



CANADA'S TESTING COMPANY  
ASSESSMENT STRATEGIES INC.

LA SOCIÉTÉ SPÉCIALISTE DES EXAMENS AU CANADA  
STRATÉGIES EN ÉVALUATION INC.

# The case for credentialing: Credentialing in a multi-disciplinary environment

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# Presentation Agenda

1. Benefit of credentialing
2. Credentialing program for a multi-disciplinary professions
3. International case management credentialing
4. Steps to move forward

# Who are we?

## Assessment Strategies Inc.

### CANADA'S TESTING COMPANY

*ASI has a long-standing reputation for excellence in testing and measurement*

*ASI develops and administers licensure, certification and jurisprudence programs.*

*The foundation of ASI is a team of psychometricians and professionals dedicated to excellence, partnership and collaboration.*

*Clients include regulatory authorities, licensing and certification bodies, professional associations, not-for-profit organizations and governments.*

*ASI is committed to delivering comprehensive, cost-effective services.*

## Credentialing Programs: BCRSP

### Board of Canadian Registered Safety Professionals

- Established: 1976
- National Certification Examination:  
Computer based, 190-210 items, ~600 applicants per year
- Major Industry Sectors: Manufacturing, oil/gas, government, construction, mining, utilities, consulting
- ISO 17024 Accredited since 2005

# Credentialing Program: College of Kinesiologists of Ontario

- Proclamation of the Act and Regulations establishing the profession: April 1, 2013
- Control of entry to the profession:
  - Education
  - Entry-to-practice examination, and jurisprudence test
  - Language
  - Character
- Continuing professional development a legislated requirement
- Legislated authority of the College to investigate complaints, review practice, and discipline members

# Importance of Credentialing

# Importance of Credentialing

## **Public Protection and Improved Outcomes**

- Identifies professionals with specific knowledge/skills
- Assures that professionals have met practice standards

## **Professional Achievement and Advancement**

- Provides a sense of pride/professional accomplishment
- Tangible rewards (salary, professional opportunities)
- Demonstrates professional commitment learning

Credentialing advances the profession  
by encouraging and recognizing  
professional achievement



# **Defining Common Credentialing Terms**

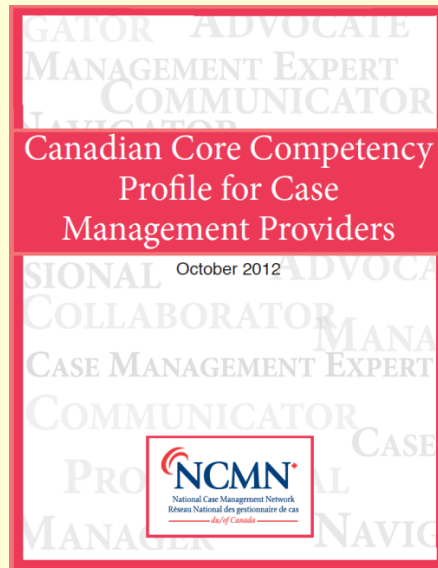
# Credentialing Terms

<b>Credential</b>	<b>Credentialing Body</b>	<b>Career Point</b>	<b>Longevity</b>	<b>Participation</b>
Certification	Association/Agency	Advanced	Renewal required	Voluntary
Licensure/State Certification	Government Agency	Beginner	Permanent	Involuntary Required
Certificate	Association/Agency/ Educational Institution	Beginner and Advanced	Permanent	Voluntary

