

# Fair Registration Practices Report

## Human Resources Professionals (2015)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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## 1. Qualitative Information

### a) Requirements for registration, including acceptable alternatives

#### i. Describe any improvements / changes implemented in the last year.

No changes this year

#### ii. Describe the impact of the improvements / changes on applicants.

No changes this year

#### iii. Describe the impact of the improvements / changes on your organization.

No changes this year

### b) Assessment of qualifications

#### i. Describe any improvements / changes implemented in the last year.

On October 29, 2014, HRP A announced a new competency framework. Under the new framework, we are now granting three designations:

**Certified Human Resources Professional (CHRP):**

The requirements for the CHRP designation are:

1. Being a member in good standing; and
2. Completion of the required HR coursework or equivalent, and
3. Passing the knowledge exam.

**Certified Human Resources Leader (CHRL):**

The requirements for the CHRL designation are:

1. Being a member in good standing; and
2. Completion of the required HR coursework or equivalent, and
3. A degree or equivalent (but not necessarily in HR or related discipline), and
4. Passing the knowledge exam, and
5. Documenting three years of experience in HR at a professional level.

**Certified Human Resources Executive (CHRE):**

The requirements of the CHRE are:

1. Being a member in good standing; and
2. Documenting that one has demonstrated the required senior-level competencies in Human Resources (portfolio)

In November 2015, introduced two separate exams for the CHRP designation and the CHRL designation. The separate exams replaced the Comprehensive Knowledge Exam (CKE) which was previously in place for both designations. .

The Comprehensive Knowledge Exam 1 (CKE 1) is the exam for the CHRP designation. It consists of 175 multiple choice questions, 25 of which are test questions. The time limit for the exam is 3 1/2 hours. The exam can be written anywhere in the world.

The Comprehensive Knowledge Exam 2 (CKE 2) is the exam for the CHRL designation. It consists of 250 multiple choice questions, 25 of which are test questions. Because it is the higher level exam, the CKE 2 can be applied towards both the CHRP and the CHRL. The time limit for the exam is 5 hours. The exam can be written anywhere in the world.

Currently, to qualify for either the CKE 1 or the CKE 2, applicants have to complete the same prescribed coursework requirement. It is the same prescribed coursework requirement that was previously in place for the CKE.

**ii. Describe the impact of the improvements / changes on applicants.**

Offering three levels of designations more accurately reflects the different stages in an HR professional's career. Applicants now have a choice regarding which designation to pursue. Also, because the prescribed coursework requirement for both the CHRP and the CHRL are the same, and the higher-level CKE 2 exam can be applied towards both designations, applicants can use the CKE 2 to pursue both the CHRP and the CHRL at the same time, without requiring them to also write CKE 1. Furthermore, the lesser requirements for the CHRP (for example, lack of an experience requirement) allow applicants to obtain a designation more easily at the outset of their HR career and continue to pursue the higher level CHRL or CHRE as they advance.

**iii. Describe the impact of the improvements / changes on your organization.**

HRPA is now administrating two separate exams.

**c) Provision of timely decisions, responses, and reasons**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**d) Fees**

**i. Describe any improvements / changes implemented in the last year.**

HRPA's registration fees were raised an average of \$40 annually for new registrants. Overall, there are six registration categories, each with its own fee structure. While there is no separate registration category for IEPs, there is a separate price level they are eligible for their first year of membership. For IEPs, the fees were raised from \$114.47 to \$149.00, an increase of \$34.53.

No fees related to meeting requirements for the CHRP, CHRL or CHRE were changed.

**ii. Describe the impact of the improvements / changes on applicants.**

New registrants joining HRPA had to pay a slightly higher fee to sign up for their initial registration.

No fees related to meeting requirements for the CHRP, CHRL or CHRE were changed.

**iii. Describe the impact of the improvements / changes on your organization.**

The raise in registration fees did not have a significant impact on HRPA.

**e) Timelines**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**f) Policies, procedures and/or processes, including by-laws**

**i. Describe any improvements / changes implemented in the last year.**

While all submissions that are received for a particular process are reviewed by a staff member for completeness, all decisions with respect to a submission fall strictly within the purview of the appropriate adjudicative committee. As such, if an applicant insists that their submission should be presented to a committee despite having been advised that the submission is incomplete, the staff member is required to comply with the applicant's request.

**ii. Describe the impact of the improvements / changes on applicants.**

This policy preserves an applicant's right to appeal. Because a staff member does not have the authority to make a final decision on the merits of a submission, a staff member advising an applicant that a submission is incomplete does not constitute an appealable decision and as such the applicant would be left without recourse.

