



Registrar’s Report for 2019 Q2

May 31, 2019

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The Registrar’s Report is a quarterly report published by HRPA’s Office of the Registrar. Pursuant to the *Registered Human Resources Professionals Act, 2013*, the Registrar is appointed by the HRPA Board of Directors to perform the functions assigned to the Registrar by the Act, the By-laws and the Board. The present report gives an account of the activities of the Registrar in the second quarter of 2019 in relation to the assigned functions. Figure 1 on Page 7 explains what the Office of the Registrar does. Figure 2 on Page 8 lists HRPA’s statutory and standing regulatory committees.

Trends and issues

The Cayton Report

The world of professional regulation is buzzing about the report written by Harry Cayton and the Professional Standards Authority in regard to the College of Dental Surgeons of British Columbia and the Health Professions Act (British Columbia). The report was commissioned by the Honourable Adrian Dix, Minister of Health under section 18.1 of the Health Professions Act (British Columbia) and conducted under the provisions of the Public Inquiry Act (British Columbia). The report is available from the BC Government website at <https://www2.gov.bc.ca/assets/gov/health/practitioner-pro/professional-regulation/cayton-report-college-of-dental-surgeons-2018.pdf>.

Different province, different profession, why should we care? The extent to which the Professional Standards Authority's and Harry Cayton's work is directly relevant to HRPAC can be debated, but what is beyond debate is that Harry Cayton is the most influential person in professional regulation in Canada at this time and as such it is important to be aware of what he has to say.

Harry Cayton was chief executive of the Professional Standards Authority in the UK from 2007 to 2018. As of October 2018, he has become the International Advisor to the Authority. Under his leadership, the Professional Standards Authority published immensely influential documents such as *The Standards of good regulation* (June 2010, updated January 2016), *Right-touch regulation* (August 2010, revised October 2015), *Fit and Proper? Governance in the public interest* (March 2013), and *Right-touch regulation in practice international perspectives* (September 2016).

Beyond Harry Cayton's thought leadership there are other important reasons why the Professional Standards Authority and Harry Cayton are so influential in Canada today:

1. Canada, Australia, New Zealand and Ireland inherited their approach to the regulation of professions from the UK. About 15 years ago, as a result of significant regulatory failures, there was a sea change in how professions are regulated in the UK. This sea change included the creation of the then Council for Healthcare Regulatory Excellence (CHRE) in 2003 which was renamed in 2012 to Professional Standards Authority. By all accounts, professional regulation in Canada is about to undergo the same kind of sea change. Many believe that a PSA-like oversight body is inevitable in Ontario.
2. From the start, the PSA and Harry Cayton have embraced an international perspective. Indeed, the PSA and Harry Cayton have conducted a number of assignments for Canadian governments and professional regulatory bodies including Ontario:
 - Review of the Royal College of Dental Surgeons of Ontario (May 2013)
 - A review of the College of Registered Nurses of British Columbia (June 2016)
 - Program Review of the Ontario Personal Support Worker Registry (December 2016)
 - Review of the legislation and governance for Engineers and Geoscientists in British Columbia (June 2018)

- Inquiry into the performance of the College of Dental Surgeons of British Columbia (December 2018)
 - A review conducted for the Saskatchewan Registered Nurses Association (May 2019)
 - A review of the performance of PEO as a professional regulator (in progress)
3. Initially, the Canadian assignments carried out by the PSA and Harry Cayton were mostly about assessing the performance of professional regulatory bodies against the PSA's Standards of Good Regulation but more recently the PSA and Harry Cayton have delved into issues of governance and legislative reform.
 4. Because the PSA and Harry Cayton are based in the UK, they are able to bring an objectivity and independence to these assignments that would be difficult for any Canadian entity to achieve.

In the wake of the Cayton Report, Dix has established a steering committee to consider options and draft a proposal on how to modernize the regulatory framework for health professions in B.C. Cayton has been commissioned to advise the steering committee in its review of B.C.'s health profession regulatory system.

Previously, we referred to the recent flurry of governance reform proposals from a number of professional regulatory bodies in Ontario. These governance reform proposals were put forward with the intent of getting ahead of the wave of change and obviate the need for broader government intervention. Governments have been silent on the matter of structural reform of professional regulation. This silence may be coming to an end. Professional regulatory bodies are *creatures of the Legislature*—literally. At any time, the government could choose to reorganize professional regulation. For instance, the government could choose to amalgamate professional regulatory bodies into a smaller number of entities. The government could also choose to create an oversight body to ensure that professional regulatory bodies remain focused on the public interest. These changes could make the contemplated governance reforms appear timid in comparison. With their recent reports for the Engineers and Geoscientists in British Columbia (June 2018) and the College of Dental Surgeons of British Columbia (December 2018), the PSA and Harry Cayton are now important players in regard to the structural and governance reform in professional regulation in Canada and Ontario specifically.

What is Harry Cayton proposing?

- There is confusion in legislation as to the nature of a professional regulatory body and its relationship to the people it regulates. This confusion is reflected in structural aspects as well as the language that is used to refer to professionals under regulation.
- Greater clarity in the statutory mandate of professional regulatory bodies. Statutes have been too vague about the 'public interest' allowing professional regulatory bodies to interpret 'the public interest' in ways that serve the interests of a profession rather than the interests of the public. The statutory mandates of professional regulatory bodies must focus on protection and harm-avoidance.

- Professional regulatory bodies must be independent regulators focused on their mandate to protect the public, respectful of many stakeholders but beholden to none.

The following quotation summarizes Harry Cayton’s perspective well:

“Who owns the College? Well, the truth is that the citizens of British Columbia own the College; though their government they have given dentists self-regulatory powers but only as long as the College serves the public, the Board serves the public, the staff serve the public and dentists serve the public.”

Will this have an impact on HRP A?

Who knows? It is difficult to predict where all this will lead. The creation of an oversight body for professional regulators is something that many experts think is inevitable. However, whether non-health professional regulatory bodies fall under the oversight of this body is anybody’s guess. In 2005, the Ontario Minister of Citizenship and Immigration commissioned George M. Thomson to conduct a Review of Appeal Processes from Registration Decisions in Ontario’s Regulated Professions. This led to the creation of the Office of the Fairness Commissioner, a body which has oversight over all professional regulatory bodies—health *and* non-health. The oversight of the Office of the Fairness Commissioner is narrow, however, focusing solely on registration matters.

Consolidation of health colleges is certainly in the cards. Deregulation of some professions is also a possibility that cannot be discounted.

The forthcoming report on the performance of PEO as a professional regulator should be quite interesting in that it is an Ontario non-health professional regulatory body. This is getting closer to home.

Even if all this does not lead to legislative change that impacts HRP A, the landscape of professional regulation is likely to change in significant ways and this is bound to have knock-on effects on HRP A.

Update on unification of Membership and OOTR teams

In October 2018, the Membership and OOTR teams were unified. We are working through our first registration cycle as a unified team. This unification has enabled a more integrated and efficient approach to registration.

It is also the case that the unification revealed some areas where improvements were needed. One such area is student registrations.

The trigger for a closer look into this issue was the notable year-to-year drop in student registrations as a result of the transfer of students to the practitioner registration class post-graduation. To the extent that this transfer is done every year at around the same time, the year-over-year numbers should not have changed that much.

The student rate is triggered and maintained through an 'expected graduation date' which is recorded at the time of registration. There is no annual confirmation of student status. A student who would have dropped out after the first year would get the student rate for not only the length of the program, they had originally enrolled in but for two additional years.

For the 2020 renewal cycle, modifications will be made to the renewal process and renewal module to automate as much of the process as is possible. Those wishing to renew in the student category will need to confirm that they still meet the requirements for registration in the student class. In the next quarter, student records will be reviewed for completeness and accuracy.

