



FAIRNESS COMMISSIONER

COMMISSAIRE À L'ÉQUITÉ

OFFICE OF THE FAIRNESS COMMISSIONER  
595 Bay Street, Suite 1201, Toronto ON M7A 2B4

## Fair Registration Practices Report 2020

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

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## Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

**a. Requirements for registration, including acceptable alternatives**

- i) Describe any improvements / changes implemented in the last year
- The HRPA has [special registration dues rate](#) that Internationally Educated Professionals (IEP) can qualify for their first year of membership. The purpose of the IEP dues is to make it more affordable for IEPs to join the HRPA and start to establish themselves as HR professionals in Ontario. In 2020, the HRPA simplified the [requirements](#) IEPs would have to meet to qualify for the IEP rate. Specifically, the following two requirements were removed from the eligibility criteria:
- Proof of professional education or professional experience from an accredited academic institution obtained outside of Canada (e.g. copy of transcript, degree, assessment, etc.)



- Proof of work experience in HR in a professional capacity for two of the past five years (e.g. resume, work reference, etc.)

Now, to qualify IEPs only have to submit proof of permanent residency status in Canada within the past 24 months (copy of front and back of PR card or open work permit).

- ii) Describe the impact of the improvements / changes on applicants  
*Made it easier for IEPs to qualify for the special dues rate and to start to establish themselves as HR professionals in Ontario.*
- iii) Describe the impact of the improvements / changes on your organization  
*Reduced administrative burden and allowed the HRPA to better serve IEPs.*

**b. Assessment of qualifications**

- i) Describe any improvements/changes implemented in the last year  
*Due to Covid 19, the HRPA had to make several changes to the assessment of qualifications:*
  - We updated our [transcript submission policy](#) to allow for the direct submission of grades electronically by the Offices' of the Registrar at all applicable colleges and universities in lieu of hardcopy transcripts.
  - We updated our [grade policy](#) for the Winter 2020 semester to allow for pass/fail grades or credit received rather than alphabetical or numerical grades.
  - We transitioned our four certification exams (the CHRP Knowledge Exam, the CHRL Knowledge Exam, the CHRP Employment Law Exam and the CHRL Employment Law Exam) from in person to remotely proctored exams offered through our exam vendor Prometric via their online platform ProProctor.
  - We enabled [online sittings](#) of our [Challenge Exams](#) through Examity to meet specific course requirements.

Additionally, until October 2020, applicants for the [Certified Human Resources Executive \(CHRE\) designation](#) had to pass an online self-assessment prior to being eligible to submit a full CHRE written application. The self-assessment was supposed to provide initial guidance as to whether the applicant had the necessary experience to successfully apply for the CHRE. Unfortunately, despite attempts to improve the self-assessment tool, a majority of applicants who passed the self-assessment still failed to obtain the CHRE upon submission of their full written application. As such, since the self-assessment tool did not function well as a screening tool, the decision was made to remove it from the



process. This means that applicants for the CHRE can now proceed directly with a full written application.

ii) Describe the impact of the improvements/changes on applicants

Applicants pursuing one of the HRPA's designations were able to continue the process with only minor interruptions while the HRPA put new policies in place and enabled remote proctoring for our exams.

Applicants for the CHRE designation are now allowed to proceed directly to demonstrating their HR experience to the CHRE Review Committee, rather than having to pass an online self-assessment first.

iii) Describe the impact of the improvements/changes on your organization

Some additional administrative work needed to be completed upfront to revise policies and notify affected stakeholders, such as colleges and universities. Also, new internal processes had to be developed to enable remote proctoring for the exams, and an additional staff resource had to be trained to assist with technical difficulties.

The changes to the CHRE process reduced administrative burden and has allowed staff to better serve applicants for the CHRE.

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

i) Describe any improvements/changes implemented in the last year

The HRPA was able to move all development and scoring activities related to its certification exams online. The review and validation sessions done in-person had to be moved to virtual sessions. All other development and scoring activities were already done online so they continued as per the normal process.

ii) Describe the impact of the improvements/changes on applicants

The Certification exams development and scoring cycle schedule was maintained which allowed HRPA to continue to offer exams during COVID that were current and up to date, and to release results to exam writers within the established timelines.

iii) Describe the impact of the improvements/changes on your organization

Moving the development and scoring activities related to its certification exams online allowed HRPA to continue with necessary development activities in a remote environment and with the help of HRPA's Psychometrician, HRPA was



still able to maintain the security of its exam content – which is a top priority for HRPA.

