

CLEAR 2012 Annual Educational Conference

The Council on Licensure, Enforcement and Regulation
is pleased to announce the details of its 32nd annual educational conference
September 6-8, 2012

Conference Headquarters Hotel

Parc 55 Wyndham San Francisco - Union Square
55 Cyril Magnin Street, San Francisco, California 94102
Telephone: 800-697-3103

Room Rate: \$149 US single/double, plus applicable taxes
Please mention that you are with the CLEAR annual conference when making your reservations in order to receive the special discounted room rate at the hotel.

The discounted room rate is available until August 13, 2012 or until the block sells out, whichever comes first.

Hotel website: www.parc55hotel.com

Online reservations:

<https://www.reztrip.com/RezTripWeb/specialPromo.do?id=code1%3D9388314%26code2%3D12469578>

Pre-conference Workshop

The conference registration fee includes a Thursday morning workshop and discussion group about Social Media and how to develop education, standards, guidelines, and position statements to regulate professionals' use of social media!

Entry to Practice Issues

New this year, the conference program will include a fourth track: **Entry to Practice Issues**. This track will allow those involved in the initial licensing / registration / credentialing process to discuss the issues they face in playing the "gatekeeper" role that is fundamental to professional regulation.

Please visit CLEAR's website for conference updates and announcements, online registration for the conference and training programs, and conference rate hotel reservations:

<http://www.clearhq.org>

Conference Registration Fees

\$400 US member/speaker; \$500 US other if registered by 8/6/12

\$450 US member/speaker; \$550 US other after 8/6/12

\$25 Friday luncheon (optional)

Register online: www.clearhq.org

2012 Annual Conference Program Committee

Caroline MacIsaac, *Program Committee Chair*, Earnest Atkins, *Program Committee Vice-Chair*
Grady Barnhill, Darrel Crimmins, Marlene Dunham, Tammy Leach, Faye Lemon, Lori Long, Jan Robinson, Deanna Williams, *Program Subcommittee Chairs/Vice-Chairs*

TRAINING OVERVIEW

Please visit <http://www.clearhq.org> and click on Training for more information.

September 3-5

Executive Leadership Program for Regulators: Building Regulatory Leaders

A three-day curriculum covering Regulatory Leadership, Organizational Culture and Change, Creating a Positive Public Relations Image, and Creating Appropriate Relationships / Art of Negotiation. The Program will be led by an exciting faculty of regulatory leaders. Attendees will participate in various role-playing activities, scenarios, group-work, and discussion.

Cost: \$440 US for members / \$550 US for non-members

*discounted rate of \$365 US for members / \$475 US for non-members in conjunction with annual conference registration

September 3-5

National Certified Investigator/Inspector Training Basic Program

A three-day hands-on training and certification program in investigation/inspection techniques and procedures providing the investigator/inspector or surveyor with the tools to conduct a quality professional investigation or inspection. Attendees will receive certified training by professional instructors and investigators through three days of lectures, open discussions, and video presentations.

Cost: \$320 US for members / \$400 US for non-members

Attendees of the NCIT in San Francisco are eligible to attend the Investigator Issues Discussion Group on Thursday only at no additional charge.

September 3-5

National Certified Investigator/Inspector Training Specialized Program

Building on the Basic Program's core curriculum for certification, the Specialized Program provides advanced certification in the areas of Advanced Interviewing, Investigative Analysis, and Investigative Report Development for anyone who conducts a regulatory investigation. Each module is an eight-hour session designed to promote participation through small group and role-playing exercises and case study materials. Only open to graduates of the NCIT Basic Program.

Cost: \$400 US for members / \$500 US for non-members

Attendees of the NCIT in San Francisco are eligible to attend the Investigator Issues Discussion Group on Thursday only at no additional charge.

September 5, 8:00 a.m. - 4:00 p.m.

Board Member Training: Achieving Excellence in Regulatory Governance

This interactive training program, open to board members, staff, attorneys, and other interested parties, features modules on the foundations of regulation; the roles and responsibilities of a board member; administrative rulemaking; professional discipline; and assessing competence.

Cost: \$230 US for members / \$290 US for non-members

*discounted rate of \$155 US for members / \$215 US for non-members in conjunction with annual conference registration

September 6, 8:00 - 11:00 a.m.

Investigating Allegations of Sexual Misconduct

This session will focus on sexual misconduct issues that regulators might encounter and the regulator's possible role in both criminal and administrative actions. Topics will include criminal sexual conduct; fetishes regulators might encounter; child pornography; professional sexual misconduct; sexual harassment; victim interviews; suspect interviews including questioning techniques; unfounded cases; and testifying in court. Attendees will be provided with comprehensive instruction on working with a victim, including interview questions and techniques, before considering effective strategies for a suspect interview. Information about testifying in court or at an administrative hearing is also included in this important module. Guidance for investigators, inspectors, surveyors, attorneys, and managers from across the regulatory field will be supplemented with opportunities for questions and interactive discussion.

