

# Professional Development

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Meaningful Professional Certification for  
Access and Privacy Professionals in  
Canada

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# Who wants certification?

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*Information Commissioner of Canada, **Robert Marleau***

- *Every institution interviewed for this report referred to the difficulty of identifying, attracting and retaining staff qualified to work in access to information units. **The general view is that demand for access to information staff far outstrips the supply.***

Special Report for 2007-2008 (Feb. 2009)

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# Who wants certification?

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*Strategic Counsel Survey of ATIP Community (April 2008)*

- ❑ **TBS needs to play a more active role in addressing the human resources challenges, particularly when it comes to training and both attracting and retaining employees.**
- ❑ 16% of ATIP employees claim that they intend to leave over the next two years. Among those intending to leave, retirement is the most common reason
- ❑ In fact, retaining and attracting employees was identified as a key challenge by almost three-in-ten employees (29%).

# Who wants certification?

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*Ministry of Government Services – Ontario Information and Privacy Community HR Plan (2003)*

- ❑ **Across North America competition for experienced “knowledge workers” will increase by 2010 with the retirement of “baby boomers”. The information and privacy community is no different.**
- ❑ **77% of present coordinators will be eligible to retire within 10 years.**

# Who wants certification?

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*Information Commissioner of Canada, **Robert Marleau***

- **Part of the solution requires the professionalization of access personnel, through the establishment of a formal training program and certification standards.**

Special Report for 2007-2008 (Feb. 2009)

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# What People Want

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## Professionals:

- Recognition
- Career path
- Competitive advantage
- Respect
- Connection
- Training
- Standards
- Consistent terminology
- Better pay
- Better life-balance

# What People Want

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## Employers:

- Competent job candidates
- Better trained employees
- Fewer/no breaches
- Improved process outcomes
- Reduced economic impacts
- Standards, clear guidance
- Consistent terminology
- Repeatable practices

# Enter CAPAPA

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- ❑ **Canadian Association for Professional Access and Privacy Administrators (CAPAPA)**
- ❑ Dedicated to the ongoing professional development, education and expanded expertise of individuals who work in the access and privacy field.
- ❑ Created in response to the growing demand for access to information and protection of privacy (IAPP) professionals in the **private and public sectors**.
- ❑ Volunteer, non-profit, non-government org.
- ❑ **National – members and regional representatives networking across Canada.**
- ❑ Incorporated under Alberta Societies Act 2002



# Key functions of CAPAPA

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- ❑ Formation and development of the professional Access and Privacy community;
- ❑ Providing leadership;
- ❑ Facilitating the sharing of best practices;
- ❑ Establishing Canadian practice standards;
- ❑ Establishing personnel core competencies;
- ❑ Certifying persons
- ❑ Accrediting educational programs;
- ❑ Developing new training programs (future)

