

Progress Review of the Interior Design Experience Requirement (IDER)[™]

Independent Consultant's Report on Findings by

Daniel Zanth

Prepared for

ARIDO

Association of Registered Interior Designers of Ontario

August 28, 2023

Author's Profile and Acknowledgement of Potential Biases

Author's Profile

Daniel Zanth, an independent consultant with over two decades of experience in adult learning, accreditation, and competency assessment, is the author of this report. He has worked with numerous organizations to design, develop, and implement competency assessments within professional credentialing programs.

Daniel has maintained a long-standing association with ARIDO, including co-chairing the Alternative Pathways Task Force in 2014. He authored a report recommending a shift to competency-based assessment, along with the adoption of fair access principles. Daniel led the development of both the Intern Competencies Review System (ICRS)TM and the Interior Design Experience Requirement (IDER)TM. Currently, he is leading the development of ARIDO's Canadian Alternative, which will serve as a new option to satisfy the final qualifications requirement to be completed in the registration path.

Acknowledgement of Potential Biases

With over two decades in the professional credentialing field, Daniel is well-versed in designing, developing, and implementing competency assessments within professional credentialing programs. He acknowledges the potential for biases, such as confirmation bias, ownership bias, authority bias, and status quo bias, which may stem from his longstanding involvement in the field. To mitigate these biases and ensure objectivity, Daniel:

- Seeks diverse feedback and consults multiple sources of information to counter confirmation bias.
- Regularly evaluates his assumptions and decisions to minimize ownership bias and attachment to pre-existing ideas.
- Remains open to new ideas, approaches, and perspectives, and actively challenges his preconceptions.
- Transparently documents his decision-making process and rationale.

Daniel continuously engages in professional development to stay informed of the latest trends and best practices in the field. He is committed to fairness, rigor, and transparency, ensuring his reviews and recommendations are evidence-based and unbiased. As the lead consultant for the IDER and co-author of its white paper, Daniel strives to uphold the highest standards of integrity and professionalism.

Recommendations for Report Dissemination

Daniel is committed to presenting an unbiased and balanced analysis. He will submit this report directly to the ARIDO Board of Management, and recommends that the report be made fully accessible to the public.

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Letter to the President and Executive Director of ARIDO

Dear President Sabrina Carinci and Executive Director Sharon Portelli of ARIDO,

I am writing to let you know that I have completed the progress review of the Interior Design Experience Requirement (IDER)TM. As the consultant selected by ARIDO for the development of the Canadian Alternative—a new option for satisfying the final registration requirement—I have been reviewing ARIDO’s existing assessment systems to ensure they align with this initiative.

Each assessment system I reviewed is at a different stage: the ICRS is concluding its field testing with a final review, the IDER is undergoing its first progress review during field testing, and the Canadian Alternative is in a preliminary review at the beginning of its development. Due to their unique characteristics, I will submit separate review reports for each system.

Please find enclosed the progress review for the IDER. Launched in 2020 for initial field testing, this system allows applicants to self-report the completion of mandatory tasks under qualified supervision to meet the experience requirement. Only two applicants have completed IDER so far, which limits the depth of insights. However, I have included feedback from current IDER users to offer a practical view of their experiences with the system.

I want to express my gratitude to the ARIDO Board of Management for entrusting me with this review, as well as to the ARIDO staff and IDER users who shared their experiences in a survey. These collective contributions and commitment to ongoing improvement are invaluable.

Please note that any critiques in this report are not intended to cast ARIDO in a negative light. These observations, provided during the early stages of field testing, aim to highlight areas that may require additional resources to support and improve field testing. They are meant to assist ARIDO in preparing for its expanding role in assessing qualifications. By carefully examining how the IDER aligns with fair access principles, ARIDO is proactively positioning itself to meet future obligations under the Direction Regulation Model with the Ontario Association of Architects (OAA).

While I value the contribution of many individuals to this review, the opinions expressed in it are solely mine. I hope that ARIDO finds this report helpful in its ongoing efforts to promote fair and equitable access to the interior design profession in Ontario. I recommend conducting a final review of the IDER at the end of the field testing phase to confirm its readiness for a full roll-out.

Best regards,



Daniel Zanth

August 28, 2023

Executive Summary

Introduction

This report provides a progress review of the early field testing for the Interior Design Experience Requirement (IDER)[™], developed in response to the ARIDO/OAA Joint Task Force's call for greater ARIDO accountability in qualifications assessment. The IDER represents a shift from an hours-worked model to an evidence-based approach, mapping on-the-job competencies for interns on the path to registration. This includes a new self-reporting tool for tracking and reporting completion of mandatory tasks under qualified supervision. As of October 1, 2021, the IDER became mandatory for all new interns, with a transition plan for existing interns. This review examines the initial roll-out of the IDER, incorporating feedback from users.