Cost: \$75 US for members / \$95 US for non-members

2012 CLEAR Conference Program

September 6-8

Thursday, Sept 6 9:00 - 11:00 a.m.	Social Media Pre-Conference Workshop and Discussion Group			
11:00 - noon	Investigator Issues Discussion Group			
11:00 - noon	Exhibit Hall Hour			
noon - 1:00	Getting the Most Out of CLEAR			
1:00 - 2:15	Opening Session Keynote			
	Entry to Practice Issues	Testing and Examination Issues	Administration, Legislation and Policy	Compliance and Discipline
2:45 - 3:45	Connecting the Dots I: A Cooperative Approach to Aligning Education, Assessment, and Practice	Best Practices: A Regulator's Guide to Evaluating Your Testing Program	Applying Policy to Policy Development: Too Many Layers or Just Right?	Investigative Files in the Digital World - Meet the New C3PO
4:15 - 5:15	Connecting the Dots II: The European Union Experience	What Must They Know? Developing a Test Content Outline to Promote Excellence in Licensure and Credentialing	Electronic-Health Initiatives and Implications for Regulators	Medical Marijuana: Challenges of the Investigative Process
6:00 - 7:00	Welcome Reception			
Friday, Sept 7 7:15 - 8:15 a.m.	Executive Leadership early bird ISO 17024 - Update on Revisions to the Standard			
8:30 - 10:00	Intra- and International Mobility of Credentialed Professionals	Questions About Examinations: Responding to Your Questions - A Practical Approach	The Public Perspective and Confidence in Regulators	Setting Precedents: The Top Ten Cases You Need to Know About
10:30 - noon	Breaking the Barriers to Licensure - When It's Both Necessary and Appropriate	Continuing Competence Initiatives Panel	Medical Marijuana: Politics Meets Regulation	Managing Confidentiality and Technology - When "Smart" Is Not So Smart
noon - 1:30	CLEAR Networking Luncheon and Awards Presentation			
1:30 - 2:30	Dessert Stations in the Exhibit Hall			
2:30 - 4:00	Foreign Credentials Evaluation and Recognition - New Tools for Regulatory Executives	Alternative Proctoring Methods	Tomorrow's Regulatory Workforce: Access, Agility, and Accountability	"I Just Don't Want This to Happen to Anyone Else": Effective Management of Consumer Complaints
4:15 - 5:15	Re-entry to Practice: Perspectives on Requalifying Former Practitioners - Discussion Group The Year 2050: Regulation Without Reading or Writing? Regulatory Agency Administration Discussion Group - Mobility			
6:00 - 7:00	Upcoming Host Reception - St. Louis			
Saturday, Sept 8 7:15 - 8:15 a.m.	Continuing Competence Discussion Group Handling Candidate Comments and Complaints: Survey of CLEAR Members			
8:30 - 10:00	Good Moral Character	How to Cheat on Credentialing Exams	Customer Surveys: Improving Agency Performance	The Regulator: Friend or Foe
10:30 - noon	Coast to Coast: The Long Journey to Regulatory Excellence	An Application of Innovative Items	Public Members and their Influence in Regulation	Publication: Transparency versus Privacy

2012 CLEAR Annual Educational Conference Agenda

Session titles and descriptions are subject to change

Thursday, September 6

9:00 - 11:00 a.m. pre-conference workshop

Social Media Workshop and Discussion Group

The ever-growing popularity of social media - content developed by users hosted by popular social media outlets such as YouTube, Facebook, Skype, Twitter, Wikipedia - has brought several new hazards to the public and professionals. As a result, social media has created a new focus for regulators. With the growing use of social media in our personal and professional lives, many concerns have surfaced such as: maintaining professionalism and professional judgment in posting and creating content; regulating publically displayed unprofessional behaviors during "off-time"; providing professional advice to the masses; defining the client/patient; maintaining professional boundaries, privacy, and confidentiality; defining the shelf-life of the services provided and removing the footprints left behind... and the list goes on. Come explore these issues and how to take a proactive approach to regulating professionals and their use of social media through the development of education, standards, guidelines, and position statements. Consider how social media impacts your organization, professional members / licensees, and the public.

11:00 a.m. - noon

Exhibit Hall Hour

Visit and build relationships with exhibitors from across North America during this **dedicated** hour. Explore how their products and services can assist you and your organization in promoting regulatory excellence! The Exhibit Hall will be open Thursday and Friday.

Investigator Issues Discussion Group

This informative and engaging roundtable discussion group will cover topics such as the use of social media in investigations, the use of criminal convictions and other past "bad acts" as investigative tools, and investigator safety. Bring your questions and ask the experts from the CLEAR NCIT Committee.

Noon - 1:00 p.m.

Getting the Most Out of CLEAR

This session provides the opportunity for all annual conference attendees to learn more about the structure, function, mission, and products from the Council on Licensure, Enforcement and Regulation (CLEAR). *How can CLEAR assist you?* Bring your questions and get the answers. Current CLEAR members will be available to share with you and help you get the most out of your CLEAR membership.

1:00 - 2:15 p.m.

Opening Session Keynote - Ed O'Neil, Director, and Catherine Dower, Associate Director - Research, Center for the Health Professions, University of California San Francisco

2:45 - 3:45 p.m.

Connecting the Dots I: A Cooperative Approach to Aligning Education, Assessment, and Practice

The accreditation, education, certification, and professional bodies for the physician assistant (PA) profession successfully cooperated to define the competencies necessary for effective PA practice and then integrated those competencies throughout their sphere of activity. In this session, we will discuss how these groups worked together to formulate this integrated approach to initial and ongoing education and assessment of PAs and how it provides a firm foundation for the regulatory authorities who rely on the integrity and relevance of the training and assessment performed by others.

Learning objectives: Appreciate the value of a competencies-based approach to education and certification; Understand how organizations with different missions can appropriately cooperate on the establishment of a professional competencies framework without compromising their individual mandates; Learn how to integrate competencies into educational and assessment programs.

