

# **REGISTRAR'S REPORT TO COUNCIL**

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## **1. GENERAL**

The Member and Technical Specialist Registrant statistical data for the period January 1, 2011 to December 31, 2011 is attached. Included with the statistical data are pie charts to give a quick visual presentation on the various demographic elements of the membership. The statistical data is compared to same time period in 2010.

During 2011 ASTTBC had a net growth in membership of just less than 1%, which was a little disappointing when compared to the just over 2% of 2010. However, the economic reality of the last few years has presented the Association with many challenges for promoting membership growth. What we must realize is that, with the exception of required qualified person status or quasi-licensing requirements, membership is voluntary under our protected title and right to practice legislation. Membership is an easier sell for professional associations who have restricted practice rights. Implementation of the PTech will go a long way to encouraging future membership and the outlook for ASTTBC going forward into the future is positive.

There are some interesting statistics to note and for future Councils to pay attention to. Almost 22% of our membership (ASCT/CTech) is over the age of 56. Council's new 'Retirement' Policy should help to keep some of these Members engaged with the Association and our 'Retired' numbers do continue to increase. However, many individuals are choosing to resign or get cancelled rather than continue as a 'Retired' Member.

Student Members show a drop of about 20% from the abnormally large number in 2010. However, the ten-year average for students is typically in the range of 700 Student Members per year, so we are still 30% better than the 10-year historic norm and therefore should not be concerned with this anomaly in the statistics for 2011. The reason for the high numbers in 2009 and 2010 is that an agreement was reached with the colleges and institute on supporting Student membership with the provision of student names and contact information. Previously, students are typically recruited in their first year as a student and if missed in this recruitment campaign were likely not captured in their 2<sup>nd</sup> year of studies. The new recruitment process captured a lot of 2<sup>nd</sup> year students that might have otherwise been missed and these Student Members have now moved through the system to Graduate Technologists, many of who have retained membership with ASTTBC, increasing Graduate Technologist numbers by about 21% from 2010.

Technical Specialist Registrants are showing an overall increase of 3% for 2011 and this is on track with experienced increases for the last several years. Our quasi-licensed Technical Specialists (Onsite Wastewater Practitioners, House & Property Inspectors and Fire Protection Technicians) have continued to demonstrate a healthy growth. The Disciplines of Site Improvement Surveys, and Public Works Inspectors remain fairly static while Construction Safety Officer numbers continue to grow. Of concern is that numbers for our Building Design and Steel Detailing Registrants are dropping. For the Building Designers it is a question of confusion over Associate member status with AIBC, while with Steel Detailers, economics has made a major shift in a lack of member support in that industry. Both these Disciplines will require some attention moving forward. On December 31, 2011 the total number of Member and Registrant registrations in all disciplines is 10,217.

This will be my last report as your Registrar. As I have now just turned 65 it is time for me to get serious about my 'bucket list' while health still permits me to get to some of my over due travel plans. A plan has

been developed for the training and mentoring of the Registrar Candidate. I will remain at my current working level until the end of March, after which I will be phased out as quickly as possible remaining available to mentor the new Registrar for as long as needed. In addition, I will travel with the new Registrar to the Halifax COR meeting at the end of April, where I will hand over the position and role of COR Chair to a new appointee from the Provincial Registrars. I have very much enjoyed the challenges and rewards my six years has given me in the role of Registrar with ASTTBC and thank Council very much for the opportunity you afforded me in fulfilling this role. It was also a great pleasure to have served with and for the great Councils and Executives during that period. I am also very thankful for all the fantastic volunteers and staff who supported and assisted me in my role as Registrar. I have not been just your Registrar, but a member of this Association since 1968 (will leave for you to do the math), but during those many years and many friendships of like-minded professionals, including my time as a Past-President, I have enjoyed the experience and am a better professional for it. The commitment will not end with relinquishing the Registrar's position, as I will continue my professional obligation as a member and volunteer in some capacity to the Association. I encourage all members to do the same, as it is a rewarding experience.