Figure 1: What the Office of the Registrar does

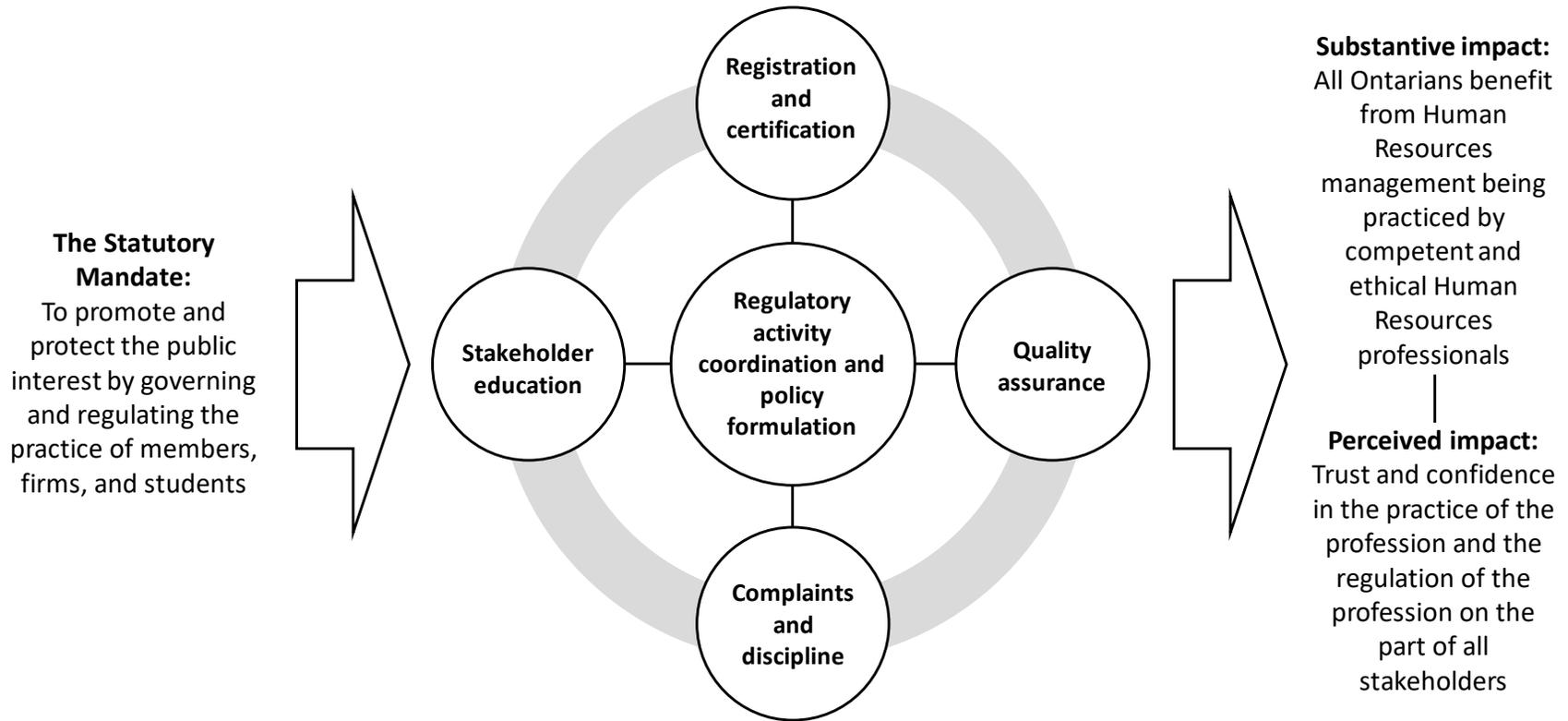
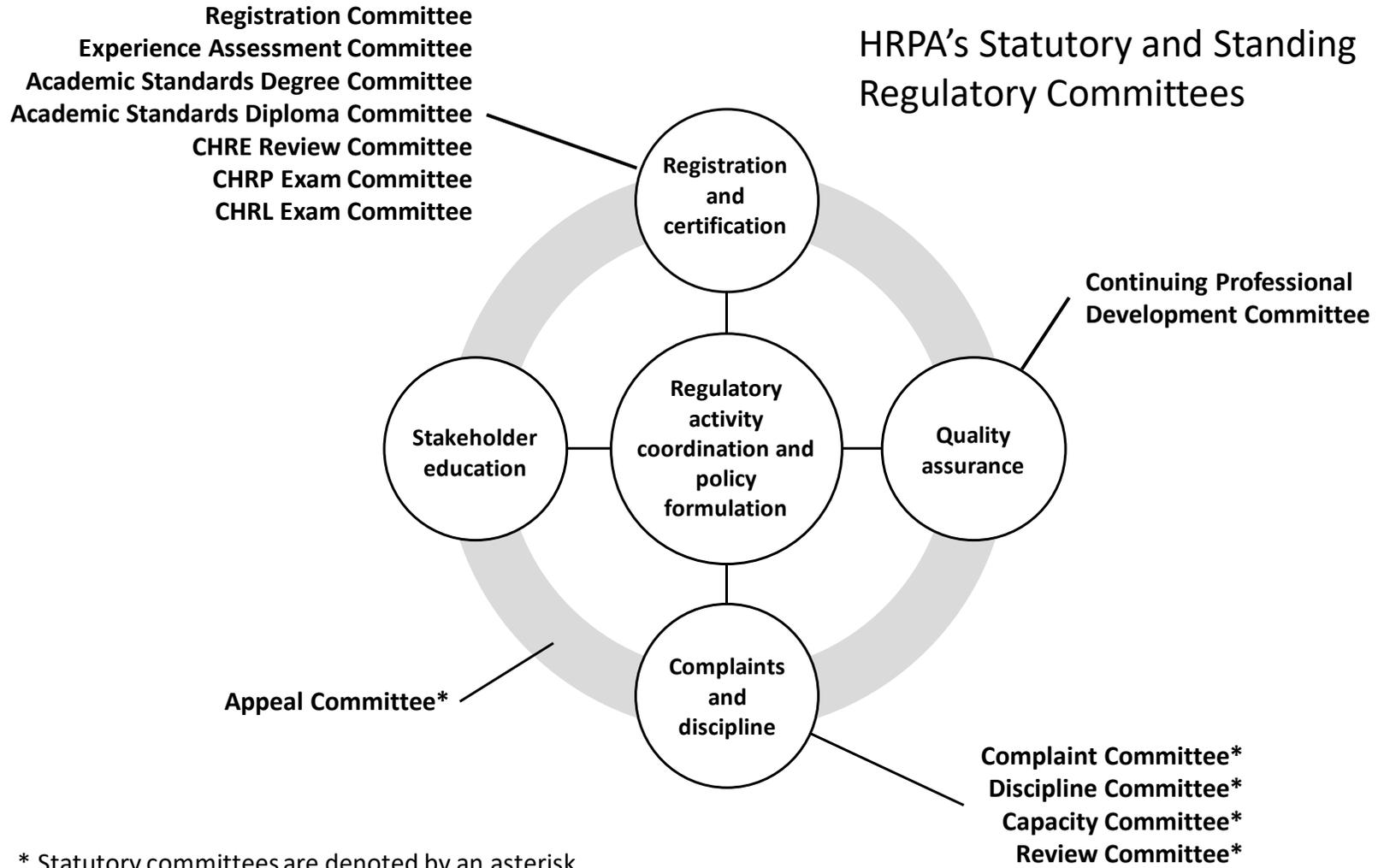


Figure 2: HRPAs Statutory and standing regulatory committees



Quarterly compliance update

Compliance is key. Simply, professional regulatory bodies fulfill their mandate of protecting the public from harms or potential harms that may arise from the practice of the profession mainly through the influence they have on the behaviour of the professionals under regulation. Low compliance is a red flag because it is an indicator that the impact of the professional regulatory body on professional practice and conduct is low.

At the December 11, 2017 meeting of the HRP Board of Directors, the Board passed a motion that the Registrar be instructed to include an update on levels of compliance in all subsequent Registrar’s Reports. The Regulatory Outcome Scorecard adopted by the Board at the June 2018 meeting of the Board defined two generalized precursors/enablers of regulatory performance:

1. Receptivity to governance and regulation by HRP, and
2. Public confidence in the regulation of the profession

Compliance levels may be understood as indicators of receptivity to governance and regulation by HRP. The three key compliance items tracked by the OOTR are:

1. Compliance with the requirement to notify the Registrar of bankruptcies and insolvency events,
2. Compliance with the requirement to obtain professional liability insurance and notify the Registrar of such for registrants in independent practice, and
3. Compliance with the continuing professional development requirement for designated registrants.

The bottom line is that (1) compliance rates at HRP are unacceptably low, and (2) there is no evidence that compliance rates are improving.

Compliance with the requirement to notify the Registrar of bankruptcies and insolvency events

There was one new notice of bankruptcies or insolvency events received by the Registrar in Q2 2019. This is in line with the volume of notifications in the last two years.

