

OSPG Standards of Good Regulation

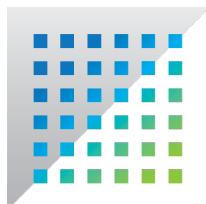
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Issued by:



Kate Haines, Superintendent



OSPG

Office of the Superintendent
of Professional Governance



Version Control History

Version #	Date (YYY-MM-DD)	Modification	Approved by
1.0	2021-02-05	Initial version	Paul Craven, Superintendent
1.1	2021-05-04	Formatting fixes made	Paul Craven, Superintendent
2.0	2023-02-24	Changes made following 2022 familiarization reviews to improve clarity, add details and reorganize Standards and performance indicators.	Kate Haines, Superintendent
2.1	2023-07-21	Change in terminology from council to board	Kate Haines, Superintendent
2.2	2023-12-11	Updating links	Kate Haines, Superintendent

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Background

OSPG has developed a set of Standards of Good Regulation to be used for the following purposes:

- To inform OSPG policy work: all policy is developed in alignment with the standards and so it will support good performance related to the regulatory body's statutory functions.
- To guide the work of regulatory bodies and to inform voluntary self-assessments by regulatory bodies: may assist regulatory bodies with their reporting and with decision making for continuous improvement.
- As criteria for reviews or audits of regulatory body performance by OSPG: provides a check on how well regulatory bodies are carrying out their statutory functions to protect the public interest, and a framework for the development of key performance indicators to measure their performance.

OSPG developed the Standards of Good Regulation considering the experience and best practices of the Professional Standards Authority in the United Kingdom.

The Standards of Good Regulation describe expected outcomes for:

- Transparency and Accountability (6 standards)
- Setting Standards of Competence and Conduct (2 standards)
- Education and Continuing Competence (2 standards)
- Registration (3 standards)
- Audit and Practice Reviews (1 standard)
- Complaints and Discipline (6 standards)

Please refer to [OSPG Guidance](#) for:

- the Overview of OSPG Audits, Investigations and Performance Reviews
- a variety of guidance material that informs the Standards of Good Regulation

Any guidance that is relevant to a particular standard or performance indicator is linked directly below.

OSPG STANDARDS	PERFORMANCE INDICATORS
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TRANSPARENCY AND ACCOUNTABILITY	
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<p>1. Regulatory body provides accurate, accessible information about requirements for registration, standards, guidance, processes and decisions</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having information on the website about requirements for: <ul style="list-style-type: none"> ○ Registration ○ Meeting standards ○ Following guidance ○ Processes and factors considered in decision making ○ What information is and is not shared and how it is shared • Having a website that is up to date, easy to navigate, and understandable to the public and registrants. • Responding to queries about registration, standards, guidance processes, and decisions in a timely way, that addresses the unique circumstances of the question. • Reviewing the website, seeking and actioning feedback from various parties to inform continuous improvement of information content and accessibility. • Having a plan to inform registrants and interested parties about updates and following that plan (channels may include email, Facebook, twitter, etc.).
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<p>2. Regulatory body is clear about its duty and responsibilities, applies policies appropriately across all functions and avoids inappropriate advocacy</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Aligning strategic and annual planning, policy and program documents with the PGA. • Explaining the regulatory body’s duty and responsibilities on their public website. • Having a policy outlining limitations on advocacy activities, consistent with the PGA, and demonstrating adherence to this policy. See OSPG Guidance. • Regularly reviewing strategic planning, policy and program documents, activities, publications, and website for consistency with advocacy policy. • Having policies and processes in place to ensure staff and board/committee members are not placed in a conflict of interest with any party when carrying out their roles and responsibilities.
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<p>3. Regulatory body applies a diversity and equity lens to processes and policies that impact its registrants and the people they serve.</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having an equity, diversity and inclusion policy. • Having an action plan for building and evaluating both internal and external policies and programs to align with the equity, diversity and inclusion policy. • Identifying and requiring equity, diversity and inclusion training for staff and board and committee members to take. • Reflecting the following aspects of equity, diversity and inclusion in the above-noted policy:
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	<ul style="list-style-type: none"> ○ The role of regulatory bodies as an employers, workplaces, and decision makers; ○ the expectations set and the supports provided to registrants to apply equity, diversity and inclusion principles in their practice; ○ the rules for entry to the profession, aiming to reduce barriers to individuals from diverse communities becoming registrants; ○ the administration of the profession and its interactions with the public, including the complaints and discipline process.
<p>4. Regulatory body takes action within its operations to support reconciliation with Indigenous peoples, including supporting the implementation of the United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration)</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> ● Having a documented approach that reflects current best practices for organizations in meeting the UN Declaration which ensures its operation/administration supports Indigenous reconciliation ● Identifying and requiring training for staff, board and committee members on Indigenous reconciliation ● Identifying Indigenous behavioural competencies required for each role within the organization and recruiting for these competencies in vacant roles.
<p>5. Regulatory body examines and reports on its own performance, incorporates feedback, lessons learned and best practices across all functions</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> ● Completing an annual self-evaluation against the Performance Indicators and transparently report on results. ● Reviewing any feedback on their performance and considering lessons learned internally, from OSPG, or from other regulators and applying these to improve their performance.
<p>6. Regulatory body assesses and mitigates risks to the environment or to the health and safety of the public in respect of its registrants</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> ● Attending and actively participating in advisory committee meetings and its activities. ● Managing overlap of the risk assessment and mitigation role with other agencies or bodies through MOUs or other agreements. ● Superintending the profession using a risk-based approach that documents how operations are prioritized based on potential risks from practice of the profession. This documentation may include a risk matrix.



