HR PA

Human Resources Professionals Association

Fair Registration Practices Report

2021

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 Regulated Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

The aim of the FRP is:

- To collect data and information on individual regulators;
- To understand how a regulator has implemented fair registration practices during the reporting period; and,
- To help oversee compliance

Overseeing compliance requires, among other things, the following series of functions and activities:

- Monitoring
- Assessing
- Mitigating and/or enforcing
- Educating and promoting
- Reporting on progress

Please note that future FRP Reports will likely change, in format and content, as we migrate to a more permanent portal and database solution, and as the FARPACTA changes re: registration timelines are finalized.

The first half of the FRP is intended to collect qualitative information to highlight a regulator's enhancements to improve fair registration practices year over year.

The second half is to collect quantitative data for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year.

1. Please indicate which regulator you are and your main point of contact should we require follow-up.

- Name of the regulated profession: Human Resources Professionals Association (HRPA)
- Contact Name: Mara Berger, Associate Registrar
- Contact Email: mberger@hrpa.ca
- Contact Phone Number: 416-923-2324 ext. 357

SECTION 1

2. Section 1 - During the reporting period (January 1st–December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.

Registration requirements either through regulation, by-law or policy.

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

3. New or consolidated class of certificates or licenses

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

4. Assessment of qualifications

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

5. Timelines for registration, decisions and/or responses

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

6. Registration and assessment fees

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

7. Resources for applicants

☒ Yes

☐ No

Description of change/improvement that would impact fair registration outcomes

To assist individuals registering with HRPA and/or pursuing a designation, the HRPA has developed several guidebooks on specific topics. In 2021, several of these guides were thoroughly revised and updated to ensure individuals have access to the most current information on HRPA processes and policies. The guides that were updated in 2021 were:

- The Guide to the CHRP – offers detailed information on all the requirements necessary to obtain the CHRP and how to meet them. Content and links to further information were updated.
- The Guide to the CHRL – offers detailed information on all the requirements necessary to obtain the CHRL and how to meet them. Content and links to further information were updated.
- Guide to the Validation of Experience – a detailed guide on how to meet the Experience Requirement that is part of the CHRL designation process. Content was updated and information on the Experience requirement that was previously housed on different web pages was consolidated in one place.
- Guide to the Designations for Internationally Educated Professionals – offers information on how international qualifications and experience fit into the designation framework. Content was thoroughly updated and expanded, with content tailored to Internationally Educated Professionals.
- HRPA Registration Handbook for Members and Students – offers information on the benefits and obligations of registering with a professional regulatory body, including information on the registration process, application timelines, and the registration year. Content and links to further information were updated.

8. Changes to internal review or appeal process

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

9. Access by applicants to their records

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

10. Mutual recognition agreements

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

11. Training and resources for staff regarding registration

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

12. Relationship with third party service provider(s)

☒ Yes

☐ No

Description of change/improvement that would impact fair registration outcomes

There were a few relationships HRPA had with third party service providers that changed in 2021. While these did not directly impact registration outcomes, they are related to the three professional designations HRPA registrants can obtain so they have been included to be comprehensive.

1. In the summer of 2021, HRPA announced that the Association was discontinuing its Online Academic Program (OAP), which was offered through Captus Press. The last semester of the OAP ran from September 2021 to December 2021. The OAP allowed individuals, both members and non-members, to take qualifying coursework for the Certified Human Resources Professional (CHRP) and/or the Certified Human Resources Leader (CHRL) designations with Captus Press rather than through a College or University. Because courses were offered on a course-by-course basis, individuals primarily utilized the OAP to either fill a gap in the coursework they had already completed or to upgrade a course where they did not obtain the required minimum grade of 65%. Very few individuals ever used the OAP to complete the coursework requirement in its entirety, since completing courses through the OAP did not lead to a diploma, certificate or degree. Since most Colleges and Universities in Ontario also offer the necessary courses as stand-alone options and at a similar price-point as the courses offered through HRPA's partnership with Captus Press, it was determined that the OAP was no longer required. Additionally, there was concern that by HRPA offering the qualifying coursework for the designations through a partnership with a third-party vendor, the perception was created that completing the coursework through the OAP would provide an advantage with respect to passing the qualifying exams for the CHRP and/or CHRL, which was not the case. HRPA intentionally announced the discontinuation of the OAP prior to the final semester to provide individuals enrolled in courses with ample time to plan ahead. Additionally, HRPA created and shared a resource outlining which schools in Ontario offered standalone courses

to assist individuals with finding alternative options for completing any additional courses they still needed.