The Professional Regulation Enhancement Program 2012 (PREP2012) Plan proposed initiatives continue to move forward:

- Technology Registrations Canada (TRC)  
Phase II of the TRC website is now in place with a few revisions identified that require some changes to improve functionality, efficiency or clarity of instruction. These changes are to be completed in the next few months, but they do not affect the overall current functionality of the new online application process. The TRC application process, utilizing the National Technology Benchmark (NTB) Outcome Competency Standards, is now being implemented and as many new (AScT/CTech) applicants as possible are being referred to the TRC website. All reclassifications and change of Discipline applicants must use the TRC website. User manuals for applicants, staff and Board of examiner Reviewers have been created. Training of staff and volunteers has also been completed. Council and members are encouraged to check out the TRC website at the following Link: <http://www.technologyregistrationscanada.ca>.
- Professional Practice and Ethics Examinations (PP&E)  
The basic web-based module for PP&E has been finalized and approved by Council for use. This is provided as a stand-alone online web application that can be linked to applications as part of the TRC exercise.
- Expansion of consumer protection and public responsibility through the ASTTBC Professional Liability Insurance Plan  
The Registrar has met with our broker (Willis) and carrier (ENCON) representatives to further the interests and coverage for the ASTTBC Liability Insurance Plan. Improvements continue to be made as we work toward the annual May renewal date for policyholders.
- Practice Assessment Program (PAP)  
ASTTBC continues to explore ways to be more active in Member and Registrant practice audits. This is a priority within the 2012 Work Plan as much more work remains to be done in this area.
- New categories of certification

#### **RTMgr**

To December 31, 2011 we have 21 members registered with this relatively new designation. While this is a 50% increase in RTMgrs since 2010, more needs to be done to encourage Members to apply for this certification/registration. A business plan has

been created which will be implemented during 2012 to further market this program. It proposes an ambitious agenda to raise awareness of the RTMgr.

### **PTech**

The implementation of PTech continues to move forward and Council and the Executive Director will report to the membership updates on this initiative as it continues to unfold. Stay tuned!

### **Electrical Work Practitioner Program**

This program for certifying Members and Registrants for electrical work under the auspices of the BC Safety Authority (BCSA) continues to move forward. Stakeholder consultation has just completed and ASTTBC is working on an implementation Plan for this certification later in 2012. Stay tuned!

## **2. PROFESSIONALISM**

### **Accreditation Board**

Since Council approved the new revitalized Accreditation Board's Terms of Reference in May and Board appointments were made in September, the Board has been waiting on the Technology Professionals Canada funded CSA consultant's report, with respect to the future direction for national accreditation of training programs for Technologists and Technicians in Canada. That report has just recently been released and is in the hands of Council. Now that the report is complete the Board can get on with the discussion on future oversight of accreditation activities within BC.

### **Council of Registrars (COR)**

Your current Registrar will continue in the role as the Chair of COR until the end of April, at which time a new Chair will be appointed in Halifax. COR currently remains as the sole vehicle for dialog between all provinces regarding certification, registration, accreditation and transportability matters. COR was a major resource to the National Technology Benchmark Committee in 2011, as it was responsible for recommending amendments for the new NTB 2012 Release.

## **4. BOARD REPORTS**

### **Board of Examiners**

As Phase II of the TRC website is being implemented, staff, Board members and File Reviewers have been now been trained and we are now ready to start processing application files. This process is a major departure from the application process of the past, in that instead of assessing applicant credentials, Reviewers and the Board will be auditing evidence of competency. I'm sure it will take time for our volunteers to adjust to the process, but having said this, it is a major step forward in recognizing individuals for membership and provides the applicant with more flexibility in demonstrating their abilities. The process also provides for more transparency of the decision-making by the Board and allows applicants to track their application through the process.