	2018				2019			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Notifications of bankruptcies or insolvency events	2	2	1	0	0	1		

The requirement to notify the Registrar of bankruptcies or insolvency events applies to members and firms only¹.

¹ The Act states: “40 (2) A member who or firm that experiences a bankruptcy or insolvency event shall notify the Registrar in accordance with the by-laws.” When the Act uses the word ‘member’ it does not include students. The Act gives HRP the authority to extend such requirements to students. 67 (2) 18. Iv. Has “providing that any provision of this Act or the by-laws apply to students with necessary modifications or subject to such modifications as may be specified by the by-laws.” However, we never enacted such a By-law. Therefore, the

The compliance rate is defined as follows:

$$\text{Compliance rate} = \frac{\text{The number of members having given notice to the Registrar of a bankruptcy or insolvency event}}{\text{The number of members having experienced a bankruptcy or insolvency event}}$$

There are two reference points that could be used to establish expectations regarding the incidence of bankruptcies and insolvency events amongst HRPAs members (aka, the denominator). One is to assume that the rate of bankruptcies and insolvency events amongst HRPAs members is likely comparable to that of the general population. The data published by the Superintendent of Bankruptcies are the source here. The insolvency rate for Ontario is available online from the Government of Canada Superintendent of Bankruptcy and is reported on a per 1000 basis.

Rate	2010	2011	2012	2013	2014	2015	2016	2017	2018
Bankruptcy	3.2	2.4	2.2	2.0	1.8	1.6	1.5	1.4	1.3
Proposal	2.3	2.4	2.3	2.1	2.0	2.0	2.1	2.0	2.1
Total	5.5	4.8	4.5	4.1	3.8	3.7	3.6	3.4	3.4

Source: <https://www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/br01820.html>

HRPA began the quarter with 22,848 members and ended the quarter with 22,286. The average of these two numbers is 22,567. At a rate of 3.4 per 1000, and with 22,567 members, one would expect 76 bankruptcies over the year, or about 19 bankruptcies per quarter. The compliance rate for the requirement to notify the Registrar of bankruptcies or insolvency events for 2019 Q2 based on Superintendent of Bankruptcies data would be:

$$\frac{1}{19} = 5.3\%$$

One could believe that that the rate of bankruptcies and insolvency events amongst HRPAs members is less than that of the general population (although there is no evidence to suggest that this is the case). In fact, available evidence seems to point in the opposite direction. The question as to whether a member or student had experienced a bankruptcy or insolvency event in the last twelve months was asked in the 2016, 2017 and 2018 HRPAs Member and Student Survey. This data has consistently pointed to higher rates of bankruptcies and insolvency events amongst HRPAs members than for the general population.

requirement to notify the Registrar of bankruptcies or insolvency events does not apply to students, only to members.

Bankruptcy and insolvency rate based on Member and Student Survey data	2016	2017	2018
Number of members responding to the survey	3,677	2,496	2314
Number of survey members indicating that they had experienced a bankruptcy or insolvency event in the last 12 months	31	20	18
Bankruptcy and insolvency event rate	.0084	.0080	.0078

On the 2018 HRP A Member and Student Survey, 18 respondents responded ‘yes’ to this question. The number of respondents to this question was 2314. This corresponds to a bankruptcy and insolvency rate of 7.8 per 1000. At a rate of 7.8 per 1000, and with 22,567 members, one would expect 176 bankruptcies over the year, or about 44 bankruptcies per quarter. The compliance rate for the requirement to notify the Registrar of bankruptcies or insolvency events for 2019 Q2 based on 2018 HRP A Member and Student data would be:

$$\frac{1}{44} = 2.3\%$$

So, we have two estimates for the compliance rate for the requirement to notify the Registrar of bankruptcies and insolvency events—5.3% and 2.3%. It really doesn’t matter which estimate one uses.

Professional Liability Insurance

The requirement for members and students in independent practice to obtain professional liability insurance and to notify the Registrar of such was first introduced in HRP A’s Rules of Professional Conduct in 2009.

$$\text{Compliance rate} = \frac{\text{The number of registrants in independent practice who have obtained professional liability insurance and who have notified the Registrar of such}}{\text{The number of registrants in independent practice}}$$

Summary table	2016	2017	2018
Estimated number of members and students in independent practice	1,818	1,387	1,520
Actual number of members and students with professional liability insurance	529	531	572
Compliance rate for the Professional Liability Insurance requirement	.29	.38	.38

Professional Liability Insurance clean-up

The integrity of the Professional Liability Insurance data/process has been of concern for some time. This falls under the registration rubric although the professional liability insurance is a practice standard established by by-law. Failure to abide by the Professional Liability Insurance by-law could lead to the Registrar filing a complaint with the Complaints Committee.

The HRPB By-laws also state:

“On an annual basis upon Registration renewal, Members, Students and Firms shall confirm that they have maintained their professional liability insurance coverage. Members, Students and Firms shall also notify HRPB immediately of any change in their insurance coverage, including the cancellation of the insurance coverage, the reduction of the insurance coverage as well as any change of the insurance broker.”

The public register indicates as “authorized for independent practice” those individuals who have notified the Registrar that they have professional liability insurance and, at least at one point in time, provided the Registrar with satisfactory proof of such insurance in the form of a copy of the insurance certificate.

The initial registration form and the annual renewal of registration forms both include fields to indicate that one is in independent practice and an attestation that one has obtained professional liability insurance and reminds registrants of the need to provide proof of such to the Registrar.

The issues are:

- a. Lack of follow-up and verification. Because the registration and renewal forms were managed by one team and the PLI information by another, and because of the lack of resources, follow-up and verification was not done. In other words, applicants and registrants could have indicated that they were in independent practice but not followed up with the required documentation.
- b. The database of members, students and firms was not updated annually, and the number of members, students and firms submitting confirmations that they have maintained their professional liability insurance coverage is quite low.
- c. The database was managed such that once a member, student or firm had submitted proof that they have obtained professional liability insurance, their name was continued as “authorized for independent practice” even though they may not have submitted an annual confirmation for years. Thus, the number of members, students or firms which are listed as “authorized for independent practice” may be an overestimate of the number of members, students or firms which are in compliance with the by-law.

Based on this flawed database, the level of compliance with the professional liability insurance requirement was estimated to be 38%. It could very well be that this is an overestimate of the true compliance level.

The lack of rigour in handling the professional liability insurance requirement makes it virtually impossible to enforce.

Next steps

1. An email will be sent to (1) all those currently “authorized for independent practice,” plus all those who indicated that they were in independent practice in the last year (either upon initial registration or upon registration renewal). This email will remind these members and students of their duty to submit proof of insurance to the Registrar.
2. Once registration closes (shortly after June 1, 2019), there will be follow up with the members and students who indicated that they were in independent practice. Those who do not submit the requisite documentation after 30 days will be sent a reminder email (in the meantime the authorization for independent practice will be removed).
3. A similar process will be used for new registrants. Applicants who indicate that they are in independent practice will not be allowed to complete the registration process until the requisite information is received.

Eventually, HRPAs will make the verification process more robust. For instance, a quick look at the business address field in CRM suggests that there are many members, students and firms that are likely in independent practice but who have not indicated that they are in independent practice.

Also, an audit of some kind would be useful (akin to the CPD audit) to verify that those who claim to have professional liability insurance do indeed have professional liability insurance. Indeed, the professional liability insurance form requires members and students to allow HRPAs to verify their insurance with insurance providers.

As a result of this clean-up, the reported compliance rate may drop significantly.

Likely, there would need to be a renewed effort to educate our registrants as to the requirement for members and students in independent practice to obtain professional liability insurance and to provide the required supporting documentation to the Registrar.

Compliance with the requirement for designated registrants to participate in Continuing Professional Development and to submit a completed CPD log every three years

This compliance rate is calculated annually and has not changed from the compliance rate reported in the 2018 Q4 Registrar’s Report. At that time, the compliance with the requirement for designated registrants to participate in Continuing Professional Development and to submit a completed CPD log every three years stood at 88%.

In 2018, 178 designations were revoked due to CPD non-compliance. These individuals were reclassified as *practitioner* members.

Public register

Table 2: Registration by Class Year-over-Year (June 11, 2018 vs June 10, 2019)

Table 2 gives registration by class as of June 10, 2019, and year-over-year in comparison with June 11, 2018. Total registration now stands at 24,273, with 22,826 members and 1,447 students. Between June 11, 2018, and June 10, 2019, total registration fell by -1.7% overall. Additional commentary on this table is given below. As well, the calculation formulas referencing the columns in the table are given as Appendix A.