2. HRPA offers a suite of exam preparation programs that individuals can purchase to study for the CHRP and/or CHRL Knowledge Exams or the CHRP and/or CHRL Employment Law Exams. One of those preparation programs was a live webcast series for the CHRP and/or CHRL Knowledge Exams, hosted by Professor Ronald Alexandrowich from York University. In 2021 it was decided to phase out this particular offering at the end of 2021. Instead, HRPA re-introduced two free webinars as an alternative: Tips of Tops Scorers and Advice from the Registrar. Those webinars are being offered prior to each sitting of the CHRP and CHRL Exams free of charge, and they are also posted on the website so individuals can access them on demand.

13. Accreditation of educational programs

☒ Yes

☐ No

Description of change/improvement that would impact fair registration outcomes

In the summer of 2021, HRPA announced that the Association was discontinuing its Online Academic Program (OAP), which was offered through Captus Press. The last semester of the OAP ran from September 2021 to December 2021. The OAP allowed individuals, both members and non-members, to take qualifying coursework for the Certified Human Resources Professional (CHRP) and/or the Certified Human Resources Leader (CHRL) designations with Captus Press rather than through a College or University. Because courses were offered on a course-by-course basis, individuals primarily utilized the OAP to either fill a gap in the coursework they had

already completed or to upgrade a course where they did not obtain the required minimum grade of 65%. Very few individuals ever used the OAP to complete the coursework requirement in its entirety, since completing courses through the OAP did not lead to a diploma, certificate or degree. Since most Colleges and Universities in Ontario also offer the necessary courses as stand-alone options and at a similar price-point as the courses offered through HRPA's partnership with Captus Press, it was determined that the OAP was no longer required. Additionally, there was concern that by HRPA offering the qualifying coursework for the designations through a partnership with a third-party vendor, the perception was created that completing the coursework through the OAP would provide an advantage with respect to passing the qualifying exams for the CHRP and/or CHRL, which was not the case. HRPA intentionally announced the discontinuation of the OAP prior to the final semester to provide individuals enrolled in courses with ample time to plan ahead. Additionally, HRPA created and shared a resource outlining which schools in Ontario offered standalone courses to assist individuals with finding alternative options for completing any additional courses they still needed.

14. Technological or digital improvements

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

15. Anti-racism and inclusion-based policies and practices

☒ Yes

☐ No

Description of change/improvement that would impact fair registration outcomes

HRPA held two anti-racism and inclusion-based training sessions for staff in 2021. First, on June 3, 2021 an EDI Foundational Training session was held for all HRPA staff members. The learning objectives included:

- Broaching the subject of Equity, Diversity and Inclusion (EDI)
- Explore some nuances/complexities of EDI
- Enhance staff understanding of inclusion/exclusion in the workplace

Additionally, on August 5, 2021, all leaders at HRPA participated in a workshop on EDI & Inclusive Leadership. The learning objectives included:

- To reflect on the changing Canadian workforce and the history of systemic racism and discrimination in Canada
- To gain a greater understanding of some key concepts of equity, diversity and inclusion at a leadership level
- To foster inclusive leadership and to create a culture of belonging and inclusion

Additionally, all leaders had to complete AODA training in 2021, which did include a module on Employment Standards which also touched on anti-racism.

Also, HRPA's Employee Manual includes specific sections on Equity, Diversity & Inclusion as well as Respect in the Workplace that are revised annually.

16. Organizational structure

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

17. Contingency or continuity of operations plans

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

18. Documentation requirements for registration

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

19. English / French language proficiency testing

☐ Yes

☒ No

Description of change/improvement that would impact fair registration outcomes

SECTION 2

20. Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1. HRPA's Registration Handbook for Members and Students was substantially revised to make it more comprehensive and easier to understand.
2. In 2021, HRPA maintained both its Join and Renewal dues at the same level as in 2020.

3. An online payment portal was created to make it easier for individuals pursuing an HRPA designation to submit payment for various applications, such as the Validation of Experience Application or the Alternate Route Application.

