JOIN US IN DENVER!

Promoting regulatory excellence means more than just setting fees and keeping registers. Join over 600 of your international regulatory peers to explore the innovations and strategies supporting excellence in public protection at CLEAR’s 2017 Annual Educational Conference.

Participants from across North America, Europe, Australia and New Zealand will converge in Denver to share ideas, best practices, expertise and research on the most pressing needs for regulators. Through concurrent educational sessions, featured resources and vendors, roundtable discussions and networking opportunities, conference participants will have the opportunity to customize their experience to fit their individual needs and functions including:

• Compliance and Discipline
• Testing and Examination
• Entry to Practice and Beyond
• Administration, Legislation and Policy

Register online at http://www.clearhq.org/2017AEC
REGISTRATION

**Early Bird** (register by July 28, 2017)
- Members & Speakers: US$495
- Nonmembers: US$620

**After July 28, 2017**
- Members & Speakers: US$545
- Nonmembers: US$670

Register online at http://www.clearhq.org/2017AEC

HOTEL

**Marriott Denver City Center**
1701 California St. | Denver, CO 80202 | (303) 297-1300

**Reservations**
- Standard room rate: $169 per night plus taxes
- Online reservations: https://aws.passkey.com/event/16334774/owner/3135/home. Please select “attendee” under guest type. The website will then direct you to the reservation page.
- Marriott Reservations call center: (877) 303-0104. Reference “AEC Conference” to receive the preferred rate.

CLEAR encourages you to make your reservations early to ensure availability at the host hotel. Preferred rates will be available until Friday, August 11, 2017 or until the room block is full.

TRANSPORTATION

**Official Airline Information**
- oneworld® is the official airline alliance of CLEAR’s 2017 Annual Educational Conference. Visit CLEAR’s website at http://www.clearhq.org/AECOfficialAirline to learn more about the benefits of booking your flight through oneworld®.

**Area Airport**
- Denver International Airport (DEN)
  - 26 miles from Marriott Denver City Center
  - Estimated taxi fare: US$60 one way

**Other Transportation**
- Denver Airport Rail | $9 one way
  - www.rtd-denver.com/a-line.shtml
- SuperShuttle | 10% discount with online reservation
  - www.supershuttle.com/?GC=TSUNA

**Hotel Parking**
- Valet parking, US$42 daily
- Self-parking at offsite garage or lot, US$35
SOCIAL EVENTS

SEPTEMBER 14  5:30 P.M.

**Best of Denver Walking Tour | $20**
It doesn’t take long for visitors to notice the wide variety of landmarks and sights that make the area so unique. Join us for the Best of Denver walking tour through the heart of Denver, for a visitor experience customized for CLEAR’s 2017 conference. Participants will learn about Denver’s fascinating history and visit many of the city’s must-see spots. Along the way, enjoy plenty of time to chat with your guide, ask questions, take pictures, and learn more about the Mile-High City.

SEPTEMBER 15  6 A.M.

**Fun Run | $10**
Meet some of your fellow conference attendees for a run along the riverfront and through downtown Denver during the tranquility of the early morning hours. All fees collected will be donated to a local running club.

SEPTEMBER 15  5:15 P.M.

**Highlights of Denver City Bus Tour | $35**
Experience two sides of Denver—a historic western town and thriving modern city; all in the same trip. Travel through the quiet tree-lined streets of Denver’s residential neighborhoods and journey back to the 19th century. Along the way, you will pass a variety of cultural attractions, such as beautiful City Park, Civic Center Park, the gold-domed State Capitol, the United States Mint and the Denver Art Museum, to name a few. Another highlight is bustling 17th Street, Denver’s financial nerve center with its towering skyscrapers set against the backdrop of the Rocky Mountains. The 16th Street Mall, a multi-million dollar pedestrian mall, is located just a block away and features a variety of restaurants, specialty shops and seasonal activities of all kinds. At the end of this journey, you will no longer be a stranger to the Mile-High City!

SEPTEMBER 15  collect tickets from 5:30 P.M.

**Colorado Rockies vs. San Diego Padres | $30**
Enjoy an evening watching the Colorado Rockies at Coors Field as they play the San Diego Padres. Whether networking with fellow AEC baseball enthusiasts, or simply enjoying the spectacle of “America’s Pastime” this is sure to be a popular option, so please order your tickets early. The ballpark is a short walk from the Marriott conference hotel. Price includes your seat at the game only. Game time is 6:40 p.m.
This year, the Citizen Advocacy Center (CAC) is integrating its annual meeting into CLEAR’s Annual Educational Conference. The exciting news is that a single registration fee covers both programs.

The CAC portion is composed of over 9 meeting hours: a four-hour session on Wednesday afternoon, September 13th; a one-hour session on Thursday morning, September 14th; a 2 1/2-hour networking reception meeting on Thursday evening; and a one-hour session on Friday morning, September 15th.