**iii. Describe the impact of the improvements / changes on your organization.**

While this policy may create additional work for the committee, proceeding in this manner ensures that HRPAs processes remain open and transparent by guaranteeing that all adjudicative decisions are solely made by the appropriate committee.

**g) Resources for applicants**

**i. Describe any improvements / changes implemented in the last year.**

HRPA revised its Certification Handbook and now offers individual handbooks for each of the three designations: CHRP, CHRL and CHRE.

**ii. Describe the impact of the improvements / changes on applicants.**

Information pertaining to a particular designation is more easily accessible and all handbooks are up-to-date and accurate.

**iii. Describe the impact of the improvements / changes on your organization.**

Staff members are now able to more easily refer applicants to the appropriate handbooks.

**h) Review or appeal processes**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**i) Access to applicant records**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**j) Training and resources for registration staff, Council, and committee members**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**k) Mutual recognition agreements**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**l) Other (include as many items as applicable)**

**i. Describe any improvements / changes implemented in the last year.**

In June 2015, HRP A updated its course approval policy for courses completed outside of Ontario and/or Canada. Courses have to be approved in order to be used towards meeting the prescribed coursework requirement to be eligible to write the exam for the CHRP or the CHRL.

In order to be approved, courses now only need to show an 80% content match with courses approved in Ontario. Method of evaluation as well as course length are no longer being considered.

**ii. Describe the impact of the improvements / changes on applicants.**

Applicants who have completed courses outside of Ontario now face less barriers to have their courses approved and counted towards their completion of the prescribed coursework requirement for the CHRP and/or CHRL.

**iii. Describe the impact of the improvements / changes on your organization.**

The Academic Standards Committee, which is responsible for all course approvals, can more easily assess courses and confirm their eligibility for meeting the prescribed coursework requirement for the CHRP and/or CHRL.

**Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year**

No changes this year

## 2. Quantitative Information

### a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	No

Other (please specify)

Additional comments:

### b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	346
Female	1944
None of the above	0

Additional comments:

For the purpose of this section, applicants are defined as members who registered to write either the Comprehensive Knowledge Exam (CKE), Comprehensive Knowledge Exam 1 (CKE 1) or Comprehensive Knowledge Exam 2 (CKE 2) in 2015 as part of the process to obtain either the Certified Human Resources Professional (CHRP) or the Certified Human Resources Leader (CHRL) designation. Members registered to write one of the exams are asked to complete a pre-exam survey which asks them to identify their gender. In 2015, 2290 individual members registered to write one of the exams.

Applicants for registration with HRPA are not asked as part of the registration process to identify their gender. As such, this data is not available for new registrants who did not register to write one of the exams.

### c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	0
Female	0
None of the above	0

Additional comments:

Applicants for membership are not asked as part of the registration process to identify their gender. As such, this data is not available for members.

### d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or

trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
2011	25	10	India 10	0	2079
			U.K. 9		
			S. Africa 3		
			Nigeria 2		
			Australia 1		
			Ecuador 1		
			France 1		
			Hong Kong 1		
			Jamaica 1		
			Macedonia, The Former Yugoslav 1		
			Pakistan 1		
			Philippines 1		
			Swaziland 1		
			Total 33		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

Because there are no training or educational requirements for registration with HRP, and because it is possible to be certified by HRP without any discipline-specific training, HRP does not necessarily know the country in which certificate holders were initially trained in the profession or, indeed, if they had any profession-specific training in their country of origin.

As part of the exam registration process, applicants are asked to self-identify whether they are internationally educated professionals or not during the completion of a voluntary pre-exam survey. Here, internationally educated professional is defined as *“an individual whose main educational experience occurred outside of Canada.”* However, ‘main educational experience’ could refer to any educational experience not only training in the profession. Members who self-identify as internationally educated professionals may not have had any discipline-specific training in their country of origin.

Also part of the exam registration process, applicants are asked to indicate where they received their profession-specific training. However, the HRP coursework requirement is met on a course-by-course basis, which means that training may have been across multiple academic institutions in multiple jurisdictions. Applicants are asked to identify the jurisdiction in which they completed their profession-specific training only when 75% or more of their profession-specific training was from the same academic institution.

In 2015, 2290 applicants wrote the exam, of these 268 self-identified as Internationally Educated Professionals (IEPs). Not all of these 268 self-identified IEPs used their foreign credentials to qualify for the exam. Of those self-identified IEPs who used their foreign credentials to qualify to write the exam, the breakdown is as shown above.

**e) Jurisdiction where applicants who became registered members obtained their initial education**

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where

they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
0	0	0	n/a 0 Total 0	0	0

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

Because (1) registration does not require any training in the profession, and (2) it is possible in some cases to be granted use of the protected title or professional designation in Ontario by HRP A without any discipline-specific training, HRP A does not know in many cases which countries its registrants were initially trained in the profession or even if a given registrant has any training in the profession.