SECTION 3

21. Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1. While regular mail was being redirected to a staff member, registered mail and couriered mail was still being left at the office. Since staff was working remotely, that meant processing delays for any documents that were submitted via registered mail or couriered mail. HRPA mitigated the issue by enabling and encouraging electronic submission of all documents and by maintaining a regular office visit schedule to retrieve any mail delivered to the office.
2. Accommodations for exam candidates were listed in a separate window during remote exam administrations. This unfortunately resulted in several proctors failing to note that accommodations had been granted. HRPA worked with Prometric, the exam vendor, to amend the process to ensure that all relevant information regarding a candidate would be shown in the same window for proctors to guarantee that all approved accommodations would be implemented.
3. Some exam candidates experienced unreasonably long wait times until proctors became available to monitor their remote HRPA exams. HRPA worked with Prometric, the exam vendor, to ensure appropriate staffing levels to reduce the wait times.

SECTION 4

22. Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)?

If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below

CER: work experience or experiential training obtained in Canada.

☐ Yes

☒ No

Other (please specify)

23. QUANTITATIVE SECTION

The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year.

Languages

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

☒ English

☐ French

☐ Other (please specify)

While we only offer application materials and information about the application process in English, we have several staff members who are fluent in French and can provide French services if needed. Additionally, if a document submitted by an applicant requires translation into English, HRPA will organize and pay for the translation. Furthermore, all of HRPA's exams for the Certified Human Resources Professional (CHRP) and the Certified Human Resources Leader (CHRL) designation can be taken in French upon request.

The only documents we do publish in French on the HRPA website are the Rules of Procedure for those regulatory committees authorized to hold hearings, which are the [Discipline Committee](#), the [Capacity Committee](#), the [Appeal Committee](#) and the [Review Committee](#).

24. Membership Data

Demographics Data

As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

- Total Male: 340
- Total Female: 1854
- Total Non-binary: 0
- Gender not provided: 14
- Overall Total: 2208

25. In relation to your members:

Do you collect race-based data?

☒ Yes

☐ No

Other (please specify)

The HRPA does not collect race-based data as part of registration or renewal, and as such does not have race-based data for all members and students. Race-based data is only collected in relation to members and students that chose to write one of our four designations exams in 2021 to obtain either the Certified Human Resources Professional (CHRP) or the Certified Human Resources Leader (CHRL) designation: the CHRP Knowledge Exam, the CHRL Knowledge Exam, the CHRP Employment Law Exam or the CHRL Employment Law Exam.

Out of 2208 exam writers across the four exams in 2021, 913 identified as a visible minority, 149 identified as a minority and 5 identified as Indigenous.

The race-based data above reflects the demographic data collected from exam writers – who could be either members or students registered with HRPA. Please note that the numbers may contain some duplicated information from members and students who wrote more than one exam in 2021. The data also only represents a fraction of HRPA's members and students since not all members and students wrote an exam in 2021. It should also be noted that the demographic section that records the data is shared by all four exams, meaning data may have been overwritten if a member or student wrote more than one exam.

26. Do you collect other identity-based or demographics data?

☒ Yes

☐ No

Other (please specify)

The HRPA does not collect identity-based data as part of registration or renewal, and as such does not have identity-based data for all members and students. Identity-based data is only collected in relation to members and students that chose to write one of our four designations exams in 2021 to obtain either the Certified Human Resources Professional (CHRP) or the Certified Human Resources Leader (CHRL) designation: the CHRP Knowledge Exam, the CHRL Knowledge Exam, the CHRP Employment Law Exam or the CHRL Employment Law Exam.

The following identity-based questions are asked as part of the exam registration process:

- What is your first language?
- What language do you speak most often?

- Are you an internationally educated professional?
- Do you identify as living with a disability?

Out of 2208 exam writers across the four exams in 2021, 1718 identified English as their first language, 30 identified French and 456 exam writers identified that neither English nor French was their first language, while 4 exam writers did not specify their first language at all.

With respect to what language exam writers speak most often, the majority (1811) did not specify. 388 said that they spoke English most often, 5 said French and 4 said 'Other'.

The majority of exam writers did not identify as internationally educated professionals – 1745 said no, while 432 said yes. 31 exam writers did not specify whether they identify as an internationally educated professional.

With respect to identifying as living with a disability, 1943 said no, 17 said yes and 248 did not specify.

The identity-based data above reflects the demographic data collected from exam writers – who could be either members or students registered with HRPA. Please note that the numbers may contain some duplicated information from members and students who wrote more than one exam in 2021. The data also only represents a fraction of HRPA's members and students since not all members and students wrote an exam in 2021. It should also be noted that the demographic section that records the data is shared by all four exams, meaning data may have been overwritten if a member or student wrote more than one exam.