Individuals attending the CAC sessions will be able to attend any of the CLEAR conference they wish. Similarly, CLEAR registrants are encouraged to attend any of the CAC sessions that are of interest to them. CAC registrants are eligible for the discounted hotel rate at the conference hotel. See page 3 for more information about the hotel. All CAC registrants will make their reservations through CLEAR.

### SESSION 1
**SEPTEMBER 13**
**1–5 P.M.**

**Emerging Trends: Implications for Professional and Occupational Regulation**
Change is in the air! Professional and occupational regulation is under scrutiny in the U.S. Congress, state legislatures, and the courts. “How much regulation is too much regulation?” “What is the right mix of licensure, certification, and accreditation, or should workforce matters be left to the marketplace?” “What authority should state legislatures, governors, or attorneys general have to approve, reject, or amend licensing board rules and regs?”
Think tanks, scholars, and politicians on all sides of the political spectrum are weighing in on these subjects. At this 4-hour session, we will discuss and debate emerging trends and their likely impact on regulation.

### SESSION 2
**SEPTEMBER 14**
**8–9 A.M.**

**Evaluating Licensing Board Performance: Meeting Consumer Expectations**
Occupational and professional licensing boards are charged by statute with promoting and protecting the public interest. Is there enough done to evaluate how effectively boards carry out their public protection mission? At this session, regulators from different professions in different countries will discuss methods currently used to evaluate boards (e.g. sunset reviews, governor’s audits) and propose additional methods for evaluating board performance. They will also exchange ideas about who should be measuring board performance against consumer expectations and what standards should apply.

### SESSION 3
**SEPTEMBER 13**
**5–5:30 P.M.**

**Shimberg Award Presentation**
Citizen Advocacy Center is pleased to honor CLEAR with the 2017 Ben Shimberg Public Service Award. The award will be accepted by CLEAR President Steve Hart, Executive Director, Kentucky Board of Pharmacy.

### SESSION 4
**SEPTEMBER 15**
**7:15–8:15 A.M.**

**Hearing from Your Constituents: Techniques for Getting Input from the Public**
Licensing boards often lament the difficulty of getting input from the outside world during board meetings, rulemaking proceedings, legislative hearings, and routine day-to-day operations. At this session, attendees will be invited to share their experience relating to the public. Invited presenters will talk about their success using advisory committees to stay in contact with their constituents. One presenter will describe the experience with citizen advisory committees appointed by Medicare’s Quality Improvement Organizations. A representative from the College and Association of Registered Nurses of Alberta, Canada, will describe the Association’s experience using an outside advisory committee on the subject of RN scope of practice in the province.
**SEPTEMBER 11–13**

Executive Leadership Program for Regulators: Building Regulatory Leaders

This three-day course covers regulatory leadership, organizational culture and change, public relations and the art of negotiation. The program will be led by a faculty of regulatory leaders. Attendees will participate in various role-playing activities, scenarios, group work and discussion. **Members:** US$465; **Nonmembers:** US$585. Conference attendees receive a discounted rate of US$385 (members) or US$505 (nonmembers).

National Certified Investigator or Inspector Training Basic Program

The NCIT Basic Program is a three-day, hands-on training and certification program in investigation and 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. **Members:** US$365; **Nonmembers:** US$455.

National Certified Investigator or Inspector Training Specialized Program

Building on the NCIT Basic Program’s core curriculum for certification, the NCIT Specialized Program provides advanced certification in the areas of interviewing, investigative analysis and investigative report development for those who conduct regulatory investigations. 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. **Members:** US$435; **Nonmembers:** US$545.

**SEPTEMBER 12–13**

Board Member Training: Advanced Concepts in Regulatory Governance

Advanced Concepts in Regulatory Governance is a two-day workshop for seasoned regulatory board members. The program highlights strategies for dealing with specific challenges faced by board members and provides opportunities for peer-to-peer learning, engagement and development. The first day focuses on the accountability and evaluation roles of regulatory board members. The second day emphasizes the relationships that are integral to regulatory functions, including dealing with transition, identifying the roles of governance versus management and facilitating positive communication. The program is designed to include interactive components that will allow attendees to apply the concepts to their own experiences. The program is open to any previous attendee of the Board Member Training (now known as Introduction to Regulatory Governance) program. **Members:** US$350; **Nonmembers:** US$435. Conference attendees receive a discounted rate of US$270 (members) or US$355 (nonmembers).