	Registration loss									
	A	B	C	D	E	F	G	H	I	J
	11-Jun-18	10-Jun-19	Registration gain (loss)	Resignations	Revocations	Total	Net Growth (Loss)	% Growth (Loss)	Retention Rate	Turnover Rate
Designated members	14978	14708	719	465	524	989	-270	-1.8%	93.4%	6.7%
Highest designation CHRE (including CHRE retired)	276	272	14	8	10	18	-4	-1.4%	93.5%	6.6%
Highest designation CHRL (including CHRL retired)	9170	9768	1063	247	218	465	598	6.5%	94.9%	4.9%
Highest designation CHRP (including CHRP retired)	5532	4668	-358	210	296	506	-864	-15.6%	90.9%	9.9%
Undesignated Members	6561	8118	3223	538	1128	1666	1557	23.7%	74.6%	22.7%
Practitioner	6285	7820	3124	505	1084	1589	1535	24.4%	74.7%	22.5%
Allied Professional	276	298	99	33	44	77	22	8.0%	72.1%	26.8%
Students (registered but not members)	3144	1447	-687	258	752	1010	-1697	-54.0%	67.9%	44.0%
Total members	21539	22826	3942	1003	1652	2655	1287	6.0%	87.7%	12.0%
Total registrants	24683	24273	3255	1261	2404	3665	-410	-1.7%	85.2%	15.0%
Students as a proportion of registrants	12.7%	6.0%								
Designated members as a proportion of membership	69.5%	64.4%								
Designated members as a proportion of registration	60.7%	60.6%								

Table 3: Registration by province as of June 10, 2019

Table 3 gives the registration by class across provinces. As of June 10, 2019, HRPA had 375 registrants residing in provinces other than Ontario. This represents a drop of forty-six registrants (-10.7%) compared to a year ago

	Ontario	Alberta	Quebec	British Columbia	Nova Scotia	New Brunswick	Saskatchewan	Manitoba	Northwest Territories	Newfoundland and Labrador	Prince Edward Island	Nunavut	Yukon	Total out-of-province
Designated members	14327	55	61	58	15	9	6	5	2	3	3	4	5	226
Highest designation CHRE (incl. CHRE retired)	254	4	3	2	1	1	0	0	0	0	0	0	0	11
Highest designation CHRL (incl. CHRL retired)	9517	32	38	35	9	5	4	2	2	2	0	4	2	135
Highest designation CHRP (incl. CHRP retired)	4556	19	20	21	5	3	2	3	0	1	3	0	3	80
Undesignated Members	7855	29	54	19	10	2	8	3	2	4	3	3	1	138
Practitioner	7567	27	51	19	10	2	9	4	2	3	2	3	0	132
Allied Professional	288	2	3	0	0	0	0	0	1	1	1	0	0	8
Students (registered but not members)	1435	4	1	1	1	4	0	0	0	0	0	0	0	11
Total members	22182	84	115	77	25	11	14	8	4	7	6	7	6	364
Total registrants	23617	88	116	78	26	15	14	8	4	7	6	7	6	375

Comment on the student class

An obvious aspect of this table is the big drop in the number of students coupled with an increase in the number of practitioners. Each year, before registration renewal invoices are generated, students who are no longer students due to graduation are moved to the *Practitioner* class. Some students had qualified for promotions whereby dues remained at the student level for two years after graduation. Previously, what had been tracked is the change in dues level—going forward, what will be tracked is the change in registration class. This created a one-time adjustment that is reflected in the table.

This summer, the OOTR will reach out to all registrants in the student class to verify that all information is up-to-date and accurate.

Table 4: Total Reduced dues, Disability Assistance Program (DAP) and Retired Status as of June 11, 2019

Table 4 gives the total registration that renewed under Reduced dues, the Disability Assistance Program (DAP) and Retired Status as of June 11, 2019, and year-over-year in comparison with June 11, 2018. As of June 11, 2019, HRPAs had 1,026 registrants that applied for a reduction in their dues. This represents an increase of four hundred sixty-seven registrants (84%) compared to a year ago

	June 11, 2018	June 11, 2019	Net Gain	% Gain
Reduced Dues	389	784	395	102%
Disability Assistance Program (DAP)	21	72	51	243%
Retired Status	149	170	21	14%
Total	559	1026	467	84%

Figure 1: Registration pattern

Figure 1, on the next page, gives a plot of total registration count by week from December 16, 2015, to May 27, 2019.

The most noticeable feature is the sawtooth pattern. The revocation of registration of those who did not complete their renewal for the current year occurs on or about September 30 of each year. This lag results from the proper notice that needs to be given to registrants who did not renew their registration. The drop on or about September 30 of each year does not include resignations. Resignations take effect upon receipt by the Registrar. Although the requirement is that individuals who no longer wish to be registered with HRPAs resign, the majority do not and will first be suspended and eventually revoked. If all registrants who no longer wished to be registered with HRPAs resigned, the sawtooth would be less pronounced and would occur closer to the renewal date of June 1.

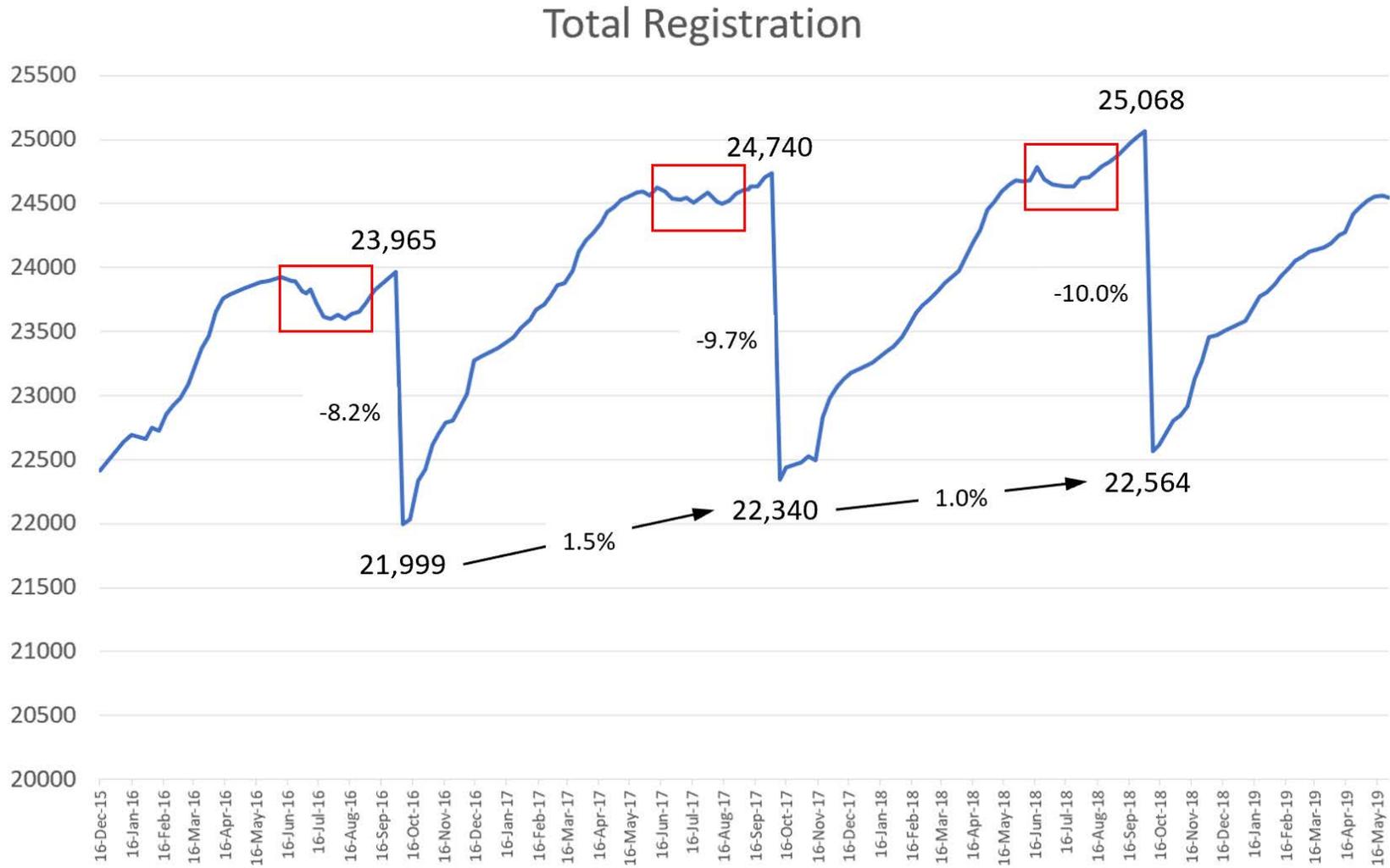
The slope of the line could be called the *acquisition rate*. When the number of resignations exceeds the number of new registrations, the line falls and the acquisition rate has a negative slope. The slope is, for the most part positive and reasonably consistent. The exception is the period between June 1 and September 1. In this period, the number of resignations will often exceed the number of registrations. As a result, the acquisition rate is nearly flat during this period.