Best Practices: A Regulator's Guide to Evaluating Your Testing Program

CLEAR has developed a regulator's *Guide to Evaluating Your Testing Program*. This session is designed to introduce the *Guide* to regulators, board members, and credentialing sponsors who are not psychometricians but who are responsible for their testing programs. This *Guide* provides a framework for identifying critical aspects of a testing program that should be evaluated. Asking key questions and examining evidence will facilitate a comprehensive evaluation of strengths and weaknesses of your testing program, whether for licensure or certification. This *Guide* is based on industry standards for developing and administering sound and defensible testing programs.

Learning objectives: At the conclusion of this session, you will be able to: Ask key questions that allow you to evaluate the soundness of your examination program; Identify four major categories that provide the foundation for evaluating a testing program; Use CLEAR's *Guide for Evaluating Your Testing Program* to determine if a testing program meets industry standards.

Applying Policy to Policy Development: Too Many Layers or Just Right?

Most regulatory agencies spend considerable time and resources considering and establishing policies such as

administrative rules, standards of practice, by-laws, regulations, and statutory amendments. However, many organizations never establish a process for how their policies should be developed, which means that each policy development exercise can become a journey into the unknown. Potential problems include role confusion between staff and board members; lack of clarity about what the real issues are; insufficient or inconsistent research, benchmarking, and analysis; options that don't meet needs; and inconsistent stakeholder consultations. To deal with these kinds of problems the College of Physiotherapists of Ontario recently established a policy on policy development. By defining appropriate phases and steps in policy development, ranging from issue identification through analysis, option development, and ultimately evaluation, this policy enhances consistency and clarifies the way the College conducts its policy development process. The policy also includes a phase that considers how the policy development process itself works and whether improvements to it are needed. The College believes that this policy will result in measurable improvements to the College's policy development performance and make the outputs of this process robust and accountable.

Learning objectives: Problems that may arise when policy development does not follow an established process; How these problems may be addressed by establishing a policy development policy; The phases and steps that might be useful to include in such a policy.

Investigative Files in the Digital World - Meet the New C3PO

Nebraska has converted from paper documents to a digital case file maintained on a computer server, for all investigations. From the initial review of complaints received, through the investigative process, to the sending of reports of investigations to the various boards, and finally sending the complete file to the Attorney General, it is all done digitally. In addition many of the boards now conduct paperless meetings for all their business, utilizing a secure state server.

Learning objectives: Learn how to convert to a digital investigative file; Learn what the difficulties are; Learn what the savings are; Learn how to conduct a paperless board meeting.

4:15 - 5:15 p.m.

Connecting the Dots II: The European Union Experience

Patient safety and quality care are at the core of health care systems and processes, and these are inherently dependent upon nurses. General care nurses have been regulated by Directives of the European Union (EU) since 1977. This session will outline the modernization agenda of regulation in Europe and how this can contribute to quality of care and patient safety. The public are protected by having nurses who are educated and prepared to be competent, accountable practitioners skilled in providing evidence-based care. Nursing in Europe today requires nurses to embrace the challenges of being part of a larger, modern EU health workforce where they are major contributors to the health and

welfare of EU citizens. Setting standards for education, preparation, and practice and identifying achievable competencies for practice will ensure that nursing responds to the health issues affecting the public and meets health and social care challenges facing the EU. The continuing development of new nursing roles is an exciting challenge for the profession, which emphasizes the importance of redefining the boundaries of practice. Evidence must be used to inform practice changes. The modernisation of the Directive (2005/36/EC) should improve the quality and safety of patient services and should support the health care needs of Europe for the next 30 years.

What Must They Know? Developing a Test Content Outline to Promote Excellence in Licensure and Credentialing

This session will explore ways test content outlines can be used, including those that go beyond the actual development of a test (e.g., study resource for candidates, interpretation of test scores/results). The advantages and disadvantages of Knowledge, Skills, and Abilities (KSA) centered and task centered test content outlines will be discussed. Techniques that can be used to maintain the link between practice and the test content outline will be demonstrated. Finally, participants will work in small groups to develop a test content outline based on sample job analysis data provided.

Learning objectives: Identify various ways a test content outline and the data collected when developing a test content outline can be used; Compare and contrast a KSA and a task centered test content outline; Identify different methods that can be used to turn the task and KSA data collected during a job analysis into a valid and legally defensible test content outline.

Electronic-Health Initiatives and Implications for Regulators

The State Alliance for e-Health (State Alliance) is a consensus-based, executive-level body of state elected and appointed officials, formed to address the unique role that states can play in facilitating electronic health information exchange through the exploration of solutions to programmatic and legal issues. Former Vermont Governor (and previous CLEAR President) Jim Douglas was one of two governors selected to lead the alliance. He is pleased to be able to share his experiences in leading the initiative and its implications for state level regulation, especially health care insurance alliances. In October 2008, the State Alliance released its first report to the states, *Accelerating Progress: Using Health Information Technology and Electronic Health Information Exchange to Improve Care*. The report is meant to spur continued innovation in states to make the vision of an interconnected, efficient, quality-based health care system - and ultimately a healthier American public - a reality. The State Alliance specifically highlights e-prescribing and consumer privacy as critical to advancing e-Health in America and encourages states to be proactive in creating and implementing policies that advance these and other e-health initiatives.

Learning objectives: Details about the work of the initiative and its implications for state-based regulators at a time of structural change; Understanding different models of health information exchange and its implications for regulators.