Communication Skills and the Art of Persuasion

The ability to communicate effectively is a key component to being a successful investigator. Effective communication involves conveying your thoughts and positions to others as clearly, concisely and unambiguously as possible and, in turn, receiving information that others are providing to you with as little distortion and misunderstanding as possible. Good communication skills can serve to improve operational efficiency and productivity in the workplace and increase the confidence level of employees. On the other hand, poor communication skills may cause message misinterpretation or misunderstanding and lead to roadblocks in getting desired information. This session introduces participants to key components for effective communication including preparation and delivery techniques, use of language and physicality to get your point across, listening skills and the use of presentation aids. **Members:** US$75; **Nonmembers:** US$95. Part of the NCIT Program.
There is an international consensus that refugees and those in refugee-like situations should have access to alternative assessments of their qualifications, as outlined in the 1951 Refugee Convention and the Lisbon Recognition Convention. This pre-conference workshop will include an overview of the measures taken in Germany, which received 70,000 refugees each month in 2016, along with alternative approaches adopted by two large Canadian regulators in the context of different entry-to-practice requirements, and one assessment service that conducted a pilot project with 200 Syrian refugees without complete documentation.
AGENDA

ENTRY TO PRACTICE AND BEYOND
Depoliticizing State Licensure by Competency-Based Certification
An interactive session, introducing an alternative structure of regulating health professionals at the entry level, followed by prepared comments and an informal discussion of the pros and cons of such a system. Under our proposal, a provider’s scope of practice would be based on the acquisition of certification of defined competencies rather than on completing a training program leading to a professional degree. The goal is to make licensing less-anticompetitive while ensuring the public safety. The goal is to improve access to high quality health care providers without disrupting our current institutions.

TESTING AND EXAMINATIONS
When Should You Be Worried?
Testing Program Events that Need Your Attention
Once licensure programs are up and running, most run smoothly day to day without major disruptions. Candidates test, test results are generated, and candidates learn whether they were successful. However, occasionally something unintended may occur and regulators need to understand what questions to ask and what actions to take. This session will present examples of what might go wrong in a testing program as well as what the regulator’s role is in each example discussed. Examples presented will include candidate-related issues and test development/delivery issues. For each category the potential impact on test validity will be considered and options for resolution addressed.

THURSDAY 2:45–3:45 P.M.

ADMINISTRATION, LEGISLATION, AND POLICY
Nudging, Judging, and De-Sludging: How Behavioral Sciences Can Be Applied to Compliance in the Regulatory Sector
How can regulators influence members’ behavior? This interactive session explores how behavioral sciences are being applied within organizations world-wide. The former lead of the government of Ontario’s Behavioral Insights Unit will provide an overview of key behavioral science concepts. Governing more than 50,000 professionals, the College of Early Childhood Educators is the only self-regulating body of its kind in North America. A case study will further illustrate how this College has applied a behavioral lens to examine processes, identify opportunities for interventions, and test solutions. Session participants will also explore how to apply these concepts in their organizations.

COMPLIANCE AND DISCIPLINE
Exploring Views on Dishonest Behavior by Health and Care Professionals and Regulatory Responses
How much does honesty in health and care professionals matter? This qualitative research explores the views of both the public and a range of professions on how dishonest behavior affects professionalism, and the implications for regulators. We found that both groups had a shared moral compass. Some types of dishonesty were seen to merit expulsion from the profession, while others elicited a more nuanced response leaning towards rehabilitation. Participants mostly did not relate to disciplinary sanctions imposed on public confidence grounds. Our session will explore the importance of dishonesty and how regulators should respond in the light of these findings.

ENTRY TO PRACTICE AND BEYOND
Building an Integrated Competency-Based Network
Competency-based assessment of work experience for certification or licensing can transform a regulator’s ability to build an integrated network of progressive policies, programs and relationships with key stakeholders such as interns, employers, newcomers and government. This session will share the experience of Canadian engineering and geoscience regulators as they build on the inherent attributes of competency-based assessment to support new programs and tools that support the regulatory network and ultimately improve their ability to protect the public interest.

TESTING AND EXAMINATIONS
Beyond Job Knowledge: Assessing Situational Judgment for Professional Development
Situational judgment tests and exercises are becoming increasingly popular in assessment programs as advances in technology have led to cost-effective solutions for online authoring, delivery and scoring. Assessments of situational judgment are especially useful in measuring a wide range of competencies, including knowledge application, cognitive abilities, and non-cognitive characteristics, or “soft skills”. While such assessments are commonplace in employment testing and learning programs, they are less prevalent in credentialing examinations. This session will provide an overview of situational judgment assessment approaches, considerations, and case studies illustrating a range of credentialing-related applications.

THURSDAY 4–5 P.M.

ADMINISTRATION, LEGISLATION, AND POLICY
Regulating Bad Board Behavior: Real-Life Stories About Boards and Board Members Who Act Inappropriately
It can take years for a regulator to develop a good reputation. That reputation can be quickly tarnished by a board member who acts inappropriately. With stories taken from the headlines of newspapers around the world, this interactive session will explore best practices for creating an environment where good governance can flourish. Regulators and lawyers from the United States and Canada will present case scenarios drawn from real life examples, and, through iClicker technology, ask what you might do in similar circumstances. This is an opportunity to learn helpful strategies that you may not have considered.

