligible for registration without condition, from the earlier of the date that:
 - (a) the regulated profession receives everything it requires in respect of the individual's application for registration, or
 - (b) any third-party that assesses the individual's qualification on behalf of the regulated profession, receives everything it requires for this purpose.

Section 6 of the regulation further stipulates that the regulator's annual Fair Registration Practices Report shall include data on a regulator's compliance with the six-month standard, and its ability to meet the 12-month standard and, where the regulator has been unable to meet this one-year standard, the steps that the regulator is taking to meet this target.

HUMAN RESOURCES Professionals Association requires the following documentation before beginning to count the six-month registration time-period for internationally educated individuals.

- Completed application form
- Payment of fee

For applications from internationally trained individuals received between July 1, 2023 and June 30, 2024 and decisions made to December 31 (six months later), registration timelines and outcomes are summarized below.

Registration decisions	6 months or less	More than 6 months
Full registration granted	837	0

Alternative registration granted	0	0
No registration granted	0	0

Average time in weeks to communicate a registration decision following receipt of everything required by the regulator in respect of an application for registration.

1 week

For regulators where a third-party service provider is the first point of contact for applicants:

HUMAN RESOURCES Professionals Association addresses the twelve-month standard as follows:

The HRPA does not use a third-party service provider as the first point of contact with applicants.

Glossary of terms

Applicant: An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

Domestic labour mobility: Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

Internationally educated / trained: An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

Jurisdiction of initial training: For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

Member: An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

Racial identity: Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data <<https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism>> .

Registration requirements: the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement:** The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement:** The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

Third party service provider: An external organization that assesses applicant qualifications on behalf of the regulator.