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SETTING STANDARDS OF COMPETENCE AND CONDUCT	
<p>7. Regulatory body maintains up-to-date standards of professional and ethical conduct, standards of competence, and standards of practice</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having standards of competence, conduct, practice and Code of Ethics easily accessible to registrants and the public. • Outlining and following targeted review dates for standards or initiating reviews when issues are brought to the regulatory body's attention, and updating standards as needed to reflect best practices. • Applying version control to show when standards were last revised.
<p>8. Regulatory body provides up-to-date guidance to help registrants apply the standards; the guidance addresses emerging areas of risk and appropriately prioritizes</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Providing guidance for all standards and making it accessible for registrants and the public. • Providing a program to assist registrants with questions on the application of the standards. • Outlining and following planned review/evaluation dates for guidance to ensure guidance remains current and that updates are prioritized to address emerging areas of risk. • Having a process for receiving and documenting issues brought to the regulatory body's attention by registrants to inform reviews/evaluations of guidance. • Applying version control to guidance to show when last revised.
EDUCATION and CONTINUING COMPETENCE	
<p>9. Regulatory body maintains up-to-date academic standards for entry to the profession and reflect ongoing collaboration with educational institutions to meet identified outcomes.</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having clear and accessible guidance on academic entrance standards and competency requirements for registration. • Setting a process and timeline for regular review of credentialing pathways of individuals to the profession, including support for foreign trained applicants. • Working with accreditation boards and educational institutions to review and update academic entrance standards of the profession. • Working with educational institutions to enhance student awareness of requirements for professional registration • Having a clearly defined process and rationale for accreditation standards and the evaluation of provincial, national and international curriculum programs against the standards. • Clearly identifying on the website which educational institutions have accredited programs.



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<p>10. Regulatory body maintains up-to-date standards for trainee programs and continuing education programs (CEP) that prioritize public interest protection within the profession and Indigenous reconciliation.</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Linking competency standards to continuing education learning objectives. • Having a scheduled process for evaluating effectiveness of and updating continuing education program requirements. • Incorporating learnings from the audit and practice review programs when updating continuing education programs. • Maintaining relationships with Indigenous knowledge keepers who may guide continuing education requirements for Indigenous reconciliation. • Seeking registrant and Indigenous perspectives on the impact of continuing education for Indigenous reconciliation and using this information to guide future program development. Working with providers of continuing education to evaluate whether learning outcomes are being met and determining changes or additions to the learning outcomes. <p>Having a clear and accessible process for receiving and responding to complaints about delivery of continuing education by providers.</p>
REGISTRATION	
<p>11. Regulatory body maintains and makes publicly available an accurate and complete register of professionals</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having a clearly outlined process and authority for collection of the required information for the register. • Having a register that: <ul style="list-style-type: none"> ○ is easily accessible on the website, ○ contains all required information for every registrant, in accordance with the PGA, and ○ reflects all OSPG expectations set out in OSPG register guidance. • Having quality assurance mechanisms to ensure the accuracy of the register. • Having disclaimers where information on the register can not be verified for accuracy. • Promoting the purpose of the register and how to access it to users (e.g. registrants, clients, public).



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<p>12. Regulatory body has a registration process that is transparent, objective, impartial and fair</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having a registration process, requirements and forms that are easily accessible and understandable. • Having guidance for decision-makers (credentials committee, staff and board) that supports consistency and fairness of decision-making, including being aware of and avoiding biases when assessing applications for registration. • Evaluating applications against registration requirements in a consistent, fair and equitable way and documenting rationale for decisions. <p>Having a timely process for review of registration complaints/ decisions that is clearly outlined and consistently applied.</p>
<p>13. Regulatory body confirms registrants continue to be in good standing</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Communicating to registrants the requirements for meeting and demonstrating status of good standing, as well as actions that will be taken if good standing status is not met, and subsequent recourse for registrants. • Completing annual checks on registrants during registration renewal to determine if they meet good standing status. • Suspending or cancelling the registration of registrants not in good standing.
AUDIT AND PRACTICE REVIEWS	
<p>14. Regulatory body has a transparent, objective, impartial and fair process for proactively assessing the conduct or competence of its registrants</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having a documented program and process for audit and practice reviews that is understandable and accessible to registrants and the public. • Training auditors and assessors on the audit and practice review process and their role in ensuring objectivity, impartiality and fairness • Keeping records of the results and actions following audits and practice on file. • Completing a regularly scheduled review of the results of audits and practice reviews to consider trends and make recommendations for changes to conduct and competence standards and the continuing education program.