COMPLIANCE AND DISCIPLINE
Sexual Abuse: Regulators’ Scorecard in Achieving Zero Tolerance
Changes are happening in how regulators are expected to deal with sexual abuse by regulated professionals. In 2016, the Ontario Minister of Health and Long-Term Care released the recommendations of the Minister’s Task Force on the Prevention of Sexual Abuse of Patients and the Regulated Health Professions Act. In 2016, the Australian Health Practitioner Regulatory Agency and the Medical Board of Australia engaged an expert to undertake a review of chaperone restrictions. This session will examine the recommendations from these two consultations on sexual abuse and how the recommendations are being implemented. It will explore how regulators might be able to improve their programs and policies to better achieve zero tolerance.
A method to measure these “soft”, non-technical skills.

Essential of “clinical reasoning” from the CSR process and established that already involved a chart review. Learn how they teased out the practitioners explaining their clinical decisions. The present Chart Stimulated Recall (CSR), which is a mixture of reviewing charts challenge is to measure it. It is common practice in medicine to use healthcare professionals is clinical reasoning/decision-making. The Quality Assurance programs are established by most regulators ensure quality practice by their members. A key component for the importance of rigorous lifelong learning programs. At this update session, panelists from the organizations that presented in 2016 will report on developments since then.

TESTING AND EXAMINATIONS
I Was Treated Like a Criminal
Candidates, particularly honest ones, sometimes respond to customer satisfaction surveys with, “I was treated like a criminal!” This reaction is in response to enhanced security processes that include requirements to empty pockets, submit to metal detectors, take fingerprints/palm prints, etc. But honest test takers aren’t the problem, are they? It’s dishonest testers that we’re trying to catch, and technology, particularly the miniaturization of cameras and recording devices, is making that even more challenging. This session will include specific case studies of candidates caught with spy devices as well as recommendations for up-front messaging so candidates are prepared for test day.

FRIDAY, SEPTEMBER 15
7:15–8:15 A.M.

BREAKFAST SESSION
Medical Marijuana: The New Regulatory Landscape in Canada
This session will include three key messages: A review of the legislative framework in Canada for medical marijuana; a commentary on the perceived failure by Health Canada and the Royal Canadian Mounted Police to enforce Canada’s medical marijuana laws; an analysis of the impact of this perceived regulatory failure on the quality and variety of medical marijuana products available to consumers. The presentation will conclude with an outline of the legislative changes regarding marijuana announced by the Government of Canada.

BREAKFAST SESSION
The Heart of Clinical Reasoning and How to Measure It
Quality Assurance programs are established by most regulators to ensure quality practice by their members. A key component for healthcare professionals is clinical reasoning/decision-making. The challenge is to measure it. It is common practice in medicine to use Chart Stimulated Recall (CSR), which is a mixture of reviewing charts and the practitioner explaining their clinical decisions. The presenters decided to add clinical reasoning to their evaluation process, that already involved a chart review. Learn how they teased out the essential of “clinical reasoning” from the CSR process and established a method to measure these “soft”, non-technical skills.

FRIDAY
7:30 A.M.–12 NOON
Exhibit Hall Open
potentially assess important constructs that are not being addressed by the current measurement process. As programs gain experience with computerized testing, it becomes natural to question whether the current implementation is capturing all the salient competencies of the job.

FRIDAY 10:30 A.M.–12 NOON

ADMINISTRATION, LEGISLATION, AND POLICY
Professional Self-Regulation: Is the Model Past Its Sell by Date?
Recent events have questioned the ability of professionals to regulate themselves in the interest of the public. Should the public play a more dominant role in how professionals are regulated? Should the self-regulatory model be abolished altogether?

This comparative analysis of various jurisdictions that have recommended or implemented change will identify how the self-regulatory model should move forward—or whether a whole new model is required. The analysis will include how Ireland introduced public majority governance to several regulators and its impact on public protection.

COMPLIANCE AND DISCIPLINE
Breaking Bad: A Case Study in Discipline and Fitness to Practice Proceedings
The session examines the fictional case of Walter White, a high school chemistry teacher from the television series, “Breaking Bad,” who used equipment from his school to engage in the illicit production and sale of methamphetamine. Following a complaint, Walter White finds himself before the Discipline Committee of his professional regulator but seeks to have his case heard by the Fitness to Practice Committee instead.

ENTRY TO PRACTICE AND BEYOND
Can I Put My Hat On? I’m a Good Moral Character…Now
The sequel to the 2016 session “Can I Take My Hat Off? The Parameters of Off Duty Conduct,” this session explores the vexing question of how regulators determine whether someone is qualified to “put their hat on” at the entry to practice stage.

