

POLICY

POLITIQUE

National Operating Policy # 24

Subject: Professional Development Hours – Audit Results Appeal Process
Approved: February 15, 2019 by the National Executive Council

Objective and Rationale

CIPHI and CoPE recognize the importance of practicing EPHPs maintaining their competence. To provide evidence of this competence, Members participate in the CPC Program. The CPC Program requires Members to document PDHs acquired from working in the profession and other activities that help Members maintain the skills, knowledge, and abilities essential to the profession. Members who fail to fulfill the annual PDH requirements outlined by the CPC Program are referred to the CIPHI National Office for further action which includes loss of membership and in some cases suspension of the Member's CPHI(C).

As part of the CPC Program's PD Model, CoPE conducts Audits on Member PDH submissions in accordance with *CIPHI Council of Professional Experience Auditing Policy and Procedures (currently under revision)*. CIPHI and CoPE recognize that a formal process is required for Members to appeal the results of their Audit. Appeal processes are important to ensure that each Member is treated fairly and without bias. The Appeal process must be conducted in a manner that is fair to the Appellant.

Specific Operations

The Appeal and the decision making process regarding the Appeal must adhere to this Policy.

The Appellant must submit a written Appeal as stipulated in Appendix # 1.

An ARP will review Appeal submissions as stipulated in Appendix #2.

Each ARP will be drawn from a pool of Members who have been appointed by the NEC for this purpose.

There are 4 acceptable grounds for Appeal:

- 1) Appellant does not agree with the determination of the Auditor that the number of PDHs submitted does not comply with CPC requirements;
- 2) Appellant does not agree with the Auditor's determination that activities claimed as PDHs did not substantively meet the CPC Program criteria;
- 3) Due to extenuating circumstances, the Appellant was unable to submit PDHs before the annual deadline but can provide evidence for PDHs that have been acquired within the Audit year; or
- 4) The Appellant believes there has been a process irregularity.

Glossary

Appeal: Appeal of the results of an Audit.

Appeal Review Panel (“ARP”): A three-person panel which conducts the Appeal review on behalf of the NEC.

Appeal Review Panel Chair (“ARP Chair”): A member of the ARP appointed by the ARC.

Appeal Review Coordinator (“ARC”): A member of the NEC or a person appointed by the NEC who is responsible for selecting an ARP and acting as a liaison between the Appellant and the ARP.

Appellant: A Member submitting an appeal of their PDH audit results.

Audit: A process to determine if there was bias or unfairness to the PDH submission which follows this Policy.

Auditor: A member of CoPE who assesses the Member’s annual PDH submissions to the standard set forth in the CPC Program.

Certificate in Public Health Inspection (Canada) (“CPHI(C)”): The certificate of qualification granted to those candidates who fulfil the requirements set forth in the Regulations Respecting the Certificate in Public Health Inspection (Canada) and Governing the Board of Certification of Public Health Inspectors.

Canadian Institute of Public Health Inspectors (“CIPHI”): CIPHI is an organization that works to protect the health of all Canadians on environmental issues while promoting the science of environmental health and the profession.

CIPHI Regular Member (“Member”): A Member of the Canadian Institute of Public Health Inspectors with a CPHI(C) designation as defined in the current Canadian Institute of Public Health Inspectors Bylaw #1.

Conflict of Interest: A Conflict of Interest is a situation in which a person has a personal or private interest sufficient to appear to influence the objective exercise of their official duties. Potential Conflict of Interest examples include:

- having instructed the Member in a CIPHI accredited program;
- being employed by the same employer as the Member, including practicums, within the last five years;
- having any other professional relationship with the Member in the last five years;
- having a personal relationship, e.g. friendship, with the Member they are assigned to Audit;
- any other potential Conflict of Interest not described here.

Continuing Professional Competencies (“CPC”) Program: Provides a framework, guidelines and tools to support EPHPs in becoming qualified and remaining competent and ethical within the profession of Public Health.

Council of Professional Experience (“CoPE”): The body of CIPHI that administers, monitors, regulates, and evolves the *CPC Program*, including the Professional Development Model.

Environmental Public Health Professional (“EPHP”): A person working in the field / science / profession of environmental public health and holds the CPHI(C) credential.

National Executive Council (“NEC”): The governing board of CIPHI.

Policy: This Professional Development Hours Audit Results Appeal Process.

Professional Development (“PD”): The development and maintenance of the skills, knowledge and abilities essential to the profession.

Professional Development Hours (“PDHs”): Time spent by the EPHP to develop and maintain the skills, knowledge, and abilities essential to the profession. The PDH requirements can be found in the CPC Program.