**d. Fees**

i) Describe any improvements/changes implemented in the last year

The HRPA's registration fees were raised an average of \$6.72 annually for new registrants within Ontario. For new registrants residing outside of Ontario the fees were raised an average of \$4.23 annually. The fees for new registrants residing outside of Ontario are slightly lower since they do not belong to a Chapter and won't be able to take advantage of Chapter offerings, such as events, etc. Overall, there are five membership categories (Practitioner, Allied Professional, CHRP, CHRL and CHRE member) plus a student registration category. While there is no separate category for IEPs, there is a separate price level they are eligible for in their first year of membership. For IEPs, the fees were raised from \$158.76 to \$160 for new registrants within Ontario and reduced for new registrants residing outside of Ontario from \$90.02 to \$90.

ii) Describe the impact of the improvements/changes on applicants

New registrants joining the HRPA had to pay a slightly higher fee to sign up for their initial registration, with the exception of registrants residing outside of Ontario qualifying for the IEP rate, whose dues were reduced slightly by \$0.02.

iii) Describe the impact of the improvements/changes on your organization

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

**e. Timelines**

i) Describe any improvements/changes implemented in the last year

The HRPA's internal Customer Service Group implemented a new response standard in 2020. Under the new standard, all email correspondence and voicemail messages should be acknowledged by staff within 24 business hours, meaning that staff should confirm that the email or voicemail has been received and, if no immediate response to the inquiry can be provided, provide an approximate timeline to the applicant as to when the applicant should expect a more fulsome response.

Additionally, HRPA hired a receptionist in 2020 to replace a cumbersome automated voice system. During office hours, a virtual switchboard ensures that all calls are directed to the receptionist first, unless she is already on the line, in which case the call is directed to another available staff member.



- ii) Describe the impact of the improvements/changes on applicants  
Applicants now have the security of knowing within 24 business hours whether HRPA has received their email or voicemail and, where applicable, when to respect a more fulsome response to their inquiry.

With respect to phone calls, during regular office hours, callers are now able to speak directly to the receptionist or another staff member, should the receptionist already be on the line, instead of having to navigate a cumbersome automated voice system to reach a live person.

- iii) Describe the impact of the improvements/changes on your organization  
HRPA now has a standard timeframe for acknowledging emails and voicemails that all staff are aware off.

Additionally, the new phone set up with the receptionist being the first point of contact has made it easier to ensure that callers are directed to the best staff person to assist them, rather than being randomly assigned a staff person through the automated voice system.

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

- i) Describe any improvements/changes implemented in the last year  
The HRPA's registration year usually runs from June 1<sup>st</sup> to May 31<sup>st</sup>. In 2020, due to the impact of Covid-19, the renewal deadline and the deadline to submit a Continuing Professional Development (CPD) log, if applicable, was extended by two months from May 31<sup>st</sup> to July 31<sup>st</sup>.

With respect to renewal, a change was also made regarding the HRPA's Renewal Dues Assistance Program (RDAP). Usually, applicants for RDAP on the grounds of illness or disability require a doctor's note. To simplify the process, in lieu of a doctor's note applicants can currently submit a Standard Undertaking instead. The HRPA also added a provision that members who were employed but with reduced hours could apply for RDAP, to assist those members whose working hours had been reduced as a result of Covid-19.

The HRPA also introduced a 'Book an appointment' feature through Calendly and ran several targeted campaigns focused on renewal, CPD and the HRPA's exams. During the campaigns, members and students were able to book a phone appointment with a staff member to discuss any questions they had related to one of those topics. Members and students had to include their question(s) on the appointment booking form, allowing staff members to prep for the



appointments in advance and make sure they had the relevant information readily available.

The HRPA also introduced an official [Late Fee Waiver Request Form](#). Registrants who fail to renew by the renewal deadline, which was July 31<sup>st</sup> in 2020, have a four months grace period until revocation for non-renewal occurs, but a [late fee](#) will apply - \$100 for members, unless they qualify for the Renewal Dues Assistance Program after the renewal deadline has past, in which case the late fee is lowered to \$50, and \$20 for students. While the HRPA has always had a late fee, in the past there was no formal process for members or students to ask for a waiver of the late fee if their late renewal was due to exceptional circumstances. To address that gap, an official Late Fee Waiver Request Form was implemented for the 2020 renewal.