### **Practice Review Board (PRB)**

As you will see from the Summary Chart below, in 2011 the number of files closed was down from the record level of 2010, however, the number of complaints were very close to the same when you consider the number of complaints that are currently remaining to be resolved and are ongoing into 2012, as compared to outstanding cases in 2010. The trend is that the ASTTBC is receiving on average about two complaints against Members or Registrants per week. The cases are also becoming more technically complex and members are starting more and more to use legal representation when defending themselves against allegations of wrongdoing. While this does not necessarily impair the process or general outcomes, the addition of member legal representation tends to slow up cases as they increase communication level requirements for all parties. PRB recommendations and process are more often challenged as well. While either a Stipulated Order or recommendation from the PRB resolves 99% of all

cases, one case did go to a Discipline Hearing Committee. This Hearing resulted in a Stipulated Order Agreement before the Committee was required to make a finding.

## PRB INVESTIGATION & DISCIPLINE SUMMARY

AS OF DECEMBER 31, 2011

COMPLAINTS STATISTICS	2011	2010	2009	2008	2007	2006	2005	2004	2003
<b>Technologist/Technician complaints</b>									
Unauthorized use of ASCT, CTech, CET; Certified Technician etc.	2	6	6	7	1	2	3	8	1
Ethics/logo/procedural etc.	3	3	1	1		2		3	1
Inquiry – no action						1			
<b>Special Certification Complaints</b>									
Property Insp. Title/logo		2	11	2	6	5	12	5	2
Property Insp. Ethics/other	14	16	11	2	5	2	2	3	2
Fire Prot. Title/logo			1		2			2	
Fire Prot. Ethics/other	12	23	8	3	9	15	7	10	12
Onsite Waste. Title/logo	1					1	1		
Onsite Waste. Ethics/other	44	49	51	22	18	18			
All other Spec. Cert .groups – Title/logo	1		1	7	1				
All other Spec. Cert. groups - Ethics/other	1	1		1		2			
<b>FILES CLOSED TO-DATE</b>	<b>78</b>	<b>100</b>	<b>90</b>	<b>45</b>	<b>42</b>	<b>49</b>	<b>27</b>	<b>32</b>	<b>18</b>

COMPLAINT OUTCOMES	2011	2010	2009	2008	2007	2006	2005	2004	2003
Ethics Complaint - censure applied	33	39	55	14	12	11	4	5	6
Ethics Complaint – Stipulated Order applied	1								
Ethics Complaint - no breach of code found	27	29	9	13	14	9	7	11	9
Ethics Complaint withdrawn					1	2	1	1	
Title/logo enforcement	4	12	22	15	11	11	15	15	3
Membership cancelled or resigned**	11	14	3	2	3				
<b>TOTAL OUTCOMES</b>	<b>76**</b>	<b>95**</b>	<b>89**</b>	<b>45</b>	<b>42</b>	<b>49</b>	<b>27</b>	<b>32</b>	<b>18</b>
<b>TYPE OF ACTION INVOLVED</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>	<b>2003</b>
Disciplinary Hearing held	1				1		1		5
Disciplinary Hearing censure finding						2			
Stipulated Order applied	1	1	4	4	1	9			
PRB recommendation applied	33			1		1			
Appeal to ASTTBC Council upheld					1		1		
Appeal to ASTTBC Council denied							1		

Note: ‘Type of Action’ - included in totals of ‘Complaint Outcomes’

COMPLAINTS IN PROGRESS	2011	2010	2009	2008	2007	2006	2005	2004	2003
Ethics Investigation in progress	43	36	42	29	16	13	13		
Cease & Desist order in progress (all – incl. ethics/title/logo/stamp/misc. inquiry)	3	2	1	6	4	3	2		

**\*\*Complaint Statistics and Complaint Outcomes may not necessarily balance due to a member having more than one complaint against them at the time their membership is cancelled or resigned. Cancelled/resigned members’ complaints do not appear as part of ‘censure applied’ as the censure has not been completed at the time of cancellation/resignation. A member may be cancelled/resigned as part of censure by the PRB; or for non-payment of annual dues in which case, if there is a PRB complaint against the member, the PRB will close the file and flag the database indicating that prior to reinstatement, PRB conditions must be satisfactorily completed.**

While most cases for complaints still originate with our quasi-licensing Disciplines (Fire Protection, House Inspection & Onsite Wastewater) we are having about three times the number of complaints laid against ASCT/CTech members over the last two years. While not huge numbers, this still indicates a trend and is probably reflective of the public's faith in ASTTBC to police its members.