Accountability

The NEC is accountable to the membership to appoint an ARC.

The ARC will maintain a list of ARP members on behalf of the NEC. All ARP members will be appointed by the NEC for a period of three years. Upon completion of their 3-year term they may be considered for one additional three-year term.

The ARC is accountable to the NEC in the form of an annual report and by providing regular updates to NEC as requested.

Attachments / Appendices

Appendix # 1: Submitting an Audit Appeal: [page 5](#)

Appendix # 2: Audit Appeal Process: [page 6](#)

Appendix # 3: Appeal Outcome Options: [page 8](#)

Attachment # 1: Template: Appeal of a Professional Development Hours Audit: [page 9](#)

Attachments # 2 - 6: CIPHI Business Forms

Document Change History

APPENDIX 1 SUBMITTING AN AUDIT APPEAL

Role of the Appellant

The Appellant **must** submit the following to the CIPHI Office no more than 30 calendar days after the confirmed delivery date of the registered letter sent by the office notifying the member of the audit fail or after delivery of an email.

- a written appeal using the *form: Appeal of a Professional Development Hours Audit* (Attachment #1);
- all supporting documentation; and
- the fee of \$75.

The Appellant **may** be required to:

- provide any additional information requested by the CIPHI Office or the ARC, within 10 business days of receiving the request, or
- provide a written explanation outlining the circumstances for the delay if unable to submit the information within 10 business days, or
- re-submit a corrected Appeal package within five (5) calendar days of contact from the CIPHI Office. The Appellant is allowed ONE resubmission of the Appeal package.

Role of CIPHI Office

The CIPHI Office shall:

- review the **Appeal of a Professional Development Hours Audit** (attachment #1) package from the Appellant within 5 business days of receiving the Appeal.
- confirm the package contains the **Appeal of a Professional Development Hours Audit** form, the supporting documents listed in Section #3 and the \$75 fee. Upon confirmation, the CIPHI Office can process the fee and forward the package to the ARC.
- identify incomplete Appeal packages and contact the appellant and advise them the appeal cannot be processed as submitted. The Appellant must correct the Appeal package and resubmit it within five (5) calendar days of contact from the CIPHI Office. (The Appellant is allowed ONE resubmission of the Appeal package.)
- process complete Appeal packages re-submitted within the five (5) calendar day timeline, and forward the package to the ARC.
- as directed by the ARC, send notification to Appellant as to whether the Appeal is eligible for review using Response to an Appeal of a Professional Development Hours Audit (attachment #2)
- receive documentation on outcome of Appeal from ARC and forward it to the Appellant by registered mail or email.
- receive Appeal documentation from ARP Chair and file in a secure manner for the established retention period.

APPENDIX 2 AUDIT APPEAL PROCESS

Role of the ARC

The ARC shall:

- receive the Appeal package from the CIPHI Office.
- confirm the package contains sufficient information regarding the grounds for appeal required to initiate a review.
- instruct the CIPHI Office to complete **Response to an Appeal of a Professional Development Hours Audit** (attachment #2) and forward it to the Appellant via registered mail or email to acknowledge receipt of a complete Appeal package, or notify the CIPHI Office to complete **Response to an Appeal of a Professional Development Hours Audit** (attachment #2) and forward it to the Appellant via registered mail or email to notify them that an Appeal package does not contain sufficient information to allow for a review.
- immediately notify the Chair of CoPE that an Appeal has been received and request the Audit documents and other information pertinent to the Appellant's file.
- select a three-person ARP within 10 business days of receiving an Appeal from the CIPHI Office.
- ensure that the ARP members do not have a Conflict of Interest with the Appellant.
- select one of the ARP members as ARP Chair for the review(s).
- ensure that the ARP members have all the necessary information to complete their review.
- provide the Appellant with a copy of all information submitted by CoPE.
- arrange all communication between the ARP and the Appellant.
- provide assistance to the ARP as may be requested.
- receive the Appeal outcome documentation **Appeal Review Panel Report to Appeal Review Coordinator** (attachment #3) from the ARP.
- complete the appropriate Appeal outcome letter to the Appellant **NEC Appeal Review Coordinator Letter to Appellant** (#4 or #5) and forward to the CIPHI Office to deliver to Appellant, by registered mail or email, and notify the BOC, Chair of CoPE, and the NEC President of the Appeal outcome.

