



Best of Conference Webinar Series

Please note: Schedule is subject to change. Please check <https://www.timeanddate.com/> for your corresponding time zone. Registered attendees will receive access to all session recordings.

December 7, 2022 | 11:00 am – 12:30 pm EST

Barriers to Re-entry

Whether there is "a fair chance" for employment or the ability to engage in one's chosen profession can depend on the jurisdiction where the individual resides or seeks a professional license. This session will explore two jurisdictions and the differing approaches they have taken concerning the impact of certain criminal events and other factors affecting licensure. We will also explore the main obstacles encountered by licensees or applicants in each jurisdiction, discuss some issues that might arise with license compacts, and offer some suggestions for consideration.

Speakers:

Jon Pellett, Attorney, Pennington PA

Albert (Buzz) Scherr, Professor of Law, UNH Franklin Pierce School of Law

Janet Hartman, Chief of General Operations, FL Department of Health, Division of Medical Quality Assurance

Lindsey Courtney, Executive Director, NH Office of Professional Licensure and Certification

January 17, 2023 | 11:00 am – 12:30 pm EST and 4:00 – 5:30 pm EST (January 18 at 8:00-9:30 am AEDT)

Regulation in the Public Interest and the Legitimacy of Regulatory Decision-making

A central objective of regulatory policy is ensuring that regulations are designed and implemented in the public interest, and this can only be achieved with help from those concerned by regulations – the "stakeholders". CORU, Ireland's health and social care professional regulator, is responsible for regulating 17 designated health and social care professions. Our governing legislation explicitly requires that CORU shall exercise its powers and perform its functions in the public interest. But (despite its lack of definition) the public interest should mean more than legal compliance – it is as much about process and procedure as it is outcome. It's also about governance and ethics.

Like many regulators we experienced the strong representation of the professional voice and petitioning by vested interests and evident absence of the public voice. In response CORU have adapted new methodology to ensure meaningful engagement with services users and carers in order to reflect a true patient centered approach to regulation.

The session will explore interpretation of 'public interest' as a social construct. Using case examples, we'll examine how effective stakeholder consultation with subject matter experts and other key stakeholders, along with the collective interpretation of 'public interest,' may influence regulatory decision making.

Speakers:

Catherine Byrne, Head of Education, CORU—Health & Social Care Professionals Council

Fiona McVeigh, Policy and Education Standards Manager, CORU - Health & Social Care Professions Council

January 24, 2023 | 4:00 – 5:30 pm EST (January 25 at 8:00-9:30 am AEDT)

Using Competency Models to Inform Regulatory Board Initiatives

This interactive discussion will focus on the use of competency modeling and competency analysis studies to inform credentialing/regulatory initiatives at both entry-to-practice and beyond. The presenters will provide the audience with background information on what a competency analysis is, how competency analysis studies differ from practice analysis studies, and how the results may be used to develop and inform credentialing/regulatory requirements. The use of a universal competency model vs. a fully contextualized, profession-specific model will be illustrated. Audience members will respond to polling questions and provide examples of ways they have used or envision using competency analysis studies to develop and inform credential/regulatory requirements, assessments, and ongoing quality assurance initiatives.

Speakers:

Sandy Greenberg, Vice President, Credentialing Services, ACT

Carla Caro, Program Director, Credentialing & Career Services, ACT

Patricia Muenzen, Director, Credentialing & Career Services, ACT

Marc Spector, Deputy Registrar, Home Construction Regulatory Authority

February 8, 2023 | 11:00 am – 12:30 pm EST (offered again April 19 | 4:00 – 5:30 pm EDT)

Maximizing SME Engagement: How to Recruit, Manage, and Retain Your Experts

During this session, we will discuss management of Subject Matter Experts (SMEs) throughout the test development process. We'll begin by discussing SME recruitment, then we'll talk about various ways to train and evaluate your SMEs. We'll provide examples of how organizations have historically maintained SME engagement, and how engagement has been impacted in the past two years as many organizations have transitioned to either all virtual or hybrid meetings. Lastly, we'll discuss how building lasting relationships with SMEs has led to greater retention.

Speakers:

Adrienne Cadle, Vice President, Credentialing, Professional Testing

Cornelia Springer, Exam Director, Council for Interior Design Qualification (CIDQ)

February 14, 2023 | 11:00 am – 12:30 pm EST and 4:00 – 5:30 pm EST (February 15 at 8:00-9:30 am AEDT)

Equity, Diversity, and Inclusion Expectations and Obligations for Professionals

Establishing standards of practice, conduct, and competence for registrants is fundamental to Engineers and Geoscientists BC's purpose as a regulatory body. We utilize professional practice guidelines to describe expectations and obligations of professional practice for both professional registrants and registrant firms. The recently published guidelines "Professional Practice Guidelines – Equity, Diversity and Inclusion" provide professional registrants with education and guidance on how to understand and apply equity, diversity, and inclusion (EDI) principles in their day-to-day practice, and for registrant firms to develop policies and procedures that support EDI principles.