Recent Regulation changes approved by Council and to be ratified at the AGM provide more investigative and practice review powers to the PRB. ASTTBC is moving to improve and extend member practice audits, as Government demands more accountability from professional associations.

## **SPECIAL CERTIFICATIONS UPDATE**

### **Construction Safety**

Assuming the pending application files are successful, the program could have up to 207 Registrants by early in 2012. While two Panel members have resigned their seats, two new Panel members have been added to the Council 2012 Appointment List for consideration. One is a CRSP and a manager with WorkSafe BC and the other a Safety Supervisor with a large construction company. A replacement is also being recommended for the now vacant Vice Chair position.

### **Fire Protection**

Currently the Fire Protection Certification Board is working on:

- Improving the FPCP web site – this a #1 Priority for 2012
- Developing a Guideline for the technicians on how to handle equipment impairment
- Reviewing the Disciplines and determining new ones that can be added to the Fire Protection certification Program (FPCP)
- Continuing the dialogue with FPOABC Executive to support the FPCP
- Attendance at the FCABC Conference this year in Richmond and FPOABC Conference in Sooke
- Preparing a report for Council regarding the acceptable passing grade for BCIT courses
- Reviewing the creation of a Fire Safety Technician Practice Auditing Program

### **House and Property Inspection**

Since the last Registrar's report the following activities have taken place:

- Historical PRB case files from 2006 to 2011 have now be posted on the ASTTBC website.
- Audits for policy adherence requirements of "three successful assessments within 12 months of CHI (P)'s certification" resulted in seven, reclassification to IIT for non-compliance.
- A report writing policy will be submitted to the PRB for its April meeting
- A mandatory course as a prerequisite to certification - "Introduction to ASTTBC Policy & Procedures" will be submitted to the Board of Examiners for consideration in March

### **Onsite Wastewater**

#### **1. Education Standards & Competencies**

Education standards and competencies for ROWPs have been approved and integrated into OWRP policy. The upcoming stakeholder meeting will include discussions regarding when and how the training providers will supply courses for accreditation. Once this information becomes available, the OWRP will be moving forward on accrediting the courses and posting the information on our website.

#### **2. Changes to the Standard Practice Manual**

The Ministry of Health has just provided the first draft of the Standard Practice Manual Version 3, and has asked ASTTBC for input. Insight from ASTTBC is seen as an important source for these changes, in part due to problems observed through the Practice Assessment Program within the OWRP as well as investigations into complaints against ROWPs that show common patterns due partly to problems with the current version of the SPM.

### **3. Mentoring Handbooks & Career Log**

Handbooks for ROWP mentors and mentees are currently under development. These handbooks are designed to guide both mentors and mentees through the mentoring process. The guidelines and advice are intended to prevent problems, maximize success and consolidate/explain ASTTBC policy surrounding mentoring.

A ROWP specific Career log is also under development. It will incorporate the recently confirmed ROWP competencies in a check box form so that the Onsite Wastewater Trainee and their mentor can confirm that each competency has been covered, along with opportunities for self-assessment. This will be a significant improvement that will standardize the experience aspects of the OWT progression to full ROWP status.

### **4. OWRP Policies**

Adjustments to OWRP policies are being planned to improve current content regarding mentoring, education requirements, professionalism, use of stamp, minimum Filing document content, and options for training. Many of these changes to the policy are being scheduled for submission to Council at it's March meeting.