Objective

The aim of this review is to assess the initial setup and performance of the IDER, identify potential challenges during field testing and roll-out, and recommend improvements. The ultimate goal is to optimize the IDER for its full-scale launch.

Methodology

This review employs a mixed-methods approach, utilizing surveys, interviews, and discussions to gather feedback from applicants, supervisors, and staff on the IDER's early field testing. Focus areas include practical application in real-world settings ('Field Testing') and alignment with fair access duties ('Fair Practices').

Findings

Key progress review findings include:

- A prevalent lack of awareness about IDER among the broader design community, applicants, and supervisors.
- Several recommended key support tools for the system have not been prioritized for development.

To maximize the system's effectiveness, it's crucial to address these issues and prioritize the creation and deployment of key support tools.

Discussion

The discussion section examines ARIDO's operations, including fair access, continuous improvement, bias awareness, resource allocation, and user satisfaction. It highlights the importance of a human-centered user experience, considering equity, diversity, and inclusion mandates, and anticipating future fair access legislative obligations for ARIDO.

Executive Summary

Initial Recommendations

Based on user feedback and the IDER white paper (2020), seven initial recommendations aim to:

- Enhance awareness and improve access to information.
- Actively gather and act on user feedback.
- Monitor resources and improve processes and system components.
- Make the application experience more relatable and user-friendly.

By implementing these recommendations during field testing under close monitoring, ARIDO can ensure the IDER evolves into a more effective and user-centered platform, aligning with principles of fairness, objectivity, impartiality, and transparency in the qualifications path.

Conclusion

The Interior Design Experience Requirement (IDER)[™] represents a significant change for ARIDO, moving from an hours-worked model to an evidence-based experience requirement and self-reporting system. This progress review has highlighted both strengths and areas for improvement, notably in the areas of system awareness and the development of support tools. By implementing the seven initial recommendations, ARIDO has the opportunity to enhance the IDER's utility and effectiveness. Additionally, these improvements will also align the IDER more closely with fair access principles to which ARIDO will be subject to on full implementation of the Direct Regulation Model with the OAA, ultimately creating a more efficient, user-friendly, and inclusive qualifications system.

Review and Approach

This review examines the initial implementation and effectiveness of the IDER by using a variety of methods. I've gathered feedback from different stakeholders through surveys, interviews, and observing discussions. The aim is to uncover areas requiring improvement, reinforce confidence in the system, and offer recommendations to ensure its continued relevance as it progresses from field testing to regular operation.

Activities undertaken for the review

The review took place between January 20, 2023, and June 20, 2023. The activities carried out during this period included:

- Reviewing historical IDER data, covering the entire field testing phase.
- Audit of all completed applicant submissions, including member records and tracking of application submissions, communications, outcomes, and decision rationales and reports.
- Evaluating applicant resources and materials with the assistance of ARIDO staff.
- Conducting anonymous feedback surveys for applicants and supervisors.
- Engaging in informal discussions and interviews with staff.
- Reviewing feedback received through email.
- Observing the first IDER information session and discussion hosted by staff on May 4, 2023.

Methodology

The methodology for this review was designed to provide a comprehensive understanding of the IDER's effectiveness in meeting its intended purpose. I used a variety of research methods, including anonymous surveys with applicants, one-on-one interviews with staff, and observing discussions, to get in-depth insights from every user group, such as applicants, supervisors, and staff.

Surveys, consisting of both open-ended and closed-ended questions were distributed to both applicants who have completed the system and those currently enrolled in it, as well as to supervisors. These questions were designed to assess user satisfaction, the helpfulness of resources and tools, and the clearness of information provided by the IDER. Closed-ended questions generated quantitative data about user interactions with the IDER, while open-ended questions provided qualitative insights into experiences and suggestions beyond the scope of closed-ended inquiries.

Supplementing the survey data, one-on-one interviews offered staff the opportunity to provide information about their engagement during the implementation and explore specific themes. The semi-structured format of these interviews allowed for flexibility in discussing unanticipated yet relevant topics.

Review and Approach

Observing applicant's questions during the first staff-held information session enhanced my understanding of the current situation. This session facilitated many questions and insightful exchanges, assisting me in proposing potential forward-moving strategies.

The use of a mixed-methods approach enhanced the credibility and reliability of this review, providing a better understanding of IDER's effectiveness. However, it's worth noting that, so far, only two applicants have completed their experience requirement using the IDER, which may limit the breadth and depth of insights.