Medical Marijuana: Challenges of the Investigative Process

Investigating physicians regarding medical marijuana complaints has proven challenging. While the challenges partly stem from legislation, there are practical investigative matters to address, such as: review of medical records, witness interviews, collaboration with law enforcement and other state agencies, and locating expert witnesses. This session will explore Colorado's experience in investigating complaints against physicians who inappropriately certify patients for medical marijuana and physicians who use medical marijuana. Actual cases will be reviewed to highlight the challenges investigators faced and the approaches they used to overcome or compensate for them.

Learning objectives: The challenges associated with investigating cases concerning medical marijuana; The approaches to addressing the challenges using real case examples; The importance of collaborating with law enforcement and other state agencies.

6:00 - 7:00 p.m. Opening Reception

Friday, September 7

7:15 - 8:15 a.m. Early Bird Sessions

Executive Leadership

CLEAR's Executive Leadership Program for Regulators is unlike any other leadership training you'll experience and is not one to miss! The program provides information that immediately and directly enhances any regulator's management techniques. Instructors employ a variety of delivery styles and tailor the curriculum to address issues of significance to each participant. Topics included in the program are Characteristics of Regulatory Leadership, Leadership Styles, Organizational Dynamics, The Art of Negotiation, Media and Public Relations, and much more. Benefit from a preview session specially designed to offer a sample of the training experience. Attending this session will provide a better understanding of the overall program and will allow you to experience its relevance to your work. Come join us, then consider enrolling yourself and your management staff in scheduled future program offerings or bringing the training to your jurisdiction!

ISO 17024 - Update on Revisions to the Standard

ISO/IEC 17024 is a standard that defines the general requirements for bodies operating certification programs of persons (Personnel Certification Body). ISO/IEC 17024 defines how a certification body should develop, implement, and maintain a certification program and provides a global benchmark for certification schemes to ensure that they operate in a consistent, comparable, and reliable manner worldwide, thus establishing an environment for the mutual recognition of schemes and

facilitating the global mobility of personnel. ISO/IEC 17024 has been under revision for the last three years by an international committee comprised of Certification Bodies, Accreditation Bodies, and interested parties. ISO CASCO Working Group 30 (the working group rewriting 17024) had the following as the goals for revision: repair/rewrite areas of the standard that need clarification or have been confusing; eliminate the International Accreditation Forum (IAF) Guidance Document (GD24) by incorporating all appropriate guidance into the standard; further expound on some areas; and make the standard "look" like the other ISO standards. The new version will be out in the Summer of 2012. Presented by the Chair of the working group, this session will present the major differences between the existing version and the new version to help users prepare for the changes.

8:30 - 10:00 a.m.

Intra-and International Mobility of Credentialed Professionals

This session will outline a set of research initiatives undertaken by a regulated health profession to support policy development regarding labor mobility both within and across national borders. Changes in the profession and its regulation necessitated the reevaluation of the entry to practice competencies required of practitioners. Comparative analyses explored potential equivalencies and gaps in educational preparation programs, entry to practice examinations, and scopes of practice between provinces and countries. Strategies and tactics for conducting such analyses will be outlined, and the potential uses of the data to inform decision-making regarding intra-Canada mobility and Canada-US cross-border reciprocity for certified/credentialed professionals will be discussed.

Learning objectives: Identify the elements of a comprehensive evaluation and gap analysis of professional practice across jurisdictions; Describe the use of gap analysis findings in policy and program development.

Questions About Examinations: Responding to Your Questions - A Practical Approach

Have you ever been apprehensive about asking a question about exams? Board members, regulators, and other stakeholders must have legally defensible exams to protect the public, and they need background information in order to respond to practical questions. What if a candidate fails the examination by one point? What do I do if we suspect a candidate has cheated? What should be included in the score report? Is there a way to thwart brain dump sites? What are minimum criteria for a good test? CLEAR members will be surveyed prior to the conference to identify relevant questions. Audience interaction will be facilitated with i>Clicker devices and interactive discussion.

Learning objectives: Ask questions and receive responses to deal with actual testing issues; Hear from leading experts in the testing industry; Become aware of multiple approaches to solve real problems and issues.

The Public Perspective and Confidence in Regulators

As regulators, our mandate for the protection of the public is clear, yet communicating with the public can be a challenging task. What information does the public want and/or need in order to build and maintain its confidence in us as regulators, and how can we as regulators meet these needs? This session will bring forth the public perspective regarding information needs of the attentive public with regard to professional regulation, and how these have been or are being addressed in different jurisdictions.

Learning objectives: Gain a deeper understanding of the information needs of the public and what regulators and governments are doing to address those concerns.

Setting Precedents: The Top Ten 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. While part of that legal framework is statutory, part of it is also judge-made law. In this session, we will summarize and analyze the most interesting recent Canadian and American cases in regulatory law, pulling together themes and highlighting inconsistencies. Attendees will learn how these cases affect them and will be provided with tips for managing and applying these decisions in the regulatory setting.

Learning objectives: Get up to date on the most recent cases of interest to regulators and learn how to apply the principles from these cases to your organization's practices.