The learning outcomes of the presentation are for participants to assess how EDI expectations and obligations can be incorporated into their own regulatory framework, and to consider what regulatory obligations and expectations may be appropriate for their registrant base. Polling and subsequent discussion will be utilized to brainstorm challenges and opportunities for the incorporation of EDI principles within the various regulatory frameworks of those participating. We hope to inspire attendees to learn from our experience and to consider incorporating these tools into their own regulatory regimes, as appropriate. As regulatory bodies we need to take a leading role in making our professions more inclusive, diverse, and continually striving for equity.

Speakers:

Amy Fehr, Manager, Professional Practice Advice Program, Engineers and Geoscientists BC

Marcie Cochrane, Equity, Diversity, and Inclusion Specialist, Engineers and Geoscientists BC

Lindsay Steele, Associate Director, Professional Practice, Engineers and Geoscientists BC

February 22, 2023 | 4:00 – 5:30 pm EST (February 23 at 8:00-9:30 am AEDT)

(offered again April 12 | 11:00 am – 12:30 pm EDT)

Regulators & Institutions: Working Together to Protect Consumers and Increase Access to Professional Licenses

Postsecondary institutions (“institutions”) participating in Title IV programs must comply with Federal regulations, currently 34 CFR 668.43(a)(5)(v) and 34 CFR 668.43(c), to provide notifications that address all states and territories to inform students whether the institution’s curriculum meets state educational requirements to obtain any license necessary for employment in that occupation. These requirements can apply to all licensed professions.

These requirements have significant cross-jurisdictional applicability as more and more institutions offer distance education programming across multiple states and as students and workers move more frequently between states. Complying with these regulations can be overwhelming for institutional staff, given that almost 30% of jobs in the United States require a license and fewer than 5% of occupations that require licensing in one state are treated consistently in all 50 states plus territories.

Participants in this session will hear from a moderated panel of institutional and professional licensing organization staff to understand expectations arising from federal regulations and gain insights on how stakeholders can collaborate to maximize administrative efficiencies, ensure the provision of accurate licensing information, and minimize and reduce the barriers to pre-licensure education mobility when a student desires to use their education to qualify for licensure in their state or territory of choice.

Speakers:

Kathryn Kerensky, Director, Digital Learning, Policy & Compliance, Western Interstate Commission for Higher Education

Cheryl Dowd, Senior Director, State Authorization Network & Policy Innovations, WCET

Emily Woods, Sr. Distance Learning Compliance Coordinator, University of Kentucky

Nancy Spector, Director, Regulatory Innovations, National Council of State Boards of Nursing (NCSBN)

March 8, 2023 | 11:00 am – 12:30 pm EST and 4:00 – 5:30 pm EST (March 9 at 8:00-9:30 am AEDT)

Setting Precedents: The Top Ten Recent Cases You Need to Know About

In order for regulators to achieve excellence, they must be aware of the legal framework in which they operate, particularly the judge-made legal framework that changes with each important new case that is decided. We will summarize and analyze the most interesting recent American, Canadian, and other Commonwealth cases in regulatory law, pulling together themes and highlighting differences between countries including related to discipline, registration, and human rights issues. The ten new cases from the United States, Canada, the United Kingdom, Ireland, Australia and New Zealand provide the most recent word on issues of importance to a broad range of regulators. Cases often address the scope of a regulator's authority to investigate its members, tips on conducting efficient and fair investigations, common evidentiary challenges at discipline hearings, the proper exercise of disciplinary powers, and human rights challenges in the registration process. The point of the session is to help regulators stay up to date with the most recent cases that directly affect how they should exercise their authority so that they can ensure that they are

following best practices. We will also give the audience tips for managing and applying the decisions in the regulatory setting.

Speakers:

Amigo Wade, Agency Director, Virginia Division of Legislative Services

Bernie LeBlanc, Partner, Steinecke Maciura LeBlanc, Barristers & Solicitors

Anastasia-Maria Hountalas, Associate, Steinecke Maciura LeBlanc, Barristers & Solicitors

March 21, 2023 | 11:00 am – 12:30 pm EDT and 4:00 – 5:30 pm EDT (March 22 at 7:00-8:30 am AEDT)

Licensure Mobility Considerations for Professional Regulators

Sponsored by Tyler Technologies 

This session discusses two methods for increasing licensure mobility across jurisdictional boundaries: interstate compacts and streamlined applications for license recognition.

Interstate Compacts: Occupational licensure reform was common before the pandemic, but this public health emergency clearly demonstrated the need for practitioner mobility and licensure portability. In the US, starting about seven years ago and continuing today, we have seen the arrival of additional interstate licensure compacts for healthcare disciplines. Nevertheless, the concept of an interstate compact for the licensure of specific disciplines brings about many questions from licensees, stakeholders and regulators alike. How does one start an interstate licensure compact? Who is responsible? Who pays for it? What are the pros and cons? These and other questions will be discussed in the session.