The drop on or about September 30 of each year is not the same as the number or percentage of registrants lost because it does not take into account resignations. Although only a minority of individuals who no longer wish to be registered with HRPAA will resign, these are still a sizeable minority.

The best measure of registration growth is to consider the difference from low point to low point. The low point is a better measure of true registration. This will be from September 30 of one year to September 30 of the next, give or take a few days given that September 30 may occur on a weekend.

The growth rate between September 30, 2016, and September 30, 2017, was 1.5%. The growth rate between September 30, 2017, and September 30, 2018, was 1.0%. Given that the acquisition rate is similar during this period, calculating the growth rate using November 30 instead of September 30 will give similar results.

Figure 1: Registration Pattern



OOTR activity summary

Table 1: 2019 Q2 OOTR activity by the numbers

March 1, 2019 – May 31, 2019

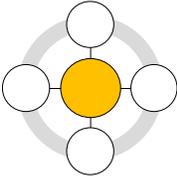
Activity	Q2 2017	Q2 2018	Q2 2019
Certificates issued ¹	305	356	747
Exams administered	491	492	608
Resignations processed ²	203	186	374
Candidates completing the Job Ready program	75	243	128
Applications referred to Experience Assessment Committee	101	179	80
Referrals to Appeal Committee	5	1	37
Referrals to CHRE Review Committee	3	21	26
Number of courses reviewed by the Academic Standards Committee	61	29	21
Referrals to Complaints Committee	5	6	5
Referrals to Registration Committee	1	6	1
Referrals to Review Committee (bankruptcies and insolvency events)	0	5	1
Regulatory Newsletters issued	1	1	1
Referrals to Discipline Committee	0	0	0
Revocations for non-renewal ³	0	0	0
Designation revocations due to CPD non-compliance ³	0	0	0
Referrals to Capacity Committee	0	0	0

¹Increase reflect the increase in Validation of Experience volume in previous quarter.

²The number of resignations should be interpreted with caution, registrants who no longer wish to be registered with HRP are encouraged to resign. Registrants who do not renew and do not resign will eventually be suspended and revoked.

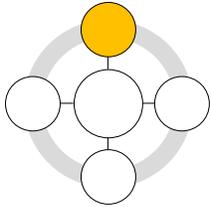
³Revocations for non-renewal and designation revocations due to CPD non-compliance occur on or about September 30 of each year and therefore will not appear in Q2 statistics.

Function-by-function Review



Regulatory activity coordination and policy formulation

The Office of the Registrar is currently in the process of hiring a Policy Analyst. The job posting went live on May 6, 2019 and closed on May 31, 2019. Close to 300 applications were received and reviewed. Phone interviews are currently being scheduled with the twelve most qualified candidates.



Registration and certification

Registration Committee

Chair: Frank Tancredi

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

There were three open cases prior to the start of Q2 (March 1, 2019, and May 31, 2019) and six new cases were received during Q2.

- The Associate Registrar approved two cases resulting in no referral to the Registration Committee.
- There was one referral to the Registration Committee between March 1, 2019, and May 31, 2019.
- The Registration Committee disposed of three cases in Q2.
- There were four cases outstanding at the end of Q2 – one awaiting panel review and three awaiting supporting documents from the 30-day notice.

Shortened registration renewal campaign

Importantly, HRP moved from an 18-week renewal campaign to a 6-week renewal campaign. In the last few years, the renewal campaign launched at the Annual Conference and continued up until the May 31 deadline. This year, the renewal campaign launched on April 15th and continued up until the May 31 deadline.

The table below give the on-time renewal statistics for the 2019 renewal campaign. It should be noted that renewal is possible until September 30, 2019.

	2019 renewal invoices issued	Renewals completed as of May 31, 2019	% on time renewals
Designated members	14529	12592	87%
Highest designation CHRE (incl. CHRE retired)	269	224	83%
Highest designation CHRL (incl. CHRL retired)	9076	8416	93%
Highest designation CHRP (incl. CHRP retired)	5184	3952	76%
Undesignated Members	7935	4606	58%
Practitioner	7656	4440	58%
Allied Professional	279	166	59%
Students (registered but not members)	1228	740	60%
Total members	22464	17198	77%
Total registrants	23692	17938	76%

Certification

Experience Assessment Committee

Chair: Mark Seymour

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

Year-over-year submissions to the Experience Assessment Committee:

	December	January	February	March	April	May	June	July	August	September	October	November	Total
2017	26	20	46	44	26	31	34	35	32	38	37	70	439
2018	68		38	54	56	66	71	66	164	171	244	832	1830
2019	55		22	29	20	31							

Between March 1, 2019 to May 31, 2019, 55 Validation of Experience applications were received and 55 have been processed.

Validation of experience applications successful	32	58.18%
Validation of experience applications unsuccessful	23	41.82%
Total	55	100.0%

Between March 1, 2019 to May 31, 2019, 25 Alternate Route applications were received and 20 have been processed.

Alternate Route applications successful	19	86.36%
Alternate Route applications unsuccessful	3	13.64%
Total	22	100%

Academic Standards Diploma Committee

Chair: John Hardisty

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

- Between March 1, 2019, and May 31, 2019, there were no course approval applications submitted by schools or by students.

Academic Standards Degree Committee

Chair: Carolyn Capretta

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

- Between March 1, 2019, and May 31, 2019, seventeen institutional course approval applications were received. During the same timeframe, four student course approval applications were received. All applications will be reviewed at the June course review meeting.

- Of the 20 course approval applications received in Q1, seventeen courses were not approved and three were approved at the March course review meeting.

CHRE Review Committee

Chair: Bob Canuel

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

- The number of CHREs was 275 at the end of Q2.
- Between March 1, 2019, and May 31, 2019, 26 Phase II CHRE applications were reviewed by the CHRE Review Committee. Out of the twenty-six applicants, three were granted the CHRE designation.

Exams

CHRP Exam Validation Committee

The Certified Human Resource Professional Exam Validation Committee (CHRP-EVC) is a non-statutory committee established pursuant to Section 8.04 of the By-laws. The mandate of the CHRP-EVC is to approve all examination content used to evaluate CHRP candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRP exams.

CHRL Exam Validation Committee

The Certified Human Resource Leader Exam Validation Committee (CHRL-EVC) is a non-statutory committee established pursuant to Section 8.04 of the By-laws. The mandate of the CHRL-EVC is to approve all examination content used to evaluate CHRL candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRL exams.

2019 Exam schedule

	Window	
CHRP Employment Law Exam (ELE 1)	January 7 – January 21	Q1
CHRL Employment Law Exam (ELE 2)	January 14 – January 28	
CKE 1	February 11 – February 25	
CKE 2	March 4 – March 18	Q2
CHRP Employment Law Exam (ELE 1)	May 6 – May 21	
CHRL Employment Law Exam (ELE 2)	May 13 – May 27	
CKE 1	June 3 – June 17	Q3
CKE 2	June 24 – July 9	
CHRP Employment Law Exam (ELE 1)	September 9 – September 23	Q4
CHRL Employment Law Exam (ELE 2)	September 16 – September 30	
CKE 1	October 14 – October 28	
CKE 2	November 4 – November 18	

Certification Exams

Comprehensive Knowledge Exam 1 (CKE 1)	Candidates	Pass	Pass Rate	Reliability
Feb 2019	194	120	61.86%	0.92
June 2019				
October 2019				

Comprehensive Knowledge Exam 2 (CKE 2)	Candidates	Pass	Pass Rate	Reliability
March 2019	231	152	65.8%	.92
June/July 2019				
October/November 2019				

CHRP Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2019	132	128	96.97%	.74
May 2019	169	*	*	*
September 2019				

CHRL Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2019	203	174	85.71%	.82
May 2019	208	*	*	*
September 2019				

*Results have yet to be released

Challenge Exams

- Challenge exams were held from May 6th to May 8th, 2019.
- There was a total of 84 challenge exam writers in May 2019.