10:30 a.m. - noon

Breaking the Barriers to Licensure - When It's Both Necessary and Appropriate

There are instances - not just limited to emergencies or disaster situations - when making accommodations in the licensing of professionals is both necessary and appropriate. Panelists from the US, Canada, and the European Union will discuss other situations where making accommodations to licensing requirements has been both necessary, appropriate, and most importantly, done in a manner that has assured public safety and protection. Some examples include professionals transitioning from military to civilian life; regulation of alternative practitioners and spiritual/aboriginal healers; and movement of professionals across borders throughout European Union member countries. Come and join what promises to be a dynamic, interesting, and interactive session!

Learning objectives: Better understanding of the challenges faced by separating military members and transitioning military spouses; Introduction of "Best Practices" legislation by some states and what it implies; Understanding how licensing requirements can present barriers in certain situations and how accommodations can and are being made while still ensuring public safety and protection; Unique challenges existing within certain groups of professionals; Tools that are available to regulators to help facilitate the assessment of professionals' education, training, and experience.

Continuing Competence Initiatives Panel

Panelists will respond to prepared questions as well as questions from the audience with an emphasis on what is being implemented now or anticipated in the near future, and what tools and/or technology we use to get there. Come find out about the College of Pharmacists of British Columbia's new assessment tool, Professional Development and Assessment Program (PDAP) and how it works with their self-assessment and Continuing Education program components. Should our continuing competence efforts be focused on the individual practitioner or on a practice team (collective competencies), or both? What software tools are available now to construct continuing competence platforms, and how does one go about that? Come hear experts answer these exciting questions and participate in a "nuts and bolts" discussion that can also include your own questions!

Learning objectives: The panel will be comprised of some of the leading edge participants in the continuing competence arena, allowing the audience to hear varied answers to the question of how to address continuing competence. Audience members should leave the session with a better knowledge of current continuing competence initiatives and programs and a better understanding of various approaches being used (or contemplated) to help ensure the continued competence of the practitioner.

Medical Marijuana: Politics Meets Regulation

Medical marijuana has presented challenges that involve complex regulatory, social, and political issues. This session will discuss experiences dealing with medical marijuana and address the practical issues that regulators face in implementing regulations. The session will focus on regulatory issues concerning those licensees who certify patients for medical marijuana and licensees who use medical marijuana. The session will highlight the challenges, approaches, and practical insights to dealing with this socially and politically charged issue.

Learning objectives: Identify and explore political and social perspectives concerning medical marijuana as a therapeutic approach; Identify and avoid statutory language that creates obstacles to regulating licensees who recommend and use medical marijuana; Learn approaches that focus on regulatory responsibilities and mitigate socially and politically charged issues; Identify issues associated with implementing regulation of licensees who use medical marijuana and approaches to remediate them; Learn the importance of interagency collaboration and communication in implementing regulation; Learn practical lessons from case specific examples.

Managing Confidentiality and Technology - When "Smart" Is Not So Smart

The availability of social media and the technology that supports it provides unprecedented opportunities for consulting, sharing information globally, and encouraging evidence-based practice. But all is not great that beeps, buzzes, and charges in the night. This session will explore

breeches of confidentiality as well as challenges to the patient/healthcare provider relationship in the context of social networks and "smart technology." Participants will be using the audience response system IClicker to become actively engaged in this case based session.

Learning objectives: Identify the appropriate use of technology and social media in the health care environment; Recognize the challenges to confidentiality posed by technology; Propose meaningful learning activities for health care providers to avoid the pitfalls of inappropriate use of technology.

Noon - 1:30 p.m.

CLEAR Networking Luncheon and 2012 Awards Presentation

1:30 - 2:30 p.m.

Dessert Stations and Networking in the Exhibit Hall

2:30 - 4:00 p.m.

Foreign Credentials Evaluation and Recognition - New Tools for Regulatory Executives

Foreign academic credential evaluation is a very important initial step in the licensing or certification of professionals. This session will be an excellent occasion to discuss a quality assurance framework for credential assessment specifically designed to assist organizations with the development of their own quality assurance practices. A competency profile for professional academic credential assessors will also be presented. Participants will be invited to discuss the importance of professional standards in the practice of academic credential assessments. The tools will be very useful to regulatory executives wishing to review their human resource policies and their hiring practices. This will also be an excellent session for practicing academic credential assessors or their immediate supervisors.

Alternative Proctoring Methods

New models for the deployment and management of assessment programs are rapidly emerging thanks in large part to advances in cost-effective Internet technology and software automation of testing processes. Like any new technology, the adoption and use of Internet-based Testing (IBT) has not been uniform among various user groups and industries. Unsupervised or unproctored Internet-based Testing (UIT) was quickly adopted by corporate HR and talent assessment users who have pushed the envelope in the application of UIT for purposes of initial sifting of candidates. Other assessment markets, such as licensure, have not embraced UIT and are just beginning to consider its potential. While further technology advances will likely soon facilitate cost-effective remote "proctoring" of examinees, the fact is that today many organizations have jumped ahead and have adopted UIT programs. In this interactive session, test experts representing a range of markets (licensure, certification, and talent assessment) will explore UIT applications and issues; where, how, and why UIT is being used (and not used); key issues and considerations for using UIT; research and best practices to address these

concerns; and the future of UIT and alternative testing models. In addition to unproctored testing through the web, this session will include other perspectives of remote proctoring.

Learning objectives: Describe UIT as a family of alternative test delivery methods and describe how UIT is being used in certain testing applications; Describe important questions about UIT and research that has addressed some of them; Describe key issues and considerations in the potential application of UIT, reflecting a balanced view of the viability of UIT strategies in various contexts.