**f) Jurisdiction where members were initially trained**

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
0	0	0	n/a 0 Total 0	14954	14954

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

Because (1) registrants does not require any training in the profession, and (2) it is possible in some cases to be granted use of the protected title or professional designation in Ontario by HRP A without any discipline-specific training, HRP A does not know in many cases which countries its registrants were initially trained in the profession or even if a given registrant has any training in the profession.

HRP A currently has 14945 designated members, as well as 6132 undesignated members and 2779 student registrants.

Please note that a member may hold more than one designation. For example, a member may have been granted both the CHRL and the CHRE. For the total number of designated members, members were only counted once regardless of whether they hold more than one designation.

The breakdown of the total number of designations granted is as follows. The total number of designations granted is slightly higher than the total number of designated members because members may hold multiple designations:

CHRP and CHRP (retired) = 5185 members

CHRL and CHRL (retired) = 9686 members

CHRE and CHRE (retired) = 238

HRPA also has 6 members who were granted the honorary title Fellow of the Human Resources Professionals Association (FHRPA).

With respect to the non-designated members, they fall within the following membership categories:

General and complimentary members = 1810

Practitioner members = 4106

Allied Professional members = 216

### g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	2066	29	13	35	49	<b>2192</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who became FULLY registered members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	<b>0</b>

<sup>1</sup> An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

**Additional comments:**

There are a number of factors which make the table above difficult to complete:

1. At HRP, individuals can become registrants without pursuing certification.
2. HRP offers three designations, each with their own requirements.
3. HRP mutually recognizes HR designations from other Canadian provinces. As part of the mutual recognition process, applicants are not required to submit information regarding their professional training.
4. Individuals pursuing certification with HRP do not have to declare that they are pursuing certification. For applicants pursuing the CHRP or CHRL they usually don't declare that they are pursuing certification until they decide to write the exam. Also, there is no mechanism in place whereby individuals who have written the exam need to reconfirm whether they are still actively pursuing the designation.
5. Exam results are valid for 10 years. This means that applicants have 10 years in which to complete other outstanding requirements (such as the experience requirement for the CHRL). Applicants can 'go dormant' for 10 years.
6. The experience requirement has a duration of three years. Even applicants who are actively engaged in pursuing the CHRL designation would not necessarily have any reason to have contact with the Association in regards to their pursuit of the designation for long periods of time.
7. Members may qualify to write the exam for the CHRP or the CHRL without any formal training in the profession. Indeed, applicants with formal training in Human Resources could still choose to qualify to write the exam on the basis of experience. As a result, for many applicants, HRP does not know whether they have any formal training in the profession or where this training was completed.
8. Applicants who meet all the requirements for the CHRP or the CHRL designations are automatically certified (they are already members). It is not possible for applicants who have met all requirements for the CHRP or CHRL not to be certified.
9. For the CHRE, the process starts with an online self-assessment. The results are valid indefinitely so it can be difficult to determine at any given time if applicants are still actively pursuing the designation.
10. Membership is not required to pursue the CHRE until the applicant has passed all the steps of the application process. Membership is required though before the designation can be granted.
11. HRP does not have alternative classes of license or certification.

The data in the table above is based upon the following parameters:

1. In 2015, 2290 applicants wrote the exam for the CHRP and/or CHRL. Of these 268 self-identified as Internationally Educated Professionals (IEPs) as part of a voluntary pre-exam survey. Not all of these 268 self-identified IEPs used their foreign credentials to qualify for the exam. Those self-identified IEPs who used their foreign credentials to qualify to write the exam are included above.
2. In 2015, 64 applicants applied for the CHRE. Of those, 2 were IEPs. As part of the application process they were required to submit a resume, which was used to determine where they completed their professional training and the data was included above.
3. In 2015, HRP mutually recognized the CHRP or CHRL designation of 49 applicants, who obtained the designation in a different province. As part of the mutual recognition process, applicants are not required to submit information regarding their professional training. As such, they are listed as 'unknown' in the table above.

**h) Classes of certificate/license**

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be

complete.

