

Discipline and Fitness to Practice Hearing Panel Competency Matrix

Council members and non-elected members serving on Discipline and Fitness to Practice Hearing panels are expected to demonstrate the attributes and have the competencies required of all Council members, as well as the competencies for screening panel members. The following are specific attributes and competencies required of those members who participate as panel members in rendering decisions in matters that are referred to discipline and fitness to practice hearings.

Discipline and Fitness to Practice Hearing Panel Member Attributes

Fair	Reviews panel materials in an impartial, unbiased and just manner.
Respectful	Demonstrates appropriate consideration and courtesy to everyone who comes before or makes submissions to the panel.
Timely	Performs reviews and rendering decisions within established time frames based on reasonable expectations.
Effective communicator	Listens actively, pays attention to non-verbal communications and deals effectively with challenging individuals and situations.

Discipline and Fitness to Practice Hearing Panel Competencies

Area of Competency	Core Understanding	Demonstrated Behaviours
Rules of procedure	<p>Understands the general process and what should occur in a public hearing.</p> <p>Acts with professionalism and civility, maintaining independence, integrity and high standards of behaviour.</p> <p>Follows appropriate decorum; demonstrating respectful behaviour toward all hearing participants while preserving hearing efficiency.</p>	<p>as Chair:</p> <p>Follows agreed to script for procedural matters with familiarity of the underlying principles underlying a script (e.g., affording both parties their opportunity to speak)</p> <p>Can make introductions of hearing panel members, provide the statement of the authority of the panel, and outline the purpose of the hearing</p> <p>Knows how to plan the day ahead, limit arguments, address preliminary procedural issues, etc.</p>

Area of Competency	Core Understanding	Demonstrated Behaviours
		<p>Provides appropriate assistance to self-represented parties</p> <p>Can effectively facilitate a pre-hearing conference</p>
Active adjudication	<p>Understands the need to remove unnecessary barriers by helping the parties navigate the rules and processes, ensuring a perception of fairness and the best possible public protection outcome.</p>	<p>Effectively questions, avoiding improper questioning, when something is unclear</p> <p>Responds to unexpected issues by appropriately relying on Independent Legal Counsel</p> <p>Engages with appropriate sense of decorum to avoid perceptions of bias</p>
Privacy law	<p>Is familiar with the various requirements affecting how information is presented and shared as well as privacy best practices in maintaining confidentiality</p>	<p>Protects parties' privacy by providing reasons that avoid personal information</p> <p>Understands the concepts of open vs. closed hearings, privilege, confidentiality and publication bans, and can apply them to manage private info (e.g. medical info) in the course of deliberations and decisions".</p>
Making and explaining credibility findings	<p>Understands what does and does not make a witness credible, is aware of the perils of demeanour as an indicator.</p> <p>Considers personal differences, reliability of evidence as well as credibility and makes findings of facts based on the evidence.</p>	<p>Showing how evidence is weighed, e.g. looking at detail of recall, etc.</p> <p>Considering power imbalance between registrant and complainant (member of public).</p>