Entry to practice is an undoubtedly complex area that raises challenging issues for regulators when applicants seek the privilege of membership. There is no standard definition of “Good Moral Character” but its concept is embedded in the qualification criteria for virtually every profession. How should regulators assess an applicant’s character and suitability at the time of registration? Why is it so important to get this right? The panel will examine through case law and standards from across jurisdictions the common (and uncommon) principles that are applied when assessing who should have the privilege of putting on the proverbial professional hat.

TESTING AND EXAMINATIONS
Ask the Experts: What Questions Do You Have About Examinations and Testing?
A candidate called the Board and yelled at my staff with a litany of accusations: “Your test was not fair. It tested trivial information and was not what I was taught. I failed by one point which can’t be correct. I had a 4.0 GPA in school. That should be enough to be licensed.” How should the staff member and board respond to candidate comments? Can you defend the exam if challenged in court? How can we make our test better? Are candidates cheating on our test? Board members and the public may be reluctant to ask questions about the test. This interactive session will respond to practical concerns and questions of regulators using audience response devices and by responding to hot-issue real scenarios. Bring your hot issues and questions to the session for discussion.

FRIDAY 1:30–2:30 P.M.

HOT TOPIC ROUNDTABLE
Cyber Risk in the Health Sector
This session will address the evolution of privacy and cyber risk in the health sector, including new trends, the emergence of new privacy torts and class action lawsuits. It will consider the role of the regulator in addressing these concerns as it relates to its members, including the use and misuse of social media and technology in various contexts.

HOT TOPIC ROUNDTABLE
Have a Test Development Question? Ask a Panel of Dueling Psychometricians
Psychometricians representing different operational perspectives from professional certification, licensure, medical, and IT settings will field a range of test development and psychometric questions from audience members. Questions may range from the first steps of designing a program to item development to standard setting to equating to exam maintenance or anything in between. Bring your questions because this session will be 100% in a question and answer format.

FRIDAY 2:45–3:45 P.M.

ADMINISTRATION, LEGISLATION, AND POLICY
Mirror, Mirror on the Wall: Emerging Trends in Self-Regulation
In 2014, the Ontario College of Teachers engaged a consultant to use current and emerging issues affecting self-regulation to forecast plausible futures in the self-regulatory field. This presentation examines the findings of the report and the use of strategic foresight as a tool for broader policy planning and risk management for regulators. This presentation also explores how the College continues to use the report to anticipate the impact of emerging influences, while considering strategic business practices and policy directions to effectively manage future risks and opportunities.

COMPLIANCE AND DISCIPLINE
Law and Order: The Intersection of Criminal Justice and Professional Regulation
A practitioner has been charged with a criminal offense. It is high profile and it is public. Tactical and public relations decisions will need to be made by the regulator immediately and on an ongoing basis, each critical to the regulator’s public interest role.

This interactive session will take the audience through a hypothetical scenario in which a practitioner has been charged with a serious criminal offence. Members of the audience will assume the role of the head of a regulatory body and voice their opinions in real time on the challenging questions that will face regulators at each step of the pro-
 ENTRY TO PRACTICE AND BEYOND
Review, Revise, Re-Energize: How Two Professions Reinvigorated Their International Credential Evaluation Processes
The Canadian Alliance of Physiotherapy Regulators and the Federation of Law Societies of Canada, which both have responsibility for the evaluation of internationally-educated professionals on behalf of the provincial and territorial regulatory bodies, recently undertook reviews of their credentialing programs. This session will start with short overviews of the two reviews, before comparing and contrasting the approaches taken and reviewing the results and recommendations. The session will end with recommendations for how to conduct program reviews for both health and non-health professions and will detail good practices in international credential evaluation policies and procedures.

TESTING AND EXAMINATIONS
From Job Analysis Planning to Development of Test Specifications: If I See a Fork in the Road, Should I Take It?
Although accreditation guidelines are specific in defining best practices for job analyses and test development, the details of the processes are left open to individual organizations. Published reports of job analyses and development of test specifications reveal differences in implementation of these studies. The purpose of this session is to make participants aware of strategies used by a number of different organizations in order to help them refine the approaches that will meet their own needs. Abstracts from published reports of job analyses will support the presentation.

FRIDAY 4–5 P.M.

ADMINISTRATION, LEGISLATION, AND POLICY
Medical Assistance in Dying—Still a Live Issue
The recent legalization of medical assistance in dying in Canada (in June 2016) and Colorado (in November 2016) is one of the most radical and significant changes to the health care system in this century. This session will explore: the differing provisions of the legislation in Canada, Colorado, and other jurisdictions around the world; the practical implications for regulators as they struggle to provide guidance to their members in this new era; and the ongoing constitutional and human rights controversies and challenges.