# ***Development of Professional Standards***

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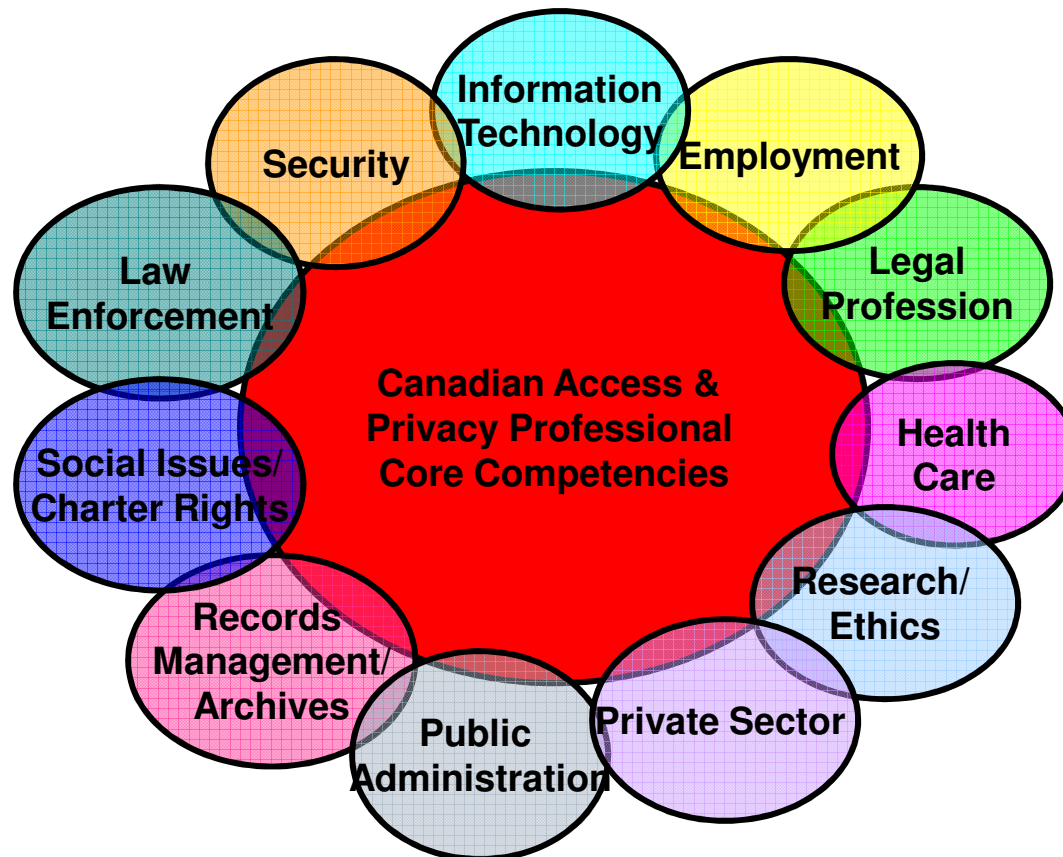
- CAPAPA Discussion Paper on Professional Certification (May 2004)
- 2005-2006:
  - Code of Ethics
  - Identify stakeholders & experts
  - Identify employer requirements
  - Gather procedural manuals, job descriptions
- 2006: Research grant Privacy Commissioner of Canada
- 2006-2007 CAPA-CAPAPA Professional Standards and Certification Working Group
- 2009: CAPAPA Core Competencies, certification application material

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***Set the bar high enough, but not too high!***

# Access to Information & Privacy Professionals

- ❑ Require Knowledge of practices in many related disciplines
- ❑ Possess Unique Knowledge and Skills



# CAPAPA Certification Model

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- ❑ Family of Designations based on core competencies
- ❑ Progressive career steps: entry level to Head/CPO
- ❑ Currently recognizes specialization at Associate, Certified levels
- ❑ Aiming for private & public sector practitioners
- ❑ Accessible to Part-timers
- ❑ Certification requirements are a combination of:
  - knowledge, skill, experience, competence
  - references
  - commitment to Professional Code of Ethics
  - commitment to continuing education, professional development
  - CAPAPA membership
- ❑ Semi-protected certification model (certification mark/trademark)

# Why you should become certified

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- **Demonstrate that you possess the necessary knowledge and skills**, which often leads to greater opportunities and mobility in the workplace;
- **Receive recognition of your competence** by an authoritative body;
- **Show your dedication** to following professional standards, ethics in your work
- **Professional development**
- **Increase your earning potential**
- **Gain advantage in hiring competitions**

## Associate Access and Privacy Professional (AAPP)

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- ❑ Knowledge of fundamental processes and terminology, legislation, basic exemptions
- ❑ 2 references
- ❑ Competence in a least **one CAPAPA domain** (Access or Privacy)
- ❑ For those who provide **support to a team** and are capable of completing access or privacy tasks under supervision of a more experienced access and privacy professional
- ❑ Minimum **1 year directly-related experience** in last 3 years and related education.