27. Do you plan to collect race-based data in the future?

☐ Yes

☒ No

Other (please specify)

While HRPA at this time has no concrete plans to collect race-based or identity-based data for all our registrants, this is an area HRPA may explore in future years to gain a better understanding of our registrant base.

28. Class of License/Certificate Data

As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

- Full/Independent Practice: 22,767
- Provisional/Limited License/Certificate: 0
- Emergency License/Certificate: 0
- All other classes: 342 (Students)
- Overall Total: 23,109

29. Jurisdiction where members were initially trained

As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

- Ontario: 22,434
- Other Canadian Provinces and Territories: 415
- USA: 91
- Other Countries: 162
- Multiple and/or Unspecified Jurisdiction: 7
- Total: 23,109

30. Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their <u>initial education in the profession or trade</u>.

1. India (515)

2. United Kingdom (152)
3. Nigeria (135)
4. United States (94)
5. Pakistan (72)
6. United Arab Emirates (38)
7. China & Hong Kong (37)
8. Brazil (31)
9. Jamaica (30)
10. Australia (27)
11. Philippines (25)
12. South Africa (22)

31. Applications Data

Demographics Data

Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

- Total Male: 0
- Total Female: 0
- Total Non-binary: 0
- Gender not provided: 3225
- Overall Total: 3225

32. In relation to the applications, you received:

Do you collect race-based data?

☐ Yes

☒ No

33. Do you collect other identity-based or demographics data?

☐ Yes

☒ No

If yes, please indicate the type:

34. Category of Applicants

Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

0

35. Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

- Number of Applicants: 1901
- Number of Applicants Licensed/Certified: 1900
- Average Time to Process Application in Weeks from First Point of Applicant Contact: 1
- Average Time to Process Application in Weeks from Receipt of all Required Documents: 1

36. Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

- Number of applicants: 37
- Number of applicants fully licensed/certified: 37

- Average Time to Process Application in Weeks from First Point of Applicant Contact: 1
- Average Time to Process Application in Weeks from Receipt of all Required Documents: 1

38. Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

- Number of applicants: 13
- Number of applicants fully licensed/certified: 13
- Average Time to Process Application in Weeks from First Point of Applicant Contact: 1
- Average Time to Process Application in Weeks from Receipt of all Required Documents: 1

39. Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

- Number of applicants: 60
- Number of applicants fully licensed/certified: 60
- Average Time to Process Application in Weeks from First Point of Applicant Contact: 1
- Average Time to Process Application in Weeks from Receipt of all Required Documents: 1

40. Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

- Number of applicants: 1311

- Number of applicants fully licensed/certified: 1311
- Average Time to Process Application in Weeks from First Point of Applicant Contact: 1
- Average Time to Process Application in Weeks from Receipt of all Required Documents: 1

41. Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

- Number of applicants: 0
- Number of applicants fully licensed/certified: 0
- Average Time to Process Application in Weeks from First Point of Applicant Contact: 0
- Average Time to Process Application in Weeks from Receipt of all Required Documents: 0

42. Please provide any additional comments you may have for questions 33–41.

Question 35: Out of 1901 applicants from Ontario, 1900 were admitted into the Association and 1 applicant was denied by the Registration Committee due to a good character issue.

Question 37: Apart from HRPA, there are only 2 other professional regulatory bodies for HR in Canada, specifically in Quebec and Saskatchewan. That being said, we counted applicants from other provincial HR associations as part of the domestic labour mobility candidates as well.

Questions 38 and 39: For applicants from other jurisdictions or multiple jurisdictions, we used the applicant's primary address as the determining factor, and only applicants with addresses outside of Canada were included.

This is distinct from internationally trained professionals who reside in Ontario or Canada but completed their training internationally. The numbers for internationally trained professionals are reflected in Questions 29, 30, 43.

Question 40: HRPA does not accredit educational programs, but we do approve coursework. For the purposes of this question, any applicant who obtained their HR education in Canada was counted.

43. Jurisdiction where applicants obtained their initial education

Please indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1. India (78)
2. Nigeria (22)
3. United Kingdom (16)
4. United States (13)
5. Pakistan (9)
6. Brazil (7)
7. Jamaica (5)
8. United Arab Emirates (5)
9. Bangladesh (4)
10. China (4)
11. Colombia (3)
12. Iran (3)

44. Processing Time

As of December 31, 2021, how many full licenses/certificates did your organization issue?

1960

45. Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

- 0 – less than 3 months: 1960
- 3 months – less than 6 months: 0
- 6 months – less than 12 months: 0
- 12 months – less than 18 months: 0
- 18 months – less than 24 months: 0
- 24 months and greater: 0

46. Age of Active Applications

As of December 31, 2021 what were the total number of active applications in your case inventory?