As mentioned previously, the HRPA also updated its [transcript policy](#) to allow for the direct submission of grades by the Offices of the Registrar at all applicable colleges and universities in lieu of hardcopy transcripts. Additionally, the HRPA's [grade policy](#) for the Winter 2020 semester was revised to allow for pass/fail grades or credit received rather than alphabetical or numerical grades.

The HRPA also implemented an updated [Accommodations Policy](#) for its exams.

- ii) Describe the impact of the improvements/changes on applicants  
Members and students had an additional two months to determine the impact Covid-19 would have on their financial situation before their renewal was due, as well as additional time to complete their CPD log, if applicable. For members or students who qualified for RDAP due to illness or disability, applying was easier because they did not need to obtain a doctor's note in order to do so.

Applicants pursuing one of our designations were able to continue the process with only minor interruptions while we put the new policies in place and students who completed courses in the Winter 2020 semester were not disadvantaged if they were only able to obtain a pass or credit received grade for one of their courses, rather than a numerical grade.

With respect to Calendly, by allowing members and students to book appointment with staff to answer questions related to renewal, CPD and the exams, members and students could ensure that they were able to talk to a live person and get assistance at a time that was convenient to them, rather than calling randomly and potentially being redirected to voice mail. They could also be sure that the staff member on the line would be able to provide the relevant

information, since their questions were included on the booking form and as such staff members could prep for the appointments in advance.

For exam writers requiring accommodations, the new policy made it easier for registrants to determine how to apply and what kind of documentation would need to be submitted. The policy further defined what is meant by a “person with a disability” and defined the premise under which accommodations were granted for high stakes credentialing exams. This was done to ensure there is a clear understanding as to the intent of accommodations i.e. fair access to the exams.

iii) Describe the impact of the improvements/changes on your organization

Extending the renewal deadline by two months meant that the HRPA needed to adjust its suspension-revocation cycle as well. Usually, the HRPA’s suspension-revocation cycle runs from June 1<sup>st</sup> to September 30<sup>th</sup>. In 2020, it ran from August 1<sup>st</sup> to November 13<sup>th</sup> instead. By tightening up internal timelines, the HRPA was able to still provide appropriate notice of impending suspension, and suspension & impending revocation to its members and students, but also complete the process before the end of the HRPA’s fiscal year on November 30<sup>th</sup>.

The changes to RDAP allowed the HRPA to address a potential issue – the difficulty to obtain a doctor’s note during the first wave of Covid-19 – upfront and ensure that members and students would be able to get assistance, if needed, without having to overcome any significant barriers. The addition of the ‘Employed with Reduced Hours’ provision to RDAP also enabled the HRPA to support members with a fee reduction who otherwise may have had to let their registration lapse due to financial difficulties.

With respect to the Late Fee Waiver Request Form, by putting a formal process in place the HRPA was able to streamline the process and better track incoming requests and the grounds for which the late fee was waived.

The HRPA’s Accommodations Policy for exams was last revised in 2010 and as such was outdated. To bring the policy up to date, the HRPA engaged the services of a disability and accessibility expert to review and draft the new policy, and to ensure that it aligned with industry best practice. Revising the Accommodations Policy for exams allowed the HRPA to streamline its accommodation process and make it more concise. The revised policy also ensures that outdated provisions, such as requiring candidates to submit a diagnosis, which is not a permitted question in Canada, were removed.



**g. Resource for applicants**

- i) Describe any improvements/changes implemented in the last year

The HRPA completely redesigned its [website](#) in 2020, with the new website going live in October. The new website has an improved layout and information has been streamlined to make it easier for applicants to find relevant information. Additionally, the search functionality of the website was also improved.

The HRPA also revised the [Registration](#) and [Renewal FAQs](#) to ensure those documents are up to date.

- ii) Describe the impact of the improvements/changes on applicants

The new website has a simplified layout, which makes it easier for applicants to find relevant information. A specific section for [Future Members and Students](#) was also added. Additionally, improvements were made to the search function of the website to ensure accurate search results for quick and easy access to information and documents.