#	Certification	Description
a)	Certified Human Resources Professional (CHRP)	<p style="text-align: center;"><b>Description (a)</b></p> <p>The CHRP is the entry-level designation. Human Resources professionals at entry-level act in roles that are mostly administrative in nature, such as a contributing role in a larger HR function, or a sole HR practitioner in a small HR function. Individuals at this level would have responsibilities such as supporting HR initiatives, executing tasks passed down from management, and operating at the tactical and transactional levels. They often have titles such as Human Resources Assistant, Staffing Coordinator, Human Resources Clerk, or Human Resources Coordinator.</p> <p>In 2015, to obtain the CHRP applicants had to meet the following three requirements:</p> <ol style="list-style-type: none"> <li>1. HRPA membership in good standing;</li> <li>2. Successful completion of the prescribed coursework requirement; and</li> <li>3. Successful completion of the prescribed knowledge exam.</li> </ol> <p>Members with the CHRP designation must maintain their membership with HRPA and must meet the ongoing continuing professional development (CPD) requirement in order to maintain the designation.</p>
b)	Certified Human Resources Leader (CHRL)	<p style="text-align: center;"><b>Description (b)</b></p> <p>The CHRL is the professional level designation. Human Resources professionals at the professional level can be found in either specialist or generalist positions with responsibilities such as managing projects, programs, and initiatives, implementing plans passed down by senior management, and delegating tasks to entry-level staff. In professional matters, individuals at this level can act independently and would typically have titles such as Director of HR, HR Manager, HR Generalist, HR Business Partner and HR Specialist.</p> <p>In 2015, to obtain the CHRL applicants had to meet the following five requirements:</p> <ol style="list-style-type: none"> <li>1. HRPA membership in good standing;</li> <li>2. Successful completion of the prescribed coursework requirement;</li> </ol>

3. Successful completion of the prescribed knowledge exam;
4. Successful completion of the prescribed degree requirement; and
5. Successful completion of the prescribed experience requirement.

Members with the CHRL designation must maintain their membership with HRP A and must meet the ongoing continuing professional development (CPD) requirement in order to maintain the designation.

**Description (c)**

The CHRE is the executive level designation. Human Resources professionals at the executive level can be found in either specialist or generalist positions but with a high level of experience and responsibility such as leading the HR function in large organizations, developing and executing significant HR projects, working with Boards or HR Committees, dealing with executive compensation, and having responsibility for HR strategies in support of long term organizational goals. Typical position titles will be Senior/Executive/Vice President HR or CHRO.

In 2015, to obtain the CHRE applicants had to meet the following four requirements:

1. Successful completion of the prescribed online self-assessment;
2. Successful completion of the initial review of their resume and organizational chart for their most senior HR position;
3. Successful completion of the prescribed written application or oral presentation; and
4. HRP A membership in good standing;

Members with the CHRE designation must maintain their membership with HRP A and must meet the ongoing continuing professional development (CPD) requirement in order to maintain the designation.

**c)** Certified Human Resources Executive (CHRE)

**Additional comments:**

HR is not a licensed profession in Ontario. While HRPAs offers three levels of designations, HR professionals are not required to hold a designation to practice HR in Ontario. Holding a designation is also not a requirement for registering as a member of HRPAs. Applicants can register with HRPAs without holding or pursuing a designation. Both membership with HRPAs as well as pursuit of one of the designations is completely voluntary.

**i) Reviews and appeals processed**

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	0	0	0	0	23	23
Applicants who initiated an appeal of a registration decision	0	0	0	0	1	1
Appeals heard	0	0	0	0	1	1
Registration decisions changed following an appeal	0	0	0	0	0	0

**Additional comments:**

New applicants for registration are referred to the Registration Committee only if they answered yes to one of the good character questions on their registration application. If they answered yes, a staff member from Office of the Registrar contacts the applicant to request further information and clarification for the review by the Registration Committee. In most cases, information regarding the applicant's profession-specific training is not provided as part of that information. As such, it is unknown where the applicants that were referred to the Registration Committee in 2015 obtained their profession-specific training.

Because signing up for registration does not require any training in the profession, where a registrant obtained their profession-specific training is not a ground for referral to the Registration Committee.

**j) Paid staff**

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

<b>Category</b>	<b>Staff</b>
<b>Total staff employed by the regulatory body</b>	47.3
<b>Staff involved in appeals process</b>	2
<b>Staff involved in registration process</b>	2

**Additional comments:**

The Appeals Committee is supported by a staff member from the Office of the Registrar who functions as the liaison between the Appeals Committee, the Appellant and HRP. The Registrar or a delegate represent the Association during the process.

The Registration Committee is supported by a staff member from the Office of the Registrar who functions as the liaison between the Registration Committee and the applicant. The Registrar or a delegate may provide an opinion to the Registration Committee regarding the possible admission of the applicant, including whether admission should be denied, granted or granted but with limitations.

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### 3. Submission

**I hereby certify that:**

**Name of individual with authority to sign on behalf of the organization:**

Mara Berger

**Title:**

Associate Registrar

**Date:**

2016/02/08

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