Role of the ARP

The ARP is responsible for the following:

- carrying out the deliberations under conditions of strict confidentiality and sign the Confidentiality Agreement (attachment #6).
- receiving the Appeal, the written opinion of CoPE, all submissions from the Appellant, and all other available and relevant documents.
- participating in all inquiries, meetings or teleconferences as necessary pertaining to the Appeal, and any other reasonable action as deemed necessary, to ensure an accurate and fair outcome is obtained (including hearing from the Appellant)
- completing the Appeal review within 10 business days of obtaining the information from the NEC.
- requesting an extension to complete the review subject to the approval of the ARC as necessary.
- allowing or dismissing the Appeal and making recommendations as stipulated in **Appeal Outcome Options** (Appendix 1) of this Policy.

Role of the ARP Chair

The ARP Chair is responsible for:

- contacting the other members of the ARP.
- communicating with the ARC to obtain further information as necessary.
- organizing meetings within the ARP as necessary.
- providing an opportunity for the Appellant to defend their Appeal to the Appeal Review Panel via teleconference call. NOTE: The ARP Chair is not to contact the Appellant directly unless it is to participate in a conference call arranged by the ARC between the ARP and the Appellant.
- ensuring the Appeal is conducted as per this Policy.
- coordinating the review process and meetings, keep notes of the individual and group discussions between the ARP members and draft the final report using the template **Appeal Review Panel Report to Appeal Review Coordinator** (attachment #3).
- submitting the Appeal outcome on attachment #3 to the ARC within ten (10) business days of receiving the Appeal.
- forwarding, after the Appeal decision has been rendered, all documentation related to the Appeal to the CIPHI Office for retention in a secure manner on behalf of CIPHI in accordance with CIPHI's record retention policies and procedures.

APPENDIX 3 APPEAL OUTCOME OPTIONS

The following decision options are available to the ARP:

- the Appeal is dismissed or
- the Appeal is allowed.

If an Appeal is allowed, the ARP may recommend:

- a new audit is conducted as per CoPE Audit Policy and Procedures by a different auditor, or
- corrections are made to the information in the Member Service Centre to reflect that the results of the appeal indicate the Appellant has obtained the number of PDH's required to maintain regular membership in CIPHI, or
- another outcome as determined by the ARP.

If an Appeal is dismissed, no further action is warranted. The decision of the Appeal Panel Review is final and not subject to further Appeal.

ATTACHMENT # 1

Template: Appeal of a Professional Development Hours Audit

An Appeal must be filed within 30 calendar days of notification of the Member of the Audit fail.

Date:

<Name>

<Street address>

<City, Province Postal Code>

Dear Sir or Madame,

I would like to submit an Appeal of the Audit of my Professional Development Hours.

Section 1: Member Contact Information

Name	
Certificate Number	
Date of Certification (Month / Year)	
Mailing Address	
Phone Number	
Email Address	

Section 2: Statement of Appeal and Supporting Documentation

<p style="text-align: center;">INSTRUCTIONS</p> <p>There are only 4 acceptable grounds for Appeal which are listed in the column to the right.</p> <p>Indicate which ground your Appeal is based on.</p> <p>You MUST provide a clear explanation in this section as to the circumstances that lead to you choosing this ground of Appeal or your Appeal will not be reviewed.</p>	<p style="text-align: center;">GROUNDS FOR APPEAL</p> <p><input type="checkbox"/> I do not agree with the determination of the Auditor that the number of PDHs submitted does not comply with the CPC requirements.</p> <p><input type="checkbox"/> I do not agree with the determination of the Auditor that activities claimed as PDHs did not substantively meet the CPC Program criteria.</p> <p><input type="checkbox"/> Due to extenuating circumstances, I was unable to submit PDHs before the annual deadline but can provide evidence for PDHs that have been acquired within the year subject to Audit.</p> <p><input type="checkbox"/> I believe there has been a process irregularity.</p>
<p>Explanation</p> <p>Please provide a clear explanation in this section as to the circumstances that lead to you choosing this ground of Appeal</p>	
<p>Supporting documentation</p> <p>Please list all supporting documentation submitted with this appeal</p>	<p>List of supporting document submitted:</p>

Please check only one:

I obtained my Certificate in Public Health Inspection (Canada) **after** January 1, 2017.

I obtained my Certificate in Public Health Inspection (Canada) **before** January 1, 2017.

Contact Information

I agree that the contact information provided here is correct, and agree to be contacted through either email, phone, or registered letter, as appropriate.

To submit an appeal, please forward the completed form by mail to:

CIPHI Office

Address

Or by e-mail to: office@ciphi.ca

Name: _____ Date: _____

OFFICE USE ONLY: Appeal Number: <year-number>

Appeal is complete and will be forwarded to the ARC.

Appeal will not proceed: _____