Similarly, the revised Registration and Renewal FAQs provide a quick resource for new applicants and members and students to find answers to common questions in one place.

- iii) Describe the impact of the improvements/changes on your organization

The new website has made it easier for HRPA staff members to direct individuals to the relevant information on the website. It has also allowed the HRPA to better highlight important sections, such as Future Members and Students and Protecting the Public.

**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 applicants' records

i) Describe any improvement/changes implemented in the last year

Functionality was added to allow student registrants to update the graduation date the HRPA has on file for them through their Dashboard. The graduation date is important because in accordance with the Registered Human Resources Professionals Act, 2013 and the HRPA By-laws, student registrants become members and have to be moved into the Practitioner class upon graduation.

ii) Describe the impact of the improvements/changes on applicants

Student registrants now have the ability to update their graduation date independently, and to verify the graduation date the HRPA has on file for them, without needing to contact the HRPA and wait for a response.

iii) Describe the impact of the improvements/changes on your organization

By enabling students to independently update their graduation date and verify the date the HRPA has on file for them, graduation date information should be more current and up to date.

j. Training and resources for registration staff, Council, and committee members

i) Describe any improvements/changes implemented in the last year

HRPA's Governance and Nominating Committee implemented several enhancements to the training and resources for registration staff, HRPA's Board of Directors and committee members.

With respect to the Board, the following enhancements were put into place:

- A live pilot session on Regulatory Governance for the Board's Vice Chair, prior to succession to Chair (to be turned into an online self-learning module for all board directors.)
- The Board approved their Diversity and Inclusion Policy. A Board Inclusivity Task Force has been struck by the Board to work through the implementation of the policy at the Board level. The plan is to then cascade across the volunteer landscape.
- A live learning session on Regulatory Governance 2.0 facilitated by Richard Steinecke, counsel from Steinecke Maciura LeBlanc, Lise Betteridge, Registrar and CEO of the Ontario College of Social Workers and Social Service Workers and Shelley Hale, a registered Social Worker and Social Service Worker and the current past President of the Ontario College of Social Workers and Social Service Workers. The theme of the session was "Regulatory Governance 2.0" in acknowledgement of the



reality that many professional regulatory bodies are examining the governance processes and practices with public interest in mind. While the profession of Human Resources is a regulated profession in Ontario and Quebec, in the HRPA's case in Ontario, HR is a voluntary self-regulating profession. This privilege does not come without challenges. Chief among those challenges is the fulfillment of the HRPA's obligations under the *Registered Human Resources Professionals Act (2013)* while continuing to grow its membership and satisfy the increasing demands for professional development, practice guidance and community-building amongst the HRPA's stakeholder community. The HRPA is in the early stages of implementing Risk-based Regulation and wants to ensure that its Board remains current with the latest thinking and insights from its peers.

With respect to the Statutory Standing and Regulatory Committees, while the enhancements below were approved in 2020, they will not come into effect until the 2021 committee recruitment cycle. The approved enhancements are:

- A merit-based, transparent, fair, and impartial appointment process for the HRPA's Statutory and Standing Regulatory Committees including a reference to how diversity and inclusion is an important aspect of assembling committees.
- Selection profiles for each of the HRPA's Statutory and Standing Regulatory Committees including "sensitivity to diversity and inclusiveness issues" in the selection profiles.
- Amended terms-of-reference for the HRPA's Regulatory Committees.
- Proposed annual meeting between the Board and the Chairs and Vice-Chairs of the HRPA's Statutory and Standing Regulatory Committees.
- Roster of members for the newly reactivated Professional Standards Committee was approved.
- Pre-learning session (boot-camp) for any applicants interested in standing for a committee position.
- Committee Effectiveness Survey, to be administered annually, to ensure committees have the resources and support they need and function in an effective and efficient manner.

Additionally, in the fall of 2020, the HRPA held five interactive Unconscious Bias training sessions, hosted by [Annemarie Shrouder](#). All members of the HRPA's Statutory and Standing Regulatory Committees, as well as all members of the HRPA Board of Directors and all staff members, were invited to attend one of the sessions. In total 101 individuals attended one of the sessions. During the session, Annemarie Shrouder invited participants to 'lean in' as she took



participants through unconscious bias exercises to explore underlying assumptions, how the brain works, and how the brain makes mental associations. Participants explored the impact of unconscious biases and how such biases may be mitigated in regulatory decision-making.