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COMPLAINTS AND DISCIPLINE	
<p>15. Regulatory body enforces title and reserved practice based on risk and the response is targeted and proportionate</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having transparent policies on how complaints relating to misuse of title, illegal or unregistered practice are dealt with based on risk. • Promoting an understanding of reserved titles and reserved practice to registrants and others who may fall within the regulated practice of the profession. • Conducting proactive searches for breach of title and practice. • Having a process in place to track the number of complaints received by the regulatory body about breaches of reserved title and reserved practice
<p>16. Anyone can make a complaint about a registrant related to incompetence, professional misconduct, conduct unbecoming a registrant, or a breach of the PGA, its regulations or the regulatory body's bylaws</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Publishing clear and accessible information about how to make a complaint, types of allowable complaints, and regulatory body's role. • Having easy to find contact information for queries about the complaint process. • Promoting an understanding of the complaint and discipline process to registrants and the public, and ensuring that barriers to the submission or receipt of complaints are understood and minimized. • Having a process in place to track the number and nature of complaints received. • Promptly responding to and acting on complaints. • Having clear policies and guidance in place regarding the registrant duty to report, and the process for receiving and responding to reports.
<p>17. Regulatory body's investigation and discipline process is transparent, objective, impartial, fair, and allows for thorough, evidence-based and proportionate responses to complaints.</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having and following information on the website which clearly outlines the stages of the investigation and discipline process and the roles and responsibilities of complainants, respondents, regulatory body staff, and, if applicable, contractors/volunteers. • Monitoring timelines for each stage of the investigation and discipline process. • Managing cases efficiently and proactively to avoid delay, including: <ul style="list-style-type: none"> ○ setting expectations for opportunity to respond (content and timelines) at the beginning of the investigation and discipline process, and ○ If using shared pools of investigation or discipline committee members, using those pools in a manner that



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	<p>prioritizes those additional fairness and impartiality considerations arising from use of a shared pool (e.g. allocation of resources across contributing regulatory bodies)</p> <ul style="list-style-type: none"> • Responding to complaints about the investigation and discipline process. • Having a documented process for communication (referrals) and action (investigation coordination or deference) with provincial counterparts as appropriate (regulatory bodies or government agencies). • Publishing results in accordance with OSPG’s guidance on information to be publicly available.
<p>18. Regulatory body ensures all decisions are made in accordance with its processes, and are consistent with the PGA and its statutory objectives, the regulatory body’s standards, and relevant case law.</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Setting out how it determines which complaints meet its threshold for investigation, and how this threshold is applied consistently, fairly, and in line with policies and procedures. • Ensuring Investigators and members of the investigation and discipline committees receive appropriate training and apply administratively fair and best practices in carrying out their roles. • Having a robust and transparent process to appoint investigators and committee members based on identified competencies. • Ensuring full records of investigations and discipline are complete and kept confidential. • Ensuring information required to be published is published on the website accordingly and in a timely manner and having established procedures in place to inform registrants and the public about the publication of such materials. • Having a plan for review of decisions for consistency and fairness and regularly carrying out reviews. • Ensuring the discipline committee has access to independent legal advice, including relevant case law, and subject matter expertise. This would also apply to the investigation committee in those circumstances where it is acting in an adjudicative role (e.g. considering taking extraordinary action)
<p>19. Regulatory body prioritizes cases to protect the public interest and takes appropriate action.</p>	<p>Regulatory body demonstrates the standard by:</p> <ul style="list-style-type: none"> • Having a clear, documented process for risk assessment, prioritization, and management of cases both at receipt and throughout the life of an investigation. • Appropriately using authority for extraordinary action to protect the public, consent orders and alternative complaint resolution. • Ensuring regular review of the fairness and consistent application of the prioritizing and management of cases.



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20. All parties to a complaint are kept updated on the progress of their cases and can participate effectively in the process where appropriate.	Regulatory body demonstrates the standard by: <ul style="list-style-type: none">• Providing information on the progress of a complaint regularly to the complainant and to the respondent (acknowledging that details related to the case may be confidential).• Conducting experience surveys on a regular basis to assess the experience of the parties.• Conducting reviews to identify efficiencies and areas where the timeliness of the complaints and discipline process can be improved.