# Certified Information Access and Privacy Professional (CIAPP)

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- ❑ Intermediate-level knowledge of fundamental processes and terminology, legislation, case law
- ❑ 3 references
- ❑ Competence in a least **two CAPAPA domains** (Access & Privacy)
- ❑ Targets those who are **capable of handling most access or privacy tasks** independently or as part of a team up to the point of making the final decision
- ❑ Minimum **2 years directly-related experience** in last 4 years and related education.

# Future designations

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- Chartered Access and Privacy Professional (CAPP) – available 2010
  - Privacy Officer knowledge (expert level)
  - FOI Coordinator knowledge (expert level)
  - excellent knowledge of the organization's policy development process
  - knowledge of management principles and practices
  - conceptualizes 1-3 year future for the organizational unit
  - communicates to and influences stakeholders
  - influences policy processes and outcomes
  - 4-5 years experience

# Future designations

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- **Master Access and Privacy Professional (MAPP)**
    - available 2011
    - Substantial knowledge of access and privacy in the three domains (access, privacy, management)
    - Broad and varied experience and mastery of substantive access and privacy principles and procedures
    - Has lead innovative initiatives
    - Responsible for making decisions to bring the organization into compliance with legislative requirements
    - Minimum 6 years directly-related work experience in last 10 years
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# Core Competencies

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- ❑ Access to Information knowledge and skills
- ❑ Privacy knowledge and skills
- ❑ Access and Privacy Management
  - ❑ *(Access and Privacy Law – future domain)*
  - ❑ *(Health Privacy Specialist – future domain)*

# Core Competencies: Uses

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- **Self-assessment:** reference for professional development;
- **Education:** as learning outcomes for training and education;
- **Employment:** starting point for job descriptions, job ads, succession planning;
- **Certification:** as concepts to be tested in examinations.
- A connection, a source of integration for all access and privacy professionals across Canada and sectors.
- Distinguishes access and privacy from other professions.

# Other Certification Activities

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Accredit educational courses & programs

- encourages convergence in terminology, learning outcomes
- Coverage/elimination of gaps
- identify educational opportunities for practitioners
- adds value to educational programs (professional certification)

Common Body of Knowledge (CBK) / SPARC

Develop National Certification Exam (necessary for re-certification)

Explore partnership potential with other associations

Certification permanent activities:

- Maintaining professional standards as circumstances change
  - Assisting candidates to become certified
  - Reporting
  - Testing candidates
  - Enforcing code of ethics
  - Enhancing the benefits of certification
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# Professional Development other than Certification

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- Conferences
- Newsletter (The Winston Report)
- Online Forum ([www.capapa.org/forums](http://www.capapa.org/forums))
- CAPAPA Listserv (capapa@capapa.org)
- Regional networking (CONNEXIONS, MGS)
- Use/contribute to Resource Centre (SPARC)
- Get on a project team
- Study manuals and guidelines
- Take 1 day workshops and courses

[www.capapa.org](http://www.capapa.org)

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# Additional Professional Development Resources

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- 1. University of Alberta:** Information Access and Protection of Privacy (IAPP) Certificate Program (endorsed by Alberta IPC)  
<http://www.govsource.net/programs/iapp/index.nclk>
- 2. University of Guelph:** Certificate in Freedom of Information and Records Information Management (with OASBO)  
<http://www.open.uoguelph.ca/offerings/program.cfm?PID=83>
- 3. University of Toronto: Information, Privacy and Security Initiative (IPSI)**  
- Public Lecture series (endorsed by IPC) <http://www.ipsi.utoronto.ca/site4.aspx>
- 4. Canadian Association of Professional Access and Privacy Administrators (CAPAPA):** networking (<http://capapa.org/forums/index.php>) & certification (in progress) <http://www.capapa.org/>
- 5. U.S. International Association of Privacy Professionals (IAPP)** certification  
<https://www.privacyassociation.org/>
- 6. Order of Privacy Officers (OPO)** <http://www.cpoi.ca/index.html>
- 7. Commissioner websites** (Ontario, federal, other provinces, other countries): professional practice papers, special reports, annual reports, recent orders.