COMPLIANCE AND DISCIPLINE
CPD Enforcement Lies on a Spectrum: Should We Use a Carrot or a Stick?
Many terms are used to describe the requirement for professionals to continue learning throughout their careers—CPD, professional competence and re-validation to name but a few. The approach to enforcement of these models exists on a spectrum from the carrot to the stick. But is punishment or reward the role of the regulator in CPD?
A case-based approach describing the introduction of mandatory CPD in a multi-profession regulator and the rationale for moving from beating a stick to dangling a carrot will be presented.

ENTRY TO PRACTICE AND BEYOND
Protecting the Public and Enhancing the Pharmacy Profession through Assessment
The Quality Assurance Practice Review process for Pharmacists, implemented in Ontario in 1997 was, from the outset, designed to protect the public while enhancing the profession of Pharmacy. Results demonstrate that the Practice Review has served as a catalyst for the profession as a whole to engage in professional development to enhance the skills and knowledge needed to provide safe and competent care to the public and meet the expectations of the assessment itself. Three panelists will lead you through the program’s ongoing development and evolution—from a ‘one size fits all’ peer assessment/practice review process to individual on-site practice and outcomes-based assessments that assure public protection and drive optimal outcomes in pharmacy practice in Ontario.

TESTING AND EXAMINATIONS
The Wild, Wild West of Recertification
The US medical specialty boards have traditionally represented best practice in recertification design—including self-assessment, Quality Improvement and re-examination. Now, due at least in part to significant practitioner pushback, there are no less than 16 current or proposed pilot programs for physician specialty recertification. At the same time, other groups have introduced or are piloting recertification processes designed to support continuing competence and/or replace examinations. Come learn about these new products/processes, and use interactive technology to explore the Wild West of optimal recertification design!

SATURDAY, SEPTEMBER 16 8–9:30 A.M.

ADMINISTRATION, LEGISLATION, AND POLICY
“Trust Me, I’m a Regulator” and Other Mistakes: Successes and Challenges of Effective Consumer and Community Engagement
What can regulators do to build trust and engage effectively and meaningfully with consumers of healthcare and the wider community? In this session we will discuss two initiatives from multi-profession health regulators on opposite sides of the globe:
- how the national regulator of 14 health professions in Australia established its independent community (consumer) advisory group, and how the functions of the group fit within a broader community engagement strategy for AHPRA; and
- how the UK’s Health and Care Professions Council approached engaging with service users and carers to develop conduct standards for practitioners, including producing a dedicated guide for service users.

COMPLIANCE AND DISCIPLINE
Challenging Convention: Addressing Mental Health Issues in Professional Regulation
Twenty percent of our population will personally experience a mental health illness in their lifetime and professionals are not immune. The impact of these illnesses is as varied as the conditions themselves.
This session will consider the manner in which regulators address mental health issues. Panelists will explore conventional modes of institutional response, including fitness and discipline proceedings, and their challenges, including the impact of human rights legislation. This session will also discuss broader policies and programs for professionals with mental health issues that seek to meet the objectives of protecting the public while also destigmatizing mental health illness.

**ENTRY TO PRACTICE AND BEYOND**

**Streamlining Pathways to Occupational Credentials and Entry to Practice for Transitioning Veterans**
This session provides a review of some of the federal and state initiatives in military credentialing to include recent federal legislation and expansion of the military services’ Credentialing Opportunities On Line (COOL) programs. The 13-state, Multi-State Collaborative on Military Credit (MCMC) will discuss efforts to improve recognition of equivalent military training and experience for post-secondary credential attainment and entry to practice. MCMC partnered with the Credential Engine (previously--Credential Transparency Initiative, CTI) to populate this information in a first-of-its-kind national credential registry. Lastly, representatives from Colorado’s Department of Regulatory Agencies (DORA) will discuss recently passed legislation directing state agencies to implement a streamlined military-to-workforce credentialing pathway across 50 occupations. Learn how these efforts might help your agency assess military training and experience in terms of competencies, transfer value, assessment rigor, third-party approval status, and perhaps follow Colorado’s model for developing credentialing pathways at the state level.

**TESTING AND EXAMINATIONS**

**So What Goes into a High Quality Credentialing Test?**
New to the field of credentialing? Want to improve the reliability and validity of your assessments? This presentation provides an overview of the test development cycle and how best practices and international industry standards drive improvements in your assessments. Reducing the “black box” effect and having greater control will have a direct effect in improving the quality of your credentials. Topics include job analysis, item writing, cut scores, equating, and statistical reports.

**SATURDAY** 9:45–10:45 A.M.

**ADMINISTRATION, LEGISLATION, AND POLICY**

**Risk Profiling—A New Regulatory Tool?**
Regulators are increasingly expected to be better at identifying, understanding and addressing risks in the professions they regulate. Presenters from the College of Physiotherapists of Ontario (Canada) and the Health and Care Professions Council (UK) will discuss research studies they have commissioned to better understand the risks and trends in the professions they regulate.