Additionally, a webinar was held in the summer of 2020 for the HRPA's Board of Directors and all staff members regarding risk-based regulation. Regulatory Expert Darrel Pink conducted the webinar.

Furthermore, Rebecca Durcan, HRPA's regulatory counsel, delivered a training session on standard setting and public mindedness to the HRPA's newly reconstituted Professional Standards Committee.

ii) Describe the impact of the improvements/changes on applicants

The 2020 Board training provided a 'current state' view of the nature and types of governance structures in place across Ontario's regulated professions and helped the Board distinguish any relevant substantive governance differences between voluntary self-regulating professions and the remainder of professional regulatory bodies. The Board also acquired new perspectives on what some of the drivers of change have been in relation to governance change across Ontario, as well as an increased awareness about any emerging best practices, risks, or insights from the panel of experts at the training session about the challenges and opportunities for voluntary self-regulating professions.

With respect to the unconscious bias training, staff members as well as members of the HRPA's Statutory and Standing Regulatory Committees and the HRPA Board members now have a better understanding about unconscious bias and how it may affect regulatory decision-making, and by extension applicants and members and students.

Furthermore, the HRPA Board of Directors and staff members are now up to date with respect to the HRPA's intention to implement risk-based regulation, what is involved, the purpose and the next steps.

iii) Describe the impact of the improvements/changes on your organization

The HRPA's Board of Directors now has a deeper familiarity and awareness of regulatory issues, challenges and opportunities. Furthermore, the training and other enhancements have enabled a collaborative discussion between the HRPA Board and the Executive Leadership Team, and allowed the HRPA to further promote interprofessional collaboration with other professional bodies.

With respect to the unconscious bias training, staff members as well as members of the HRPA's Statutory and Standing Regulatory Committees and the HRPA Board members now have a better understanding about unconscious bias



and how it may affect regulatory decision-making, and by extension applicants, members and students.

Furthermore, the HRPA Board of Directors and staff members are now up to date with respect to the HRPA's intention to implement risk-based regulation, what is involved, the purpose and the next steps.

**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.*

**I. Describing any improvements/changes implemented in the last year**

- 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.*

**m. Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year**  
*No changes this year.*

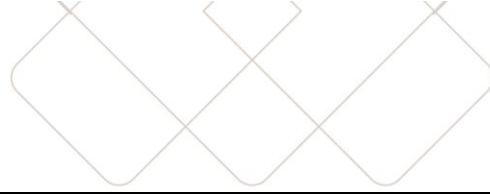
Provide any additional information: *Not applicable.*

### Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

**a. Languages**

Indicate the languages in which application materials and information about the application process are available.



Language	Yes/No
English	Yes
French	No

Other (please specify):

The HRPA publishes the Rules of Procedure for the [Discipline Committee](#), the [Capacity Committee](#), the [Appeal Committee](#), and the [Review Committee](#) in French on its website. No other documents are available in French, but there is a staff member who can answer inquiries in French and other French services can be made available upon request, such as a French version of the HRPA's exams for the Certified Human Resources Professional (CHRP) designation and the Certified Human Resources Leader (CHRL) designation. Furthermore, if an applicant wishes to submit French document, the HRPA will pay the cost of having those documents translated into English if needed for review by one of the HRPA's committees.

**b. Gender applications**

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	292
Female	1331
None of the above	6

Additional comments:

The HRPA does not collect data with respect to gender for applicants for registration and as such does not have data for all applicants who applied for registration in 2020.

For the purpose of this section, applicants are defined as members or student registrants who registered to write either the CHRP/ CHRL Knowledge Exam or CHRP/CHRL Employment Law Exam in 2020 as part of the process to obtain either the Certified Human Resources Professional (CHRP) or the Certified Human Resources Leader (CHRL) designation. For applicants registering to write one of the exams in 2020 the registration process did request demographic data such as gender and as such we have data regarding gender for all of the members and student registrants who wrote the CHRL/CHRL Knowledge Exam or the CHRP/CHRL



## Employment Law Exam in 2020.

### 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:

Members or student registrants are not asked as part of the registration process to identify their gender. As such, this data is not available for members or student registrants.