Breakdown by month

Month	Registrants	Pass	Pass Rate
January 2019	86	53	61.63%
May 2019	84	55	65.48%
September 2019			

Breakdown by subject

Subject	Registrants	Pass	Pass Rate
Training and Development	7	4	57.14%
Compensation	7	3	42.86%
Organizational Behaviour	8	5	62.5%
Finance and Accounting	17	8	47.06%
Recruitment and Selection	10	9	90%
Human Resources Management	13	12	92.31%
Human Resources Planning	8	4	50%
Occupational Health and Safety	6	5	83.33%
Labour Relations	8	5	62.5%
Total	84	55	

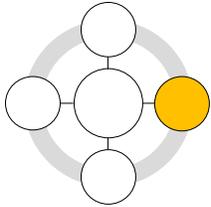
Job Ready Program

Between March 1, 2019 and May 31, 2019, 128 registrants completed the Job Ready Program and were granted the CHRP designation.

Issuance of certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE. A certificate issuance commenced in May, and members were scheduled to receive their certificates by early-June. An email went out to 747 members in May notifying that they could expect to receive their certificates during this issuance.

	CHRP	CHRL	CHRE	Total
February 2019	40	236	3	279
May 2019	243	499	5	747
August 2019				
November 2019				
Total	283	735	8	1026



Quality assurance and compliance verification

Continuing Professional Development Committee

Chair: Vito Montesano

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

- There were 3767 designated members due to submit their CPD Log by May 31, 2019. Of those, 3287 designated members submitted their CPD log as of June 1, 2019. To date, 480 members have not submitted their CPD log. So far, CPD submission rates are reflective of previous years' compliance rates.
- Calculation of the compliance rate for the CPD requirement involves making some assumptions. Some members will not comply with the CPD requirement because they no longer intend to renew their membership in HRP (and will resign or be revoked), others, knowing that they have not kept up with their CPD requirement, will also not renew their membership in HRP. It is not possible to tell which is which.
- At the beginning of this quarter, one-hundred and fifty-three members who were due to submit their CPD log on May 31, 2019, have applied for and were granted an extension.

	Due to submit by May 31, 2019	Actually submitted	Not Submitted	Extensions Granted
CHRP	1260	1024	236	85
CHRL	2465	2226	239	66
CHRE	42	37	5	2
Totals	3767	3287	480	153

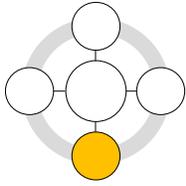
**The CPD compliance rate is currently 87.12%. The compliance rate will increase as late logs are submitted.

CPD 2019 Audit

This year a total of 121 designated members were randomly selected for the CPD audit and were notified via email on March 28th. Of the 121 selected for the audit,

- 91 members have complied with the audit request
- 10 members were granted an extension
- 7 members resigned
- 13 members did not comply with the audit request

The audit review is scheduled for June 26, at HRPAs office, with a total of 10 committee members who have confirmed attendance.



Complaints and discipline (including capacity and review)

Complaints Committee

Chair: Rahim Shamji

The Complaints Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Complaints Committee shall review every complaint referred to it under Section 31 of the Act and section 15.03 of the By-laws regarding the conduct of a member or registered student of the Association or a firm and, if the complaint contains information suggesting that the member, student or firm may be guilty of professional misconduct as defined in the by-laws, the committee shall investigate the matter. Following the investigation of a complaint, the complaints committee may direct that the matter be referred, in whole or in part, to the discipline committee; direct that the matter not be referred to the discipline committee; negotiate a settlement agreement between the Association and the member, student or firm and refer the agreement to the discipline committee for approval; or take any action that it considers appropriate in the circumstances and that is not inconsistent with the Act or the by-laws, including cautioning or admonishing the member, student or firm.

- There were four open complaints prior to the start of Q2 (March 1, 2019 – May 31, 2019) and two were disposed of in Q2 (see details in the *complaints disposed of* in the chart below). The third complaint is currently undergoing a third-party investigation as per direction from the panel. For the fourth complaint, the final decision has been sent to both parties and they have until June 21, 2019 to appeal the decision.
- In Q1, a referral to the Discipline Committee was made. The hearing took place in Q2 on April 15, 2019. For more details, please refer to the Discipline Committee section of this report.
- In Q2, five new complaints were registered and are currently in the information gathering stage. Details for each case can be found below.

Summary of complaints activity in 2019

	2018	2019				2019
	Total	Q1	Q2	Q3	Q4	Total
Number of complaints filed	14	4	5			
Number of complaints closed	12	4	2			
Average time to dispose of complaint(s) (days)	146	154	130			

Complaints disposed of in Q2 2019

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2018-1	December 11, 2018	It is alleged that the member took an unreasonably long time to look into the complainant's harassment grievance, and did not follow legislation such as OHS, the organization's bargaining agreement or the Human Rights Code. It is alleged that the member failed to accommodate the complainant's requests while on medical leave. It is also alleged that the proper hiring protocol was not followed, and the member engaged in unethical hiring practices.	On May 2, 2019 the committee decided there was no need to further investigate this matter and accepted the withdrawal of this complaint.
C-2018-3	December 23, 2018	It is alleged that the member conducted a fraudulent and biased investigation into a workplace complaint that was registered by the complainant. In addition, it is alleged that the member failed to understand, uphold and respect the principles of human rights and submitted false and misleading information regarding an HRTO complaint.	On April 4, 2019 the committee decided that there is no evidence to support professional misconduct and therefore no referral to Discipline was made and the complaint was dismissed.

New Complaints registered in Q2 2019

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2019-5	March 15, 2019	It is alleged that the member colluded with the complainant's supervisors to push the complainant out of the organization, failed to provide dignity in the workplace, failed to accommodate the complainant based on her needs (denying employee benefits), falsified facts relating to the complainant's insurance, used slander and libel tactics, bullying and harassment, threats, and failed to adhere to legal requirements as an HR professional, etc.	TBD
C-2019-6	April 1, 2019	It is alleged that the member made false allegations about a job applicant stating they had fabricated portions of their resume and educational credentials, and therefore eliminated the applicant from the hiring pool of candidates	TBD
C-2019-7	April 10, 2019	It is alleged that the member lied to several employees on many occasions and engaged in orchestrating wrongful	TBD

		dismissals based on fabricated facts. It is alleged that the member knew some important information pertaining to colleagues but ignored it under the direction and influence of the company owners. It is alleged that the member failed to follow company policy regarding the dismissal of employees and made no effort to remove herself from a position where collusion and retaliation was taking place. It is alleged that the member misleads regulatory agencies and opposing counsel by providing them with false information or ignoring their demand for information. It is alleged that the member engaged in acts of harassment, intimidation, and discrimination on the grounds of gender. It is alleged that the member failed to investigate death threats which were taking place within the company. It is alleged that the member refused employees access to their records and personal information (failed to produce complete and accurate documents for a legal matter, failed to provide employees with information pertaining to their RRSP plans).	
C-2019-8	May 27, 2019	It is alleged that the member commented on an employee's emotional and mental health during a meeting, lied to employees in the interest of protecting their position, wrongfully dismissed an employee and shared the employee's confidential information with other staff members.	TBD
C-2019-9	May 29, 2019	It is alleged that the member asked an employee to withdraw a complaint filed with the Ministry of Labour, attempting to induce or bribe this individual with money to withdraw the complaint on employee misclassification and threatening the employee with unsolicited and false tax advice stating that this person would need to pay money to the government.	TBD

Discipline Committee

Chair: Stephanie Izzard

The Discipline Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the "Act") and the By-laws. The Discipline Committee shall hear every matter referred to it by the Complaints Committee under Section 34 of the Act and section 15.03 of the By-laws to determine whether the member, student or firm is guilty of professional

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

In Q2 a hearing of the Discipline Committee was held.

On January 3, 2019, a referral was made to the Discipline Committee alleging that Jonathan Barrett failed to submit supporting documentation that was requested by HRPAs as a result of Mr. Barrett answering yes to having been found guilty of an offense on his annual membership renewal form.