**COMPLIANCE AND DISCIPLINE**

**Out in the Open—Finding the Balance in Regulatory Transparency**
As governments are pressured to promise transparency, regulators search for that fine balance between openness and fairness. The media suggest that anything ‘hidden’ is suspicious -- but some information must be protected. Can too much knowledge be a dangerous thing? What information can members of the public actually use to make good choices? When will releasing information harm the profession? In Ontario, Canada, the provincial government has declared transparency a “number 1 priority” as cases involving allegations of sexual abuse have hit the headlines. One regulator’s approach to the challenge has attracted international attention. Will real-time risk assessment be the key to success?

**ENTRY TO PRACTICE AND BEYOND**

**Team Training, Team Practice, Team Regulation, Team Evaluation**
At this session, a multi-national panel of representatives from healthcare professions (e.g., medicine, nursing, pharmacy, etc.) will talk about 1) the prevalence and value of inter-professional educational programs in their countries; 2) experience with team practice (including procedures for handling errors and complaints when more than one type of professional is involved), and 3) protocols for evaluating the competence of teams. We will also include a speaker from the organization that accredits continuing education programs, the Accreditation Council for Continuing Medical Education (ACCME).

**TESTING AND EXAMINATIONS**

**Becoming an SME Expert**
Subject matter experts (SMEs) are one of the most leveraged resources in the development of a credentialing program. However, working with SMEs comes with challenges as each brings their own perspectives, biases, and goals to the process. In this session, professionals from credentialing agencies and testing vendors will discuss best practices, review lessons learned while working through these difficult SME situations, and address questions from the audience. Topics covered will include onboarding, creating and maintaining engagement, governing the SME tenure-rotation cycle, and effective decision making.

**SATURDAY** 11 A.M.–12:30 P.M.

**CLOSING SESSION**

**Setting Precedents:**

**The Top Ten Recent 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, particularly the judge-made legal framework which changes with each important new case that is decided. We will summarize and analyze the most interesting recent cases from Commonwealth and US jurisdictions involving regulatory law, pulling together themes and highlighting differences between various jurisdictions including discipline, registration and human rights issues.
Please complete one form for each person attending the conference or training session(s). Type or print the requested information as you would like it to appear on the attendance list and name badge. Registration forms may be submitted:

- Online: http://www.clearhq.org/2017AEC
- Fax: (859) 231-1943
- Mail: 108 Wind Haven Dr., Ste. A, Nicholasville, KY 40356

Name ________________________________ Title ________________________________

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☐ This is my first CLEAR Annual Educational Conference.
☐ I have a disability and may require special accommodations to fully participate in this program. (CLEAR staff will contact you.)
☐ I would like to be informed via email of future CLEAR programs and events.
☐ I would like to be included on the attendance list that is distributed to all Annual Educational Conference attendees.

**Conference**

☐ Member .................................................................................................................................................. US$495
☐ Speaker ................................................................................................................................................ US$495
☐ Nonmember (Join now and qualify for member rate.) ............................................................................ US$620
☐ Friday Luncheon (optional) .................................................................................................................... US$35

Please indicate any dietary restrictions: ________________________________________________________________

**Training Programs: CLEAR Learning**

☐ NCIT Program—Basic
  ☐ Members ......................................................................................................................................... US$365
  ☐ Nonmembers ................................................................................................................................. US$455

☐ NCIT Program—Specialized
  ☐ Members........................................................................................................................................ US$435
  ☐ Nonmembers ................................................................................................................................. US$545

☐ Administrative Law and the Regulatory Process Training: Understanding the Basics
  ☐ Members ......................................................................................................................................... US$350
  ☐ Members with full conference registration .................................................................................. US$270
  ☐ Nonmembers ................................................................................................................................. US$435
  ☐ Nonmembers with full conference registration ........................................................................ US$355

☐ Communication Skills and the Art of Persuasion
  ☐ Members ........................................................................................................................................ US$75
  ☐ Nonmembers .................................................................................................................................. US$95

☐ Advanced Concepts in Regulatory Governance
  ☐ Members ......................................................................................................................................... US$350
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  ☐ Nonmembers ................................................................................................................................. US$435
  ☐ Nonmembers with full conference registration ........................................................................ US$355

A fee of US$50 will apply to all registrations received after July 28, 2017.
Reduced conference registration fees.
Access to the password-protected sections of CLEAR's website, including all new resources and the Toolkit for Regulators.