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

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

Indicate the number of applicants by the jurisdiction where they obtained their initial education in the profession or trade

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
2,125	81	24	Albania – 1 Argentina – 1 Australia – 5 Bahamas – 1 Bahrain – 1	35	2,721

			Bangladesh – 2 Barbados – 2 Brazil – 14 Cayman Islands - 1 China – 3 Colombia – 6 Dominican Republic – 1 Egypt – 2 Finland – 1 France – 8 Ghana – 2 Greece – 1 Guatemala -1 Hongkong – 2 India – 206 Iran – 2 Iraq – 1 Ireland – 3 Jamaica – 8 Jordan – 2 Kenya – 1 Kuwait – 2 Lebanon – 3 Malaysia – 1 Mauritius – 2 Mexico – 1 Morocco – 1 Netherlands – 2 New Zealand – 2 Nigeria – 33 Oman – 1 Pakistan – 17 Panama – 1		
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			Peru – 2 Philippines – 2 Poland – 1 Portugal – 1 Qatar – 2 Romania – 2 St. Lucia - 1 Saudi Arabia – 2 Singapore – 1 Slovakia – 1 South Africa – 3 Spain – 1 Sri Lanka – 4 Syria – 1 Togo – 1 Trinidad and Tobago – 6 Tunisia – 1 Turkey – 4 Uganda – 1 Ukraine - 1 United Arab Emirates – 25 United Kingdom – 44 Venezuela – 1 Vietnam – 2 Zimbabwe - 2		
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**Additional comments:**

In 2017, the HRPA updated its application form for initial registration with the HRPA to include a question regarding where an applicant obtained most of their HR training. Because there are no training or educational requirements for registration with the HRPA and because it is possible to be certified by the HRPA without any discipline-specific training, this is not information that was previously required for

registration. Applicants who indicated that they have not yet obtained any HR training are listed under 'unknown' in the table above.

The data above includes all applicants who applied for registration with the HRPA in 2020, including those applying for membership and those applying for student registration.

- 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 in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
1883	78	23	Albania – 1 Argentina – 1 Australia – 5 Bahamas – 1 Bahrain – 1 Bangladesh – 2 Barbados – 2 Brazil – 12 Cayman Islands – 1 China – 3 Colombia – 5 Dominican Republic – 1 Egypt – 2	30	2,452

			Finland – 1 France – 8 Ghana – 1 Greece – 1 Guatemala – 1 Hongkong – 2 India – 200 Iran – 2 Iraq – 1 Ireland – 3 Jamaica – 7 Jordan – 2 Kenya – 1 Kuwait – 2 Lebanon – 3 Malaysia – 1 Mauritius – 2 Mexico – 1 Morocco – 1 Netherlands – 2 New Zealand – 2 Nigeria – 33 Oman – 1 Pakistan – 17 Panama – 1 Peru – 2 Philippines – 2 Poland – 1 Portugal – 1 Qatar – 2 Romania – 2		
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			St. Lucia – 1 Saudi Arabia – 1 Singapore – 1 Slovakia – 1 South Africa – 3 Spain – 1 Sri Lanka – 3 Syria – 1 Togo – 1 Trinidad and Tobago – 6 Tunisia – 1 Turkey – 3 Uganda – 1 United Arab Emirates – 23 United Kingdom – 42 Venezuela – 1 Vietnam – 2 Zimbabwe - 2		
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**Additional comments:**

In 2017, the HRPA updated its application form for initial registration with the HRPA to include a question regarding where an applicant obtained the majority of their HR training. Because there are no training or educational requirements for registration with the HRPA and because it is possible to be certified by the HRPA without any discipline-specific training, this is not information that was previously required for



registration. Applicants who indicated that they have not yet obtained any HR training are listed under 'unknown' in the table above.

Since students are not members of the HRPA in accordance with the *Registered Human Resources Professionals Act, 2013*, they have not been included in the data set above.

f. Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
20,277	433	94	Afghanistan – 1 Albania – 1 Argentina – 1 Armenia – 2 Australia – 28 Austria – 1 Bahamas – 3 Bahrain – 1 Bangladesh – 9 Barbados – 3 Belgium – 1 Bermuda – 2 Brazil – 27	94	22,197