Scope

This review centers on assessing the effectiveness of the IDER during its early field testing phase, identifying potential areas for improvement, and evaluating alignment with fair access principles.

Included

- Evaluation of the IDER's field testing and maintenance actions.
- Review of the system's alignment with the general duties of fair access, including aspects of transparency, objectivity, impartiality, and fairness.

Not Included

- Evaluation of related ARIDO support programs under development, such as Mentoring.
- Reviewing the criteria for other professional interior design credentials.
- Examination of pan-Canadian implementation efforts and initiatives.
- Assessment of the French language translation and system implementation.
- Formal compliance review in relation to fair access legislation.

The defined scope ensures a thorough early evaluation of the IDER's performance and effectiveness, enabling us to gauge its progress so far during field testing phase and identifying the steps needed as it continues its field testing phase.

ARIDO's Structure, Capacity & Staff Development

Current Structure

ARIDO operates under a lean structure, with one dedicated staff member handling the IDER system among other tasks. A second staff member is currently being onboarded to assist with essential IDER functions.

Capacity Analysis

ARIDO has proactively added staff to assist with an anticipated increase in IDER self-reports. However, it's important to address early deviations from standard submission tracking procedures to avoid impacting workflow efficiency in the future. This isn't a reflection on the staff's ability, but rather an emphasis on the need for well-defined processes.

Staff Development

The staff's dedication is commendable, but there's a noticeable gap in their familiarity with the IDER system. It would be beneficial to provide additional training on the IDER system and expand their knowledge of interior design practices. This would not only help them understand and support applicants better but may also enhance their confidence in the system.

Addressing Bias

Limited staff engagement and understanding have initially hindered the effectiveness of the IDER system. There is a noticeable status quo bias and resistance among staff, as well as a tendency to grant exceptions. While the staff is clearly committed to assisting applicants, their understanding of the IDER system needs to be improved. Ongoing training to recognize and manage biases, as well as aligning with ARIDO's goals, is essential for the successful implementation of the system.

Expanding Resources

To better achieve ARIDO's objectives, it is important to prioritize the integration of IDER tools into the membership platform. Furthermore, any new staff should receive thorough training in the IDER system to ensure its ongoing effectiveness. Re-assessing support strategies and integrating user-friendly tools, like forms and automated feedback surveys, within the membership gateway will also contribute to a more efficient and intuitive system.

Review Criteria

The IDER includes components such as a self-report form, attestation forms, assessment tools, application processes, decision-making procedures, user support tools, and a competencies framework. The review was centered on two main areas: its practical application in real-world scenarios, referred to as 'Field Testing,' and its adherence to 'Fair Practices' in fulfilling fair access duties.

The **Field Testing** section evaluates user experiences during the field testing phase, taking into account their overall satisfaction, the system's effectiveness, and the clearness of system components for ease of navigation and understanding. The analysis begins with a revisit of the IDER white paper and recommended actions to support the IDER and examines the progress made based on these recommendations to date.

The **Fair Practices** section evaluates how well the system aligns with Ontario's fair access legislation. While ARIDO is not currently subject to specific legislative obligations regarding fair access in Ontario, this review proactively evaluates the alignment of IDER with potential future legislative obligations. This includes reviewing the system's transparency in its operations and decision-making processes, confirming that procedures and criteria are objective, and assessing the impartial treatment of all users. The system's responsiveness, consistency, and practices for handling appeals and addressing concerns are also evaluated to ensure handling is done in an equitable and fair manner.

These criteria ensures a thorough review of the assessment system, confirming its effectiveness, user-friendliness, and alignment with the expectations of fair access legislation, which will apply to ARIDO upon the full implementation of the Direct Regulation Model in collaboration with OAA.

Review Criteria

Criteria:

The specific criteria for assessing the system's performance are as follows:

Field Testing: Focuses on the user experience during the field testing phase and includes:

- **Overall Satisfaction**
Measure the overall user satisfaction with the system.
- **Helpfulness of Resources and Tools**
Evaluate the system's effectiveness.
- **Clear Information**
Assess the clarity of instructions, guidelines, and other system components.

Fair Practices: Focuses on the system's alignment with the general duties of fair practices as outlined in fair access legislation, covering:

- **Transparency**
Evaluate the system's openness in its operations and decision-making processes.
- **Objectivity**
Assess whether the system's procedures and criteria are unbiased and based on factual and observable information.
- **Impartiality**
Determine if the system treats all users equally without favoritism or discrimination.
- **Fairness**
Check if the system's practices are just, equitable, and balanced, particularly in how it handles appeals and complaints.