7

47. Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

- 0 – less than 3 months: 7
- 3 months – less than 6 months: 0
- 6 months – less than 12 months: 0
- 12 months – less than 18 months: 0
- 18 months – less than 24 months: 0
- 24 months and greater: 0
- TOTAL: 7

48. Other Licenses/Certificates of Registration Processed

Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1–December 31, 2021).

Enter the data by the 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.

* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

- Ontario: 0
- Other Canadian Provinces and Territories: 0
- Certificate to Certificate (Labour Mobility): 0
- USA: 0
- Other International: 0
- Multiple and/or Unspecified Jurisdictions: 0
- TOTAL: 0

49. Other Licenses/Certificates of Registration Processed

Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1–December 31, 2021). Enter the data by the 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.

- Ontario: 0
- Other Canadian Provinces and Territories: 0
- Certificate to Certificate (Labour Mobility): 0

- USA: 0
- Other International: 0
- Multiple and/or Unspecified Jurisdictions: 0
- TOTAL: 0

50. Other Licenses/Certificates of Registration Processed

Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

- Ontario: 0
- Other Canadian Provinces and Territories: 0
- Certificate to Certificate (Labour Mobility): 0
- USA: 0
- Other International: 0
- Multiple and/or Unspecified Jurisdictions: 0
- TOTAL: 0

51. Number of Reviews and Appeals Processed

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the 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.

- Ontario: 38

- Other Canadian Provinces: 2
- USA: 1
- Other Countries: 3
- Multiple and/or Unspecified Countries: 1
- TOTAL: 45

52. State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the 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.

- Ontario: 0
- Other Canadian Provinces: 0
- USA: 0
- Other Countries: 0
- Multiple and/or Unspecified Countries: 0
- TOTAL: 0

53. State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

- Ontario: 38
- Other Canadian Provinces: 2
- USA: 1
- Other Countries: 3
- Multiple and/or Unspecified Countries: 1
- TOTAL: 45

54. State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

- Ontario: 0
- Other Canadian Provinces: 0
- USA: 0
- Other Countries: 0
- Multiple and/or Unspecified Countries: 0
- TOTAL: 0

55. List the top three reason for appeals (by percentage) of a registration decision

1. Not applicable – HRPA did not have any appeals of a registration decision in 2021.
2. Not applicable – HRPA did not have any appeals of a registration decision in 2021.
3. Not applicable – HRPA did not have any appeals of a registration decision in 2021.

56. List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1. Failure to submit required supporting documentation for the registration class or special price break that the individual applied for despite requests from HRPA.
2. Denial of registration by the Registration Committee after a review of the circumstances surrounding a positive response to one or more of

HRPA's Good Character Questions. It should be noted though that no internationally trained individual was denied registration based on those grounds in 2021.

3. Not applicable – there are no other reasons why registration may be denied.
4. Not applicable – there are no other reasons why registration may be denied.
5. Not applicable – there are no other reasons why registration may be denied.

57. List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1. Failure to submit required supporting documentation for the registration class or special price break that the individual applied for despite requests from HRPA.
2. Denial of registration by the Registration Committee after a review of the circumstances surrounding a positive response to one or more of HRPA's Good Character Questions. One individual was denied registration based on those grounds in 2021.
3. Not applicable – there are no other reasons why registration may be denied.
4. Not applicable – there are no other reasons why registration may be denied.
5. Not applicable – there are no other reasons why registration may be denied.

58. Please provide any additional comments you may have:

Question 24: The HRPA does not collect data with respect to gender for members and students as part of registration or renewal, and as such does not have gender-based data for all members and students. Gender-based data is only collected in relation to members and students that chose to write one of our four designations exams in 2021 to obtain either the Certified Human Resources Professional (CHRP) or the Certified Human Resources Leader (CHRL) designation: the CHRP Knowledge Exam, the CHRL Knowledge Exam, the CHRP Employment Law Exam or the CHRL Employment Law Exam. The gender-based data above reflects the demographic data collected from exam writers – who could be either members or students registered with HRPA. Please note that the numbers may contain some duplicated information from members and students who wrote more than one exam in 2021. The data also only represents a fraction of HRPA's members and students since not all members and students wrote an exam in 2021. It should also be noted that the demographic section that records the data is shared by all four exams, meaning data may have been overwritten if a member or student wrote more than one exam.