Tomorrow's Regulatory Workforce: Access, Agility, and Accountability

In an innovative fire-side chat format, this session will challenge the audience to make a strategic shift in thinking about how a regulatory workforce can increase its accessibility, agility, and accountability. This session's format provides for significant interaction and the opportunity for attendees to drive some of the content, challenge the presenters with unique circumstances or questions, and tap into the panel's expertise. Join us as we challenge regulatory leaders to embrace new and innovative ways of doing business in our unique and ever-changing environment.

Learning objectives: Provide participants with a set of practical and sought after take-aways, including the do's and don'ts, successes, and lessons learned in taking seeming risks (technology, telecommuting, leadership philosophies, management approaches, performance metrics, etc.) as regulatory agencies must embrace, as opposed to resist, new and innovative ways of doing business. The information will challenge the audience to make a strategic shift in thinking about how a regulatory workforce can increase accessibility, agility, and accountability but look and feel characteristically and culturally different.

"I Just Don't Want This to Happen to Anyone Else": Effective Management of Consumer Complaints

Responding to consumer complaints is a fact of life for regulatory organizations. The effective management of concerns supports the public's confidence in the profession and regulator. Under the pressure of growing volumes of complaints, limited resources, and increasing consumer expectations, regulators can find it challenging to identify how to effectively address consumer complaints. Developing a dynamic complaint intake process, an enhanced alternative dispute resolution (ADR) program, and clear and consistent team goals, the College of Nurses of Ontario was able to eliminate a backlog of complaints while improving consumer satisfaction.

Learning objectives: Consider what is unique about consumer complaints and reconsider assumptions; Identify key leanings for regulators; Present insights and innovative strategies for communicating with consumers and successfully responding to complaints.

4:15 - 5:15 p.m.

Re-entry to Practice: Perspectives on Re-qualifying Former Practitioners - Discussion Group

Every regulator must deal with the scenario of a former license holder seeking to be reinstated. Approaches to this scenario are as varied as the professions we govern. This session will provide a brief overview of the factors that may affect re-licensing of practitioners. This will be followed by group discussion regarding the processes arising from these factors and the associated benefits and risks. Should former practitioners be treated any differently than a new applicant? What is the public interest rationale for doing so? Come and hear the views of your colleagues and share your own.

The Year 2050 - Regulation Without Reading or Writing?

William Crossman is the futurist author of *VIVO [Voice-in/Voice-out]: The Coming Age of Talking Computers* - a positive look at how talking computers will make text/written language obsolete, replace all writing and reading with speech and graphics, democratize information flow worldwide, and recreate an oral culture by 2050. Text is an ancient technology for storing and retrieving information; VIVOs will do the same job more quickly, efficiently, and universally. How will this change enable us to achieve excellence in future regulation? Will renewal notices delivered orally will be more clearly understood? Will attorneys of the future be required to speak more plainly since legal "documents" will be heard rather than read? What will future regulatory testing look like? Will we still have multiple-choice questions, or will they be replaced by holographic simulations of practice? In a special millennium issue (Dec. 2, 1999), the *New York Daily News* cited William Crossman as one of six key visionaries for the 21st Century, along with physicist Stephen Hawking, astronaut Jim Lovell, Internet pioneer Vint Cerf, scientist Ray Kurzweil, and bioethicist Art Caplan. Come listen, hear some challenging ideas, and join in the discussion! There will be no PowerPoint (no reading and writing - remember?)!

Regulatory Agency Administration Discussion Group - Mobility

Regulators around the globe are increasingly faced with challenges related to mobility. Take this opportunity to discuss your issues, raise your questions, and share your best practices with your peers. Possible topics include assessment/recognition of foreign credentials, reciprocity within professions, defining scopes of practice, Agreement on Internal Trade (AIT)/North American Free Trade Agreement (NAFTA) and other government agreements, and concerns about fairness.

6:00 - 7:00 p.m.

Upcoming Host Reception - Meet Me in St. Louis, Missouri

Saturday, September 8

7:15 - 8:15 a.m. Early Bird Sessions

Continuing Competence Discussion Group

Have a continuing competency conundrum? Want to share an innovation? Or do you need ideas as you design and implement a continuing competence program for the first time? This roundtable discussion is an opportunity for both those seasoned in continuing competency as well as the rookies. We will discuss hot topics such as confidentiality, assessment tools, addressing specialties, credibility, and many more. This roundtable will also identify the new questions that will help us to look out of, around, and under the continuing competence box. Continuing Competency is a critical challenge for the 21st century regulatory board. Let's meet it together!

Handling Candidate Comments and Complaints: Survey of CLEAR Members

Candidates can inundate regulators with emails, phone calls, and letters after a test administration. Complaints can range on a continuum from minor to major. What is the best and most appropriate response to candidate complaints considering fairness to all candidates? How can you prevent a minor complaint from escalating? When does legal staff need to become involved? This early bird session will present results of how CLEAR members deal with candidates' post-exam feedback. Complaints covered by the survey will include those related to test environment, equipment, proctors/invigilators, content, time, directions, monitoring, other candidate behavior, scoring, score reports, and unique situations.

Learning objectives: For new regulators, helpful suggestions/recommendations for handling candidate complaints; For experienced regulators, validation of responses used and suggestions for new, enhanced responses; For testing administrators, considerations for setting up the exam to prevent candidate complaints from occurring; For all who handle complaints, support and suggestions for best practices in responding to candidate complaints in a timely and effective way.

8:30 - 10:00 a.m.