Streamlined Applications for License Recognition: Increasing mobility as borders, both internationally and locally, become more porous has been a priority for many jurisdictions. One challenge all jurisdictions have struggled with is how to ensure that their mission to protect the public from potential harm is not compromised along the way to reducing barriers. Utah's approach has been to adopt the view that if a licensee has demonstrated safe practice in one state or territory of the United States, they will likely be able to work safely within the same scope of practice in Utah, regardless of the specific licensure qualifications in another jurisdiction. This effort and these issues will be discussed in the session.

Speakers:

Jim Puente, Director, Nurse Licensure Compact, National Council of State Boards of Nursing

Mark Steinagel, Division Director, Utah Department of Commerce

March 22, 2023 | 4:00 – 5:30 pm EDT (March 23 at 7:00-8:30 am AEDT)

Granted or Denied? Interesting Candidate Complaints, Challenges and Appeals and How Regulators Responded

The vast majority of individuals pursuing a credential prepare for an examination, show up to the test center (or their home office) on test day filled with anxiety and with a little bit of knowledge, respond to test questions, and then accept the outcome – Pass or Fail – as a generally accurate or reasonable reflection of their performance. Some candidates are understandably happier than others with the result. Unhappy candidates might complain to anyone who will listen – we've all heard the "It's not fair!" and "I should have passed – I studied hard and I deserve it!" comments, but only a very small percentage of those candidates who are denied eligibility for the examination or who are unsuccessful in their examination attempt will decide to officially challenge or appeal those results. And regulators need a fair, equitable, and robust process to respond to the situation and document the decision making. Challenges and appeals themselves come in many different flavors – ranging from challenges at the beginning of the credentialing process about denial of eligibility to challenges about examination content/questions to complaints about technical issues and/or the impact of environmental conditions (too hot, too cold, too noisy) on the testing experience to challenges about

the standard for passing. Each challenge comes with a variety of considerations for the regulators, such as: Is the impact limited to a single candidate? Does granting this candidate's appeal suggest other candidates should get similar consideration even if they didn't formally submit? What are the unintended consequences of successful candidate appeals/challenges? Is the appeal process clear and do candidates and regulators understand their roles? This session will begin with an overview of relevant testing principles such as fairness and reliability applicable to the challenge/appeal process, followed by an analysis and discussion of the results of a survey of CLEAR members about their experiences with challenges/appeals.

Speakers:

Stacy Lawson, Director, Client Success, Prometric

Cynthia Woodley, Chief Operations Officer and Psychometrician, Professional Testing, Inc.

Sandy Greenberg, Vice President, Credentialing Services, ACT

April 11, 2023 | 11:00 am – 12:30 pm EDT and 4:00 – 5:30 pm EDT (April 12 at 6:00-7:30 am AEST)

Ungovernable and difficult licensees: Improving regulatory impact

Difficult and/or ungovernable licensees present particularly vexing challenges for regulatory authorities and their staff. In addition to the concerning professional conduct that rises to the level of regulatory attention, one encounters other indicators of difficulty with authority and oversight in these licensees, such as frustrating communication styles, uncooperative attitudes, a history of wide-ranging or repeated offenses, or a proclivity for playing by their own rules. This session aims to assist regulators and their staff to interact more productively with such licensees by explaining how personal and professional underpinnings can lead to difficult demeanors or seeming ungovernability, by providing practical communication approaches and by offering recommendations to increase the impact of regulatory interventions.

Challenges and lessons learned: Since 1991, PBI Education has remediated more than 13,000 healthcare professionals in the areas of boundaries, civility and communication, ethics and professionalism, prescribing, and record keeping. Over the years, we have encountered course participants whose conduct and attitude with their regulators and with us could be characterized as "difficult" or "ungovernable." Our process-oriented approach to remediation creates conditions where we can unearth reasons why some licensees behave in these ways; these reasons ultimately play a central role in the licensees' remediation potential, recovery, and relapse prevention. Our course faculty are skilled at employing tools for engaging these licensees in order to achieve a more impactful remedial experience, skills that regulators and their staff can also learn to employ. Some of these tools are, in turn, adopted by these difficult or ungovernable licensees for use in their personal and professional interactions as strategies for avoiding additional professional problems in the future.

Speakers:

Catherine Caldicott, Medical Director, PBI Education

Gillian Slaughter, Director, Professional Conduct, Royal College of Dental Surgeons of Ontario

Shilo Tooze, Associate Registrar, Licensure, College of Veterinarians of Ontario

Denitha Breau, Deputy Registrar, Ontario College of Social Workers and Social Service Workers

April 12, 2023 | 11:00 am – 12:30 pm EDT

Regulators & Institutions: Working Together to Protect Consumers and Increase Access to Professional Licenses

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Emily Woods, Sr. Distance Learning Compliance Coordinator, University of Kentucky

Nancy Spector, Director, Regulatory Innovations, National Council of State Boards of Nursing (NCSBN)

April 19, 2023 | 4:00 – 5:30 pm EDT (April 20 at 6:00-7:30 am AEST)

Maximizing SME Engagement: How to Recruit, Manage, and Retain Your Experts

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