A hearing was held on April 15, 2019. Mr. Barrett failed to attend the hearing despite having been informed of the date, time and location. The Discipline Committee decided to proceed in his absence in accordance with s. 7 of the *Statutory Powers Procedure Act, 1990*, which states that if a party that was properly notified does not attend at a hearing, the Discipline Committee may proceed in the party's absence and the party will not be entitled to any further notice in the proceeding.

Based upon the evidence presented by HRPAs, the Discipline Committee concluded that Mr. Barrett was guilty of professional misconduct and ordered that he should appear for the panel for an oral reprimand. The Discipline Committee also directed the Registrar to suspend Mr. Barrett's membership for two (2) months from the date of the Order, during which time Mr. Barrett is prohibited from using any designation, term, title, initials or description implying that he is a member of the Association or is authorized to the designation, term, title, initials or description. Lastly, the Discipline Committee also ordered Mr. Barrett to pay the Association's costs fixed in the amount of \$5,026.23 within 24 months of the Order.

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

Capacity Committee

Chair: Stephanie Izzard

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

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

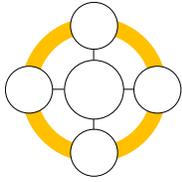
Review Committee

Chair: Susan Bryson

The Review Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the "Act") and the By-laws. The Review Committee shall review every matter referred to it by the Registrar under Section 40 of the Act to determine whether the member or firm's bankruptcy or insolvency event may pose a risk of harm to any person; to direct the Registrar to investigate the matter; to determine whether a hearing is warranted; to conduct hearings when warranted to determine whether the member or firm's bankruptcy or insolvency event

poses a risk of harm to any person; and upon a determination that there are reasonable grounds for believing that the member or firm's bankruptcy or insolvency event poses or may pose a risk of harm to any person following a hearing, to exercise any of the powers granted to it under Subsection 41(8) of the Act.

There was one new notice of bankruptcy or insolvency events received by the Registrar in Q2 2019. The Review Committee reconvened to hear four cases in Q2 2019. There are four cases that are ready to be referred to the Committee.



Appeal

Appeals Committee

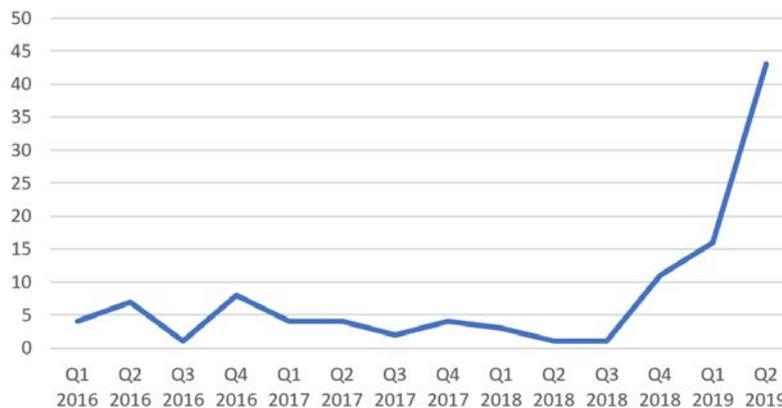
Chair: Melanie Kerr

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

The Appeal Committee welcomed a total of five new members in May: three designated members and two public representatives.

As a result of the surge in Validation of Experience applications there has been a significant increase in the number of appeals filed.

Appeals Filed by Quarter



A total of 43 appeals have been filed in Q2, compared with 1 appealed filed in Q2 in 2018. 37 appeals that were filed have been approved to move forward in the appeal process. The remaining 6 appeals are still being reviewed by the Chair of the Appeal Committee. The significant rise in appeals is due to the November 2018 grandfathering deadline for Validation of Experience applications. The majority of the appeals being filed in Q2 were in regard to Validation of Experience results. Because of this anticipated influx of appeals, the Appeal Committee recruited a higher number of members in Fall 2018 and Spring 2019 to help dispose of these appeals.

8 decisions were issued by the Appeal Committee in Q2. Of the 8 decisions, one appeal pertained to a Complaints & Investigations Committee decision, one appeal pertained to CHRE Committee decision, and 6 appeals pertained to decisions of the Experience Assessment Committee. All decisions upheld the original committee's decision.

Eight appeals were withdrawn after the appellant made an agreement with HRP. If HRP 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, HRP will not contest the appeal and may extend an offer to the appellant to settle the appeal. Under those circumstances, the appellant has three options:

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

In Q2, an appeal that was originally filed in 2014 remains on-going. A pre-hearing conference call was scheduled with all parties in May 2019. Dates are being held for a hearing in Fall 2019.

Q2 Appeal Activity

	Date Appeal Filed	The nature of the appeal	The outcome of the appeal
A-2014-4	April 3, 2014	The complaints process was biased and not fair.	A pre-hearing conference call was held in May 2019 with all parties. Dates are being held for a hearing in Fall 2019.
A-2018-12	November 12, 2018	Complaints Committee made an error in their decision-making process. The complaint needs to be reconsidered, this time with a clear understanding of the applicable legislation.	Decision issued in March 2019 upholding the Complaints Committee decision.
A-2018-15	November 28, 2018	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	Decision issued in April 2019 upholding the Experience Assessment Committee's decision.
A-2018-16	November 28, 2018	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	Decision issued in April 2019 upholding the Experience Assessment Committee's decision.
A-2019-02	December 3, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	Decision issued in March 2019 upholding the Experience Assessment Committee's decision.

A-2019-04	December 20, 2018	CHRE Committee made an error in the assessment of the application.	Decision issued in May 2019 upholding the CHRE Committee's decision.
A-2019-05	January 10, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	Decision issued in April 2019 upholding Experience Assessment Committee's decision.
A-2019-07	February 1, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	An agreement was made between HRP and the appellant. The appeal was withdrawn by the appellant in April 2019.
A-2019-08	February 12, 2019	Experience Assessment Committee made an error in the assessment of the Alternate Route application.	An agreement was made between HRP and the appellant. The appeal was withdrawn by the appellant in April 2019.
A-2019-09	February 12, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	Decision issued in May 2019 upholding Experience Assessment Committee's decision.
A-2019-10	February 13, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	An agreement was made between HRP and the appellant. The appeal was withdrawn by the appellant in March 2019.
A-2019-11	February 13, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	Decision issued in May 2019 upholding Experience Assessment Committee's decision.
A-2019-12	February 15, 2019	The Registrar's decision for the November 30, 2018 Validation of Experience (VOE) grandfathering deadline for those pursuing the CHRL was unfair.	Panel of the Appeal Committee met in May 2019 and requested more information from the appellant. The appellant has 15 days to respond in writing.
A-2019-13	February 15, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	An agreement was made between HRP and the appellant. The appeal was withdrawn by the appellant in April 2019.
A-2019-14	February 15, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	An agreement was made between HRP and the appellant. The appeal was withdrawn by the appellant in March 2019.
A-2019-15	February 24, 2019	Experience Assessment Committee made an error in the assessment of the Validation of Experience application.	Appellant withdrew appeal in April 2019.
A-2019-16	February 28, 2019	Experience Assessment Committee made an error in the assessment of the application by	An agreement was made between HRP and the appellant. The appeal was withdrawn by the appellant in May 2019.

		not applying the correct interpretation of instructions.	
A-2019-17	March 12, 2019	CHRE Committee made several errors in the assessment of application.	Appeal is currently with HRP A for a response.
A-2019-18	March 12, 2019	Experience Assessment Committee failed to properly assess Validation of Experience (VOE) application. Concerns that because of the large influx of VOE application, the Experience Assessment Committee was not able to give ample consideration of all documentation.	Decision currently being written by Panel Chair.
A-2019-19	March 19, 2019	Experience Assessment Committee failed to properly assess Validation of Experience application.	An agreement was made between HRP A and the appellant. The appeal was withdrawn by the appellant in April 2019.
A-2019-20	March 19, 2019	Experience Assessment Committee failed to properly assess Validation of Experience application.	Review of appeal scheduled for June 2019 by a panel of the Appeal Committee.
A-2019-21	March 21, 2019	Experience Assessment Committee failed to consider the facts and apply the correct rule in making the decision.	Review of appeal scheduled for June 2019 by a panel of the Appeal Committee.
A-2019-22	March 25, 2019	Experience Assessment Committee failed to properly assess Validation of Experience application.	Review of appeal scheduled for June 2019 by a panel of the Appeal Committee.
A-2019-23	March 25, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	An agreement was made between HRP A and the appellant. The appeal was withdrawn by the appellant in May 2019.
A-2019-24	March 26, 2019	Experience Assessment Committee made an error in Validation of Error assessment as well as a calculation error.	Appeal is currently with HRP A for a response.
A-2019-25	March 28, 2019	Experience Assessment Committee made an error in Alternate Route assessment.	Appeal is currently with HRP A for a response.
A-2019-26	March 28, 2019	Incomplete application submitted appealing Experience Assessment Committee's decision on Validation of Experience application.	Appellant was asked to complete appeal application. Appellant withdrew appeal March 2019.