Payment
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 OFFICIALY REGISTERED. MAKE CHECK PAYABLE TO CLEAR, FEDERAL IDENTIFICATION NUMBER 61-1267676. REGISTRANT SUBSTITUTIONS ARE ALWAYS WELCOME. CANCELLATIONS MUST BE RECEIVED IN WRITING BY JULY 28, 2017 TO RECEIVE A FULL REFUND. AFTER THAT DATE, A US$59 SERVICE CHARGE WILL BE SUBTRACTED FROM REFUNDS. CANCELLATIONS RECEIVED AFTER AUGUST 28, 2017 ARE SUBJECT TO THE FULL REGISTRATION FEE. NO REFUNDS WILL BE GIVEN AFTER AUGUST 28, 2017. REGISTRATION FEES FOR THE CLEAR CONFERENCE INCLUDE EVENING RECEPTION, COFFEE BREAKS AND THE CONFERENCE REGISTRATION PACKET.

1. Professional photographs, audio and video may be taken and images captured during this event. Attendee hereby grants the Council on Licensure, Enforcement and Regulation (CLEAR) and its representatives, successors and assigns permission to take photographs and/or record Attendee at this event and distribute (both now and in the future) the Attendee’s image, likeness or voice in photographs, videotapes, electronic reproductions, audiotapes, social media including tweets at any Council on Licensure, Enforcement and Regulation (CLEAR) events and activities.

2. By registering, Attendee understands and agrees that audio and video footage, photographs and digital images may be taken of Attendee at any conference event. By registering, Attendee also understands and agrees that the Council on Licensure, Enforcement and Regulation (CLEAR) and its representatives, successors and assigns may use said audio and video footage, photographs and digital images in its editorial, advertising, educational, promotional and social media material. Attendee also understands and agrees that international copyright and intellectual property rights on these images and materials will remain the property of the Council on Licensure, Enforcement and Regulation (CLEAR) who will be entitled to broadcast, publish, republish or otherwise distribute these images, data and materials and any product thereof in any way or manner they see fit in perpetuity. Registration for the conference signifies and evidences Attendee’s agreement to the terms above and Attendee hereby waives any claims he or she may have against the Council on Licensure, Enforcement and Regulation (CLEAR) its representatives, successors and assigns in regard to said material.

New CLEAR Membership

Join now and qualify for the member registration fees above.

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- Individual Agency or Organization.......................................................... US$250

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- 3 Regulated Entities or Professions.......................................................... US$555
- 4 Regulated Entities or Professions.......................................................... US$740
- 5 Regulated Entities or Professions.......................................................... US$925
- 6 Regulated Entities or Professions.......................................................... US$1,110
- 7 Regulated Entities or Professions.......................................................... US$1,295
- 8 Regulated Entities or Professions.......................................................... US$1,480
- 9 Regulated Entities or Professions.......................................................... US$1,665
- 10–19 Regulated Entities or Professions ................................................... US$1,720
- 20+ Regulated Entities or Professions....................................................... US$2,865

Association of Regulatory Agencies or Organizations.................................. US$505

Other Government Agencies........................................................................ US$505

Individual (employee of government agency).................................................. US$215

Associate Membership
- State or Provincial Professional Association............................................ US$505
- National Professional Association............................................................ US$505
- Other Organizations or Vendors................................................................. US$860
- Other Individuals......................................................................................... US$215

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.
- Access to the password-protected sections of CLEAR's website, including all new resources and the Toolkit for Regulators.
About CLEAR

The Council on Licensure, Enforcement and Regulation is the premier international resource for professional regulation stakeholders. CLEAR was conceived more than 30 years ago as a resource for any entity or individual involved in the licensure, non-voluntary certification, or registration of the hundreds of regulated occupations and professions. Since its inception, CLEAR’s membership has included representatives of all governmental sectors, the private sector, and many others with an interest in this field.

CLEAR promotes regulatory excellence through conferences, educational programs, webinars, seminars and symposia. The organization provides networking opportunities, publications, and research services for those involved with, or affected by, professional and occupational regulation. As a neutral forum to encourage and provide for the sharing of best practices, CLEAR serves and supports the international regulatory community and its vital contribution to public protection.

To help foster a better understanding of the issues involved in professional and occupational regulation, CLEAR sponsors conferences designed to meet the varied needs of all licensing community members. Conference content is directly relevant to board members, registrars, executive directors, agency administrators, and enforcement and investigative staff. CLEAR’s Annual Educational Conference is attended by more than 600 members of the regulatory community from across North America, Europe, Australia and New Zealand.

Conference content is developed by and for members of the regulatory community and focuses on four areas of inquiry: Entry to Practice Issues and Beyond; Testing and Examination; Administration, Legislation and Policy; and Compliance and Discipline. Accompanying roundtable discussion groups are also offered. The Regulatory Expo and Exhibitor Showcase typically sees 30 exhibitors provide information about their products and services to attendees.
2017 ANNUAL EDUCATIONAL CONFERENCE
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