Good Moral Character

All regulated professions expect their members to be of "good moral character." This session will explore the concept of good character from an administrative and legal perspective. The session will focus on the most common types of good character requirements and how regulators determine whether a prospective member is suitable for admission or licensure. Participants will hear from an international panel on what constitutes good character and how different jurisdictions and their regulators enforce this requirement. The session will enable participants to better understand the concept of good character and why it is a key component of professional competence that regulators must enforce.

Learning objectives: What is good character? What do applicants have to do to prove good character? Case law relative to good character will be reviewed.

How to Cheat on Credentialing Exams

Ensuring the integrity of any exam program is critical to the overall success of a licensing or credentialing program - both in terms of cost and protection of the public. This session will provide a general overview of test security, emphasizing the need to ensure the integrity of the exam in three major areas: during test development (physical environment, electronic access, staffing, inventory storage, subject matter experts, confidentiality agreements, webinars, conflicts of interest, audits, etc.), during test administration (paper printing and distribution, computer-based testing, candidates, cram schools, sample exams, practical exams, open-book exams, special accommodations, facilities and staff, etc.), and after the exam (data forensics, monitoring websites, item updating, facility screening, audits, incident reporting, etc.). The second half of the session will provide specific examples of cheating incidents in each of the three main areas, including visual aids such as photos and video clips. The session will also include demonstrations of current technological devices used in cheating.

Learning objectives: Understand that test security is critical not only during test administrations, but also before and after; Learn how technology has made cheating easier and cheaper; Discover how prevention and vigilance are closely correlated; Understand that investigative methods and documentation are critical.

Customer Surveys: Improving Agency Performance

Customer surveys are one of the few methods for regulatory agencies to measure their effectiveness with consumers. This session will address the key issues for developing a consumer survey program, sharing the experience of the California Contractors State License Board (CSLB). In addition, the session will describe the Mandatory and Voluntary Arbitration Programs implemented by CSLB to efficiently resolve disputes. Customer survey results of these highly successful enforcement alternatives will also be presented. This session will pay particular attention to 1) going paperless; 2) the American Customer Service Index (ACSI) Government Model; 3) customer service performance improvement; and 4) government transparency regarding customer survey results.

Learning objectives: Understanding of the major issues involved in developing an effective Customer Satisfaction Survey Program; How to use customer surveys to improve customer service performance and agency effectiveness; How to structure a successful arbitration program; How to apply the ACSI model to improve customer service.

The Regulator: Friend or Foe?

Regulatory bodies are often seen by licensees in a negative light, and a good number of licensees make great efforts to keep contact with the regulator to a minimum. Many myths and untruths are created and spread throughout professions leading to increased fear mongering and, in some professions, actions that may affect the health and safety of the public. Regulators are challenged by how to educate licensees and break down some of the negativity and fear. This presentation will

discuss the steps taken by the College of Dental Hygienists of Ontario (CDHO) to positively affect the College's reputation and approachability.

Learning objectives: Identify some common challenges amongst regulatory bodies; Incorporate adult learning principles into educational programs aimed at members; Experience how audience response systems engage learners and allow for meaningful audience participation; Gain knowledge about a proven method and non-traditional way of delivering regulatory messages to the membership.

10:30 a.m. - noon

Coast to Coast: The Long Journey to Regulatory Excellence

Late in 2010, the Association of Canadian Occupational Therapy Regulatory Organizations (ACOTRO) launched the Harmonization Project with a goal of creating a common, fair, and rigorous approach for assessing internationally-educated occupational therapists (IEOTs). One year in, we examine how our understanding of the meaning and measurement of substantial equivalence has deepened. And so too have the complexities that challenge the project: How do we measure educational equivalence for the purpose of qualification recognition? How do we ensure our Canadian educational benchmark is clear? What is the most appropriate tool for exploring essential competencies of IEOTs? What does language fluency mean in a bilingual country? And how does a jurisdiction with few IEOTs develop and retain the expertise to assess an IEOT's credentials? In its quest for a common approach, ACOTRO's Harmonization Project is exploring best practices from within and outside the health sector in Canada - focused on assessments of academic credentials, profession-specific education and practice hours, language fluency, and assessment of competency through practice-based interviews and case studies. This session will explore the potholes, speed bumps, and straightaways on the road to a harmonized national approach to assessing IEOTs.

Learning objectives: To share our journey to date to help those contemplating a cross-jurisdictional harmonized approach to assessing the substantial equivalence of an IEOT's education and competencies better understand the complexities involved in the undertaking; To share the assessment tools developed to date; To jointly explore approaches and solutions for addressing these complexities; To learn from those with experience in this field by offering an opportunity for sharing best practices.

An Application of Innovative Items

The Graduate Management Admissions Council (GMAC), ACT, and Pearson VUE will present information about GMAC's new Integrated Reasoning (IR) subtest, which was implemented in June 2012. The IR section is composed of four new item types delivered by computer. This session will review the construct development process, validation, item development, project planning, and results from the initial launch. A demonstration of each item type will also be shared with attendees.

Learning objectives: Attendees will learn about the construct development process, validation, item development, project planning, and results from the initial launch.