			Burkina Faso – 1 Burundi – 1 Cayman Islands – 1 Chile – 1 China – 18 Colombia – 11 Congo – 1 Cuba – 1 Dominican Republic – 3 Dubai – 1 Ecuador – 3 Egypt – 15 England – 1 Ethiopia – 1 Fiji – 1 Finland – 2 France – 25 Georgia – 1 Germany – 3 Ghana – 3 Greece – 1 Guatemala – 2 Guyana – 2 Hongkong – 14 Hungary – 2 India – 506 Iran – 4 Iraq – 1 Ireland – 8 Israel – 1 Italy – 1		
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			Jamaica – 24 Jordan – 5 Kenya – 1 Republic of Korea – 2 Kuwait – 5 Lebanon – 4 Macedonia – 1 Malaysia – 2 Mauritius – 6 Mexico – 7 Republic of Moldova – 1 Morocco – 2 Nepal – 2 Netherlands – 4 New Zealand – 3 Nigeria – 88 Oman – 1 Pakistan – 63 Panama – 1 Peru – 3 Philippines – 19 Poland – 4 Portugal – 1 Qatar – 4 Romania – 5 Russia – 5 St. Lucia – 1 Saudi Arabia – 6		
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			Senegal – 1 Singapore – 7 Slovakia – 1 South Africa – 21 South Korea – 1 Spain – 4 Sri Lanka – 8 Sweden – 1 Switzerland – 2 Syria – 2 Thailand – 1 Togo – 1 Trinidad and Tobago – 16 Tunisia – 1 Turkey – 6 Uganda – 1 Ukraine – 4 United Arab Emirates – 54 United Kingdom – 165 Venezuela – 8 Vietnam – 5 Zimbabwe – 2		
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**Additional comments:**

In 2017, the HRPA updated its renewal form for registration with the HRPA to include a question regarding where a member obtained the majority of their HR training.



Because there are no training or educational requirements for registration with the HRPA and because it is possible to be certified by the HRPA without any discipline specific training, this is not information that was previously required for registration. Members who indicated that they have not yet obtained any HR training or who did not indicate the country where they receive their education are included under 'unknown' in the table above.

Since students are not members of the HRPA in accordance with the *Registered Human Resources Professionals Act, 2013*, they have not been included in the data set above.

#### g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	756	12	3	101	3	875
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	0	0	0	0	0	0
Inactive applicants. Those who had no contact with your organization in the reporting year.	0	0	0	0	0	0

Applicants who met all requirements and were authorized to become members <u>but did not</u> become members	0	0	0	0	0	0
Applicants who became <u>fully</u> registered members	0	0	0	0	0	0
Applicants who were authorized to receive an alternative licence <u>but were not</u> issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence*	0	0	0	0	0	0

- 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:

The HRPA grants three designations as shown below.

1. [Certified Human Resources Professional \(CHRP\)](#)
2. [Certified Human Resources Leader \(CHRL\)](#)
3. [Certified Human Resources Executive \(CHRE\)](#)

Different requirements apply to each designation. In 2017, the HRPA updated its initial registration and renewal form to include a question regarding where a registrant obtained most of their HR training. Because there are no training or educational requirements for registration with the HRPA and because it is possible to be certified by the HRPA without any discipline specific training, this is not information that was previously required for registration. Unfortunately, even though the question is designed to be mandatory due to system issues the data was not collected for all registrants who applied for and were granted either the Certified Human Resources Professional (CHRP), Certified Human Resources Leader (CHRL) or the Certified Human Resources Executive (CHRE) designation. Those applicants who applied for and were granted one of the designations in 2020 but for whom the data was not collected are listed under 'unknown' in the table above.



There are several factors which make the remainder of table above difficult to complete:

1. At the HRPA, individuals can become registrants without pursuing certification.
2. The HRPA offers three designations, each with their own requirements.
3. Individuals pursuing certification with the HRPA do not have to declare that they are pursuing certification. For applicants pursuing the CHRP or the CHRL they usually do not declare that they are pursuing certification until they decide to write either the CHRP Knowledge Exam or the CHRL Knowledge 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.
4. Exam results are valid for 10 years. This means applicants have 10 years in which to complete other outstanding requirements (such as the experience requirements for the CHRL). Applicants can go 'dormant' for 10 years.
5. 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 HRPA in regard to their pursuit of the designation for long periods of time.
6. 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 the CHRL not to be certified.
7. Up until December 1, 2018 membership was not required to pursue the CHRE until the applicant had passed all the steps of the application process. Membership was only required once an applicant had qualified but before the designation could be granted. As of December 1, 2018, membership is now required before a written application for the CHRE can be submitted.
8. The HRPA does not have alternative classes of license or certification.