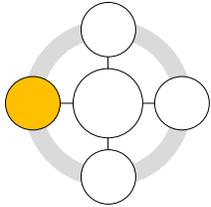
A-2019-27	March 30, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Review of appeal scheduled for June 2019 by a panel of the Appeal Committee.
A-2019-28	March 31, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Review of appeal scheduled for June 2019 by a panel of the Appeal Committee.
A-2019-29	March 29, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Review of appeal scheduled for June 2019 by a panel of the Appeal Committee.
A-2019-30	March 31, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Review of appeal scheduled for June 2019 by a panel of the Appeal Committee.
A-2019-31	April 1, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Review of appeal scheduled for July 2019 by a panel of the Appeal Committee.
A-2019-32	April 2, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Review of appeal scheduled for July 2019 by a panel of the Appeal Committee.
A-2019-33	April 3, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with appellant for response.
A-2019-34	April 4, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	An agreement was made between HRP A and the appellant. The agreement is currently with a panel of the Appeal Committee for approval.
A-2019-35	April 4, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRP A for response.
A-2019-36	April 9, 2019	Experience Assessment Committee's decision didn't align with the documentation submitted for Validation of Experience application. The panel of the Experience Assessment Committee panel was biased.	Appeal is currently with HRP A for response.
A-2019-37	April 8, 2019	Experience Assessment Committee made an error in	Appeal is currently with HRP A for response.

		Validation of Experience assessment.	
A-2019-38	April 9, 2019	Experience Assessment Committee made an error in assessment. The decision for the Validation of Experience application was contradictory to evaluation guidelines. Believes that due to the large volume of Validation of Experience applications for the November 2018 deadline, it contributed to the shallow review of their Validation of Experience application.	Appeal is currently with HRPAs for response.
A-2019-39	April 9, 2019	Experience Assessment Committee failed to assess Validation of Experience application properly.	Appeal is currently with HRPAs for response.
A-2019-40	April 11, 2019	Experience Assessment Committee failed to consider Validation of Experience application as a whole.	Appeal is currently with HRPAs for response.
A-2019-41	April 11, 2019	Experience Assessment Committee failed to consider all relevant facts in the Validation of Experience application.	Appeal is currently with HRPAs for response.
A-2019-42	April 12, 2019	Experience Assessment Committee failed to consider all relevant facts in the Validation of Experience application.	Appeal is currently with HRPAs for response.
A-2019-43	April 15, 2019	Bias from Experience Assessment Committee panel member as she had previously reviewed their previous VOE application.	Appeal is currently with HRPAs for response.
A-2019-44	April 18, 2019	Experience Assessment Committee failed to consider the correct facts in the Validation of Experience application.	Appeal is currently with HRPAs for response.
A-2019-45	April 18, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRPAs for response.
A-2019-46	April 20, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRPAs for response.
A-2019-47	April 22, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRPAs for response.

A-2019-48	April 22, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRP A for response.
A-2019-49	April 26, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRP A for response.
A-2019-50	April 26, 2019	Validation of Experience application was lost, and it wasn't found until January 2019 (even though it was submitted November 2018). Do not believe the Experience Assessment Committee fairly assessed application because of this mistake in the beginning.	Appeal is currently with HRP A for response.
A-2019-51	April 30, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRP A for response.
A-2019-52	May 2, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Application is currently with appellant as information is currently missing and required.
A-2019-53	May 7, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Application is currently with appellant as information is currently missing and required.
A-2019-54	May 7, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with HRP A for response.
A-2019-55	May 8, 2019	Experience Assessment Committee didn't fully assess Validation of Experience application.	Appeal is currently with Chair for review.
A-2019-56	May 9, 2019	Experience Assessment Committee didn't fully assess Validation of Experience application.	Appeal is currently with Chair for review.
A-2019-57	May 10, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with Chair for review.
A-2019-58	May 10, 2019	Application is incomplete and with appellant for clarification.	Application is currently with appellant as information is currently missing and required.
A-2019-59	May 15, 2019	Experience Assessment Committee made an error in Validation of Experience assessment.	Appeal is currently with Chair for review.

Analysis of appeal decisions

Outcomes	
Total number of requests for appeal received between March 1, 2019 – May 31, 2019	43
Total number of final appeal decisions released between March 1, 2019 – May 31, 2019	8
Decisions for HRPAs	8
Decisions against HRPAs	0
Requests for appeal withdrawn by the appellant after making an agreement with HRPAs (no decision issued)	8
Requests for appeal withdrawn by the appellant (no decision issued)	2



Stakeholder engagement and education

***Regulatory Affairs* newsletter**

The *Regulatory Affairs* newsletter is published pursuant to By-laws 13.08, 13.13, 13.18, and 13.19.

As set out in the By-laws, the Regulatory 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 13.08 and Section 13.13 with respect to 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.

As outlined in the Q1 Registrar's Report, we have moved away from quarterly newsletters and will continue to issue the newsletter bi-monthly as we have discontinued our weekly update emails and will include all important information in the newsletter.

In Q2, two Regulatory Affairs Newsletters were issued on the following dates:

Volume 4, Issue 1 of the Regulatory Affairs newsletter was published on March 25, 2019.

Volume 4, Issue 2 of the Regulatory Affairs newsletter was published on May 20, 2019.

Appendix A: Calculating retention and turnover rates

This appendix explains the calculation used in Table 2.

A	Registrant count at start of period
B	Registrant count at end of period
C	New registrations during the period
D	Resignations during the period
E	Revocations in the period
F	Total registration loss
G	Net registration gain (loss)
H	Percent gain
I	Retention rate
J	Turnover rate

Net gain (loss)

$$\text{Net gain (loss)} = G = B - A$$

Net gain (loss) is comprised of two components: registration gain and registration loss. Registration gain is the number of new registrations. Registration loss is the sum of *resignations* and *revocations*.

$$\text{Total registration loss} = \text{Resignations} + \text{Revocations} = F = D + E$$

This gives an alternate way of calculating Net gain (loss)

$$\text{Net gain (loss)} = \text{New registrations} - \text{Total registration loss} = G = C - F$$

The following can be used as a check:

$$A + C - F = B$$

Percent gain (loss)

$$\text{Percent gain} = \frac{\text{Net gain (loss)}}{\text{Registration at start}} \times 100\%$$

$$H = \frac{G}{A} \times 100\%$$

Proportion of registrants lost

The proportion of registrants lost does not appear in the table but could be calculated as follows:

$$\text{Proportion of registrants lost} = \frac{\text{Total registration loss}}{\text{Registration count at start of period}}$$

$$\text{Proportion of registrants lost} = \frac{F}{A}$$

Proportion of registrants retained

The proportion of registrants lost does not appear in the table but could be calculated as follows:

$$\text{Proportion of registrants retained} = \frac{\text{Registration at start} - \text{Total registration loss}}{\text{Registration at start}}$$

$$\text{Proportion of registrants retained} = \frac{A - F}{A}$$

Retention rate

The retention rate is simply the proportion of registrants retained multiplied by 100 to express as a percentage. All of the three formulas below are algebraically equivalent.

$$\text{Retention rate} = \left(1 - \frac{F}{\text{Start}}\right) \times 100\%$$

$$\text{Retention rate} = \left(\frac{A - F}{A}\right) \times 100\%$$

$$\text{Retention rate} = \left(\frac{B - C}{A}\right) \times 100\%$$

Turnover or churn

Whereas retention rate relates to the number of registrants that were retained, turnover or churn relates to the number of registrants who were lost. There are slightly different ways to calculate turnover rate, the method used here is one that is often used to calculate employee turnover. The denominator or base is also somewhat different than the proportion or percentage of registrants lost. The denominator for *turnover* or *churn* is the average of *Start* and *End*.

$$\text{Turnover rate} = \frac{F}{\frac{A + B}{2}}$$