The goal of most credentialing is  
public protection

# **Developing a Credentialing Program**

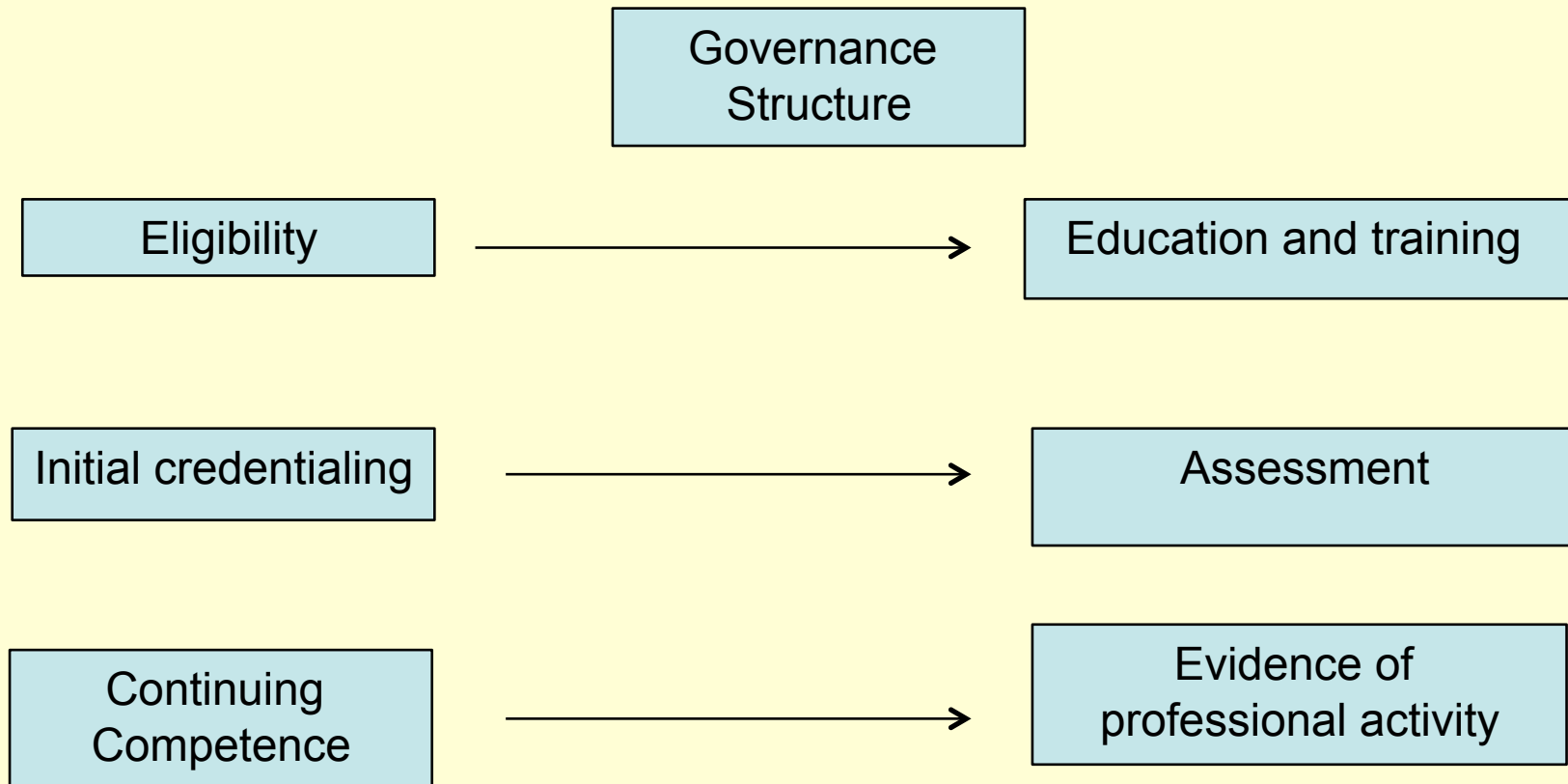
# NCMN and Credentialing



Defining practice of case management  
First step towards credentialing

# Developing Credentialing Program

## Credentialing Stages



# Governance Structure

- Most non-licensure credentialing programs and parent organizations are not-for-profit corporations

## Potential Challenges:

- Conflict of interests
- Restraint of trade/competition accusations
- Adequate representation

Multidisciplinary consideration: How to create a governance structure representative of the field?

# Eligibility Criteria

- Eligibility requirements must be met before being accepted for candidates for credentialing (e.g., educational degrees, references, years of related experience)
  - Direct link to job requirements
  - Fair to all types of applicants
  - Role of Grandfathering

Multidisciplinary consideration: One or multiple pathways for achieving candidacy?



# Certification Method

- Practice analysis
- Determine testing format
  - multiple choice, short answer, essay, simulation, interview etc.
- Most common method of assessment for certification are multiple choice exams
- Simulations can be used for job skills that cannot be tested by multiple choice exam

# Certification Method

- When considering a method:
  - development and administration costs
  - psychometric defensibility
  - how tests will relate to one another (if using 2 or more)
  - length of the test

Multidisciplinary consideration: Same or different requirements?

# Continuing Competence

- Applicable to certification although time-sensitive credentialing is now being considered for some licensure programs
- Time sensitive (3-5 years)
- Type of requirement
  - Exam (same or advanced level)
  - Continuing education

# Continuing Competence

## Potential Challenge

Striking a balance between the professional consideration and burden put on certificants and on the certifying body.

- Costs to candidate and organization
- Time and resource required to complete requirement

Multidisciplinary consideration: Same or different requirements?

# **International Case Management Credentialing**

# International Case Management Credentialing

Association	Credentialing Program?	Multi-Disciplinary	Multiple Eligibility Pathways	Testing Format
Case Management Society of Australia (CMSA)	Yes	Yes	Yes	Multiple choice test- open book
Case Management Society United Kingdom (CMSUK)	Planning	–	–	–
American Case Manager Association (ACMA)	Yes	No	No	Multiple choice test & profession specific simulation-
Commission for Case Manager Certification (CCMC)	Yes	Yes	Yes	Multiple choice test- close book

# Moving Forward

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- Identifying goal of certification program
- Choosing governance structure
- Identifying subject matter experts to support decision-making



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**THANK YOU!**

**ANY QUESTIONS?**