#### h. Classes of certificate/licence

Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	<a href="#"><u>Certified Human Resources Professional (CHRP)</u></a>	The Certified Human Resources Professional (CHRP) is the entry level designation. Human

		<p>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 2020, to obtain the CHRP applicants had to meet the following requirements:</p> <ul style="list-style-type: none"><li>• Active HRPA registration in good standing</li><li>• Successful completion of the coursework requirement</li><li>• Successful completion of either CHRP Knowledge</li></ul>
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		<p>Exam or CHRL Knowledge Exam</p> <ul style="list-style-type: none"><li>• Successful completion of either the CHRP Employment Law exam or the CHRL Employment Law exam.</li><li>• Successful completion of the Job Ready Program</li></ul> <p>Once applicants have been granted the CHRP designation, the requirements for maintaining the designation are as follows:</p> <ul style="list-style-type: none"><li>• Maintain active registration in good standing with the HRPA annually.</li><li>• Meet the ongoing continuing professional development (CPD) requirement.</li></ul>
2	<u><a href="#">Certified Human Resources Leader (CHRL)</a></u>	The Certified Human Resources Leader (CHRL) is the professional level designation. Individuals at this level have responsibilities such as, but not limited to, managing projects, programs, and initiatives;

		<p>implementing plans passed down by senior management; and delegating tasks to entry-level staff. In professional matters, individuals at this level can act independently. Individuals at this level will often have position titles such as Director of HR, Human Resources Manager, Human Resources Generalist, and Human Resources Specialist.</p> <p>In 2020, to obtain the CHRL applicants had to meet the following requirements:</p> <ul style="list-style-type: none"><li>• Active HRPA registration in good standing.</li><li>• Successful completion of the coursework requirement</li><li>• Successful completion of the CHRL Knowledge Exam</li><li>• Successful completion of the CHRL Employment Law exam</li><li>• Successful completion of the experience Requirement</li></ul>
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		<ul style="list-style-type: none"><li>• Proof of having met the degree requirement.</li></ul> <p>Once applicants have been granted the CHRL designation, the requirements for maintaining the CHRL are as follows:</p> <ul style="list-style-type: none"><li>• Maintain active registration in good standing with the HRPA annually.</li><li>• Meet the ongoing continuing professional development (CPD) requirement</li></ul>
3	<a href="#"><u>Certified Human Resources Executive (CHRE)</u></a>	The CHRE is the executive level designation. HR 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 Board or HR Committees, dealing with executive compensation, and having responsibility for HR strategies in support of long-term

		<p>organizational goals. Typical position titles will be Senior/Executive/Vice, President HR or CHRO.</p> <p>In 2020, to obtain the CHRE applicants had to meet the following requirements:</p> <ul style="list-style-type: none"><li>• Successful completion of an online self-assessment (only until October 2020, when the online self-assessment was discontinued)</li><li>• Successful completion of the prescribed written application</li><li>• HRPA membership in good standing</li></ul> <p>Members with the CHRE designation must maintain their membership with the HRPA and must meet the ongoing continuing professional development (CPD) requirement to maintain their designation.</p>
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Additional comments:

HR is not a licensed profession in Ontario. While the HRPA 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 with the HRPA. Applicants can register with the HRPA without holding or pursuing a designation. Both



registration with the HRPA as well as the 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. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	20	1	1	2	2	26
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
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 the Office of the Registrar contacts the applicant to request further information and clarification for review by the Registration Committee. Since signing up for registration does not require any training in the profession, where a registrant obtained their profession-specific training is not grounds for referral to the Registration Committee.



j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	59.75
Number of staff involved in the appeals process	2
Number of staff involved in the registration process	2

Additional comments:

The Appeal Committee is supported by a staff member from the Office of the Registrar who functions as the liaison between the Appeal Committee, the Appellant and the HRPA. The Registrar or a delegate represent the HRPA 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.

Submission

**Name of individual with authority to sign on behalf of the organization:** [Mara Berger](#)

**Title:** Associate Registrar

**Date:** April 29, 2021

OFFICE OF THE FAIRNESS COMMISSIONER