Public Members and their Influence in Regulation

In many jurisdictions, there has been a shift from self /peer regulation to regulation with increased involvement of public members. This session will explore changes in the US and Canada through the expertise of Professor Barbara Safriet, Visiting Professor of Health Law, Lewis and Clarke Law School, following 20 years as Associate Dean for Academic Affairs and Lecturer in Law at Yale Law School. Barbara has particular expertise in legislation concerning health regulation but also has the practical experience of being a public member on the Federation of State Boards of Physical Therapy. In Ireland, the legislative framework directing the delivery of health regulation with a public member majority for all health and social care professionals commenced in 2005. The Health and Social Care Professional Act 2005 was the first Act to prescribe a lay majority on the Council and registration boards. The legislation regulating medicine, pharmacy, and nursing/midwifery has also been changed. This session will outline the experience of active involvement of lay/public members in establishing the framework for regulation of twelve diverse professions by the Health and Social Care Professionals Council - CORU, as well as preparing for Fitness to Practice.

Learning objectives: The role of a lay/public member of a regulatory body; The influence on the decision when newly establishing registration for professions; The involvement of lay members in decision making on fitness to practice; The importance of a good induction and support mechanism for new members of Council; How the voice of the service user/patient is heard.

Publication: Transparency versus Privacy

This session will review the trends in Ontario and Canada regarding transparency and openness to the public regarding information about members' discipline and fitness to practice history through the use of public registers of members, publications and websites, and legal databases of decisions. The session will consider the need to balance protection of the public and the public's right to know information about regulated professionals, on the one hand, and fairness to members and privacy issues, on the other. It will also examine the establishment of the appropriate framework (such as regulations and policies) to guide regulatory bodies in increasing the availability of information to the public.

Learning objectives: Appreciate competing policy objectives with respect to disclosure of information; Understand possible solutions to achieving the balance between openness and transparency to the public and fairness to regulated professionals.



Third International Congress on Professional and Occupational Regulation June 27-28, 2013 | Edinburgh, Scotland

CLEAR's Third International Congress on Professional and Occupational Regulation will bring together the international community of regulators and those affected by their work.

Focusing on three broad themes - Global Mobility and Entry to Practice; The Regulatory Continuum and the Role of the Regulator; and Continuing Competence and Demonstrating Continuing Competence - this dynamic and interactive forum will provide attendees with information about latest innovations and developments, allow an opportunity for attendees to share challenges and solutions, and offer valuable networking opportunities with international colleagues from both health and non-health sectors.

CLEAR 2012 Annual Conference and Training Registration Form

Please complete one form for each person attending the conference or training session(s).
Please type or print the following information as you would like it to appear on the attendance lists and name badges.

Register by August 6, 2012 for discounted pricing.

Online: <http://www.clearhq.org>; Mail: 403 Marquis Avenue, Suite 200, Lexington, KY 40502; Fax: 859-231-1943

Name _____ Title _____

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_____ Please check here if this is your first CLEAR Annual Conference.

_____ Please check here if you have a disability and may require special accommodations to participate fully in this program. CLEAR staff will contact you.

_____ Please check here if you would like to be informed via e-mail of future CLEAR programs and events.

CONFERENCE

A fee of \$50 US will apply to all registrations received after 8/6/2012.

_____ Member @ \$400 US

_____ Speaker @ \$400 US

_____ Other @ \$500 US (join now and qualify for member rate)

_____ Friday Luncheon @ \$25 US

_____ Dietary restrictions: _____

TRAINING PROGRAMS

NCIT PROGRAM

Basic _____ \$320 US Member _____ \$400 US Other

Specialized _____ \$400 US Member _____ \$500 US Other

(NCIT attendees may attend the Investigator Issues Discussion Group on Thursday only at no additional charge. Attendance at other conference sessions will be at the regular conference fee in addition to the NCIT fee.)

Sexual Misconduct _____ \$75 US Member _____ \$95 US Other

BOARD MEMBER TRAINING

_____ Member @ \$230 US

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(must register for full conference to receive discounted rate)

EXECUTIVE LEADERSHIP PROGRAM FOR REGULATORS

_____ Member @ \$440 US

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You will receive a registration confirmation at the e-mail you listed above.

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Regular Membership:

_____ Individual Agency or Organization \$240 US

Agency responsible for:

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_____ 10-19 Regulated Entities/Professions \$1,640 US

_____ 20+ Regulated Entities/Professions \$2,730 US

_____ Assoc. of regulatory agencies or organizations \$480 US

_____ Other Government Agencies \$205 US

_____ Individual (employee of govt. agency) \$205 US

Associate Membership:

_____ State/Provincial Professional Association \$480 US

_____ National Professional Association \$480 US

_____ Other Organizations/Vendors \$820 US

_____ Other Individuals \$205 US

As a new member, you will enjoy reduced conference registration fees; reduced fees for webinars and training programs; committee participation; a subscription to *CLEAR Exam Review*; and access to the password-protected sections of CLEAR's website, including all new resources and the "Toolkit for Regulators."

GRAND TOTAL \$ _____

Payment does not have to accompany registration; however, a registration form must be submitted to CLEAR for each attendee before that attendee can be considered officially registered. Make check payable to CLEAR, Federal Identification Number 61-1267676. Registrant substitutions are always welcome. Cancellations must be received in writing by August 6, 2012 to receive a full refund. After that date, a \$75 US service charge will be subtracted from refunds. **CANCELLATIONS RECEIVED AFTER THE OPENING SESSION ARE SUBJECT TO THE FULL REGISTRATION FEE.** Registration fees for the CLEAR conference include evening receptions, coffee breaks, and the conference registration packet.

If you have questions about annual conference or NCIT/training registration, please call (859) 269-1289.