Progress Review — Background

Background

In early 2023, I conducted staff interviews and reviewed current materials, documents, forms, and procedures to assess progress in key areas. Understanding this is critical as it shapes the method for gathering relevant feedback and information to evaluate the readiness of the IDER to conclude field testing.

Historical data provided by ARIDO staff from June 25, 2020, to January 20, 2023, were reviewed at the outset of this review. The following is a summary of the field testing period:

- Only two individuals completed IDER submissions.
- No feedback surveys were sent to applicants or supervisors upon submission of self-report forms.
- Currently, approximately 278 individuals are following the IDER path.
- IDER information requests are not tracked, and most individuals following the IDER path seem largely unaware of the system and their obligations in using it to meet the experience requirement.
- A webinar hosted by the Executive Director on November 24, 2021, has been viewed 466 times on YouTube.
- A committee was also established to review and grant approvals for supervisors who might need exemptions from standard qualifications eligibility criteria.
- Most recommended actions to support the IDER, as outlined in the 2020 white paper, have yet to be implemented.

Progress Review — White Paper Recommendations

White Paper Recommendations

I've reviewed the recommendations from the IDER white paper and noted the following progress:

Implementation - Status: In Progress

- The following key actions have been completed:
 - ◆ Board approval and adoption of the new experience requirement.
 - ◆ Published notice of the change in the experience requirement for targeted audiences.
 - ◆ Update the paths into Registered Membership to reflect the new experience requirement.
 - ◆ Publish reminder notice to existing interns to choose a self-report option.
 - ◆ Provide staff with access to practice advisors, as needed.
- The following key actions have not been completed:
 - ◆ Publish notice of new supporting tools for interns as they become available.
 - ◆ Confirm final version of the intern self-report form and supporting tools.

Field Testing - Status: Not Started

- The following key actions have not been completed:
 - ◆ Administer feedback surveys to interns and supervisors post-application.

Raising Awareness - Status: Completed & Ongoing

- In consideration of a mandate shift in focus from harmonization between provinces to that of removing barriers for labour mobility in Canada, the following key actions have been completed:
 - ◆ Presentation of the IDER to provincial interior design bodies on April 21, 2020. This initial presentation provided an opportunity to introduce the new approach and solicit feedback.
 - ◆ Follow-up presentations with some individual provinces were hosted to provide further information and answer questions regarding the IDER. These interactions allowed ARIDO to continue its practice of actively seeking input and feedback from provincial counterparts.

Supporting Tools - Status: In Progress

- The following key actions have not been completed:
 - ◆ A video walk-through of the application materials and process.
 - ◆ Host regular information sessions.
 - ◆ Integrate the self-report form into online member systems for interns and supervisors.
 - ◆ Review and update the glossary of terms.
 - ◆ Integrate with other ARIDO programs, such as Mentoring, where appropriate.
 - ◆ Conduct a full review of supporting tools.
- The following key actions have been completed:
 - ◆ Develop and post FAQs.

Progress Review — The Current State of Field Testing

The Current State of Field Testing

Data was gathered directly from system users between January 20, 2023, and June 30, 2023. Sources for the study included:

- Anonymous feedback surveys were conducted among:
 - ◆ All 2 IDER applicants who submitted an application participated in an online survey, achieving a response rate of 100% (2 respondents).
 - ◆ The supervisors of these applicants, participated in an online survey, with a 50% response rate (1 respondent).
 - ◆ Out of the 278 current applicants enrolled in the IDER path, 8% (21 respondents) participated in an online survey.
- Despite multiple invitations and reminders, neither applicants who had completed submissions nor work supervisors consented to participate in semi-structured interviews.
- A review of emails from applicants seeking support and providing feedback.
- Observation of the IDER experience requirement webinar recording and the first staff-hosted information session.
- Multiple interviews were conducted with staff using both semi-structured and open-ended formats.

This multi-pronged approach offered an initial look into the experiences of IDER users, blending quantitative data from surveys with qualitative insights from interviews and observations. The upcoming subsections will detail these findings, commencing with survey outcomes, transitioning to staff interview insights, and concluding with session observations.

The online surveys, designed for both applicants and supervisors, focused on:

- Overall Satisfaction
- Helpfulness of Resources and Tools
- Clearness of Information

The surveys used 5-point scales ranging from 'very satisfied' to 'very dissatisfied', 'very helpful' to 'very unhelpful', and 'very clear' to 'very unclear'. These scales were used to gauge participants' levels of satisfaction, helpfulness, and clearness of information. Additionally, each section and the overall survey included open-ended comment fields, the responses to which are summarized in the findings.

For a deeper insights into the initial implementation of the IDER system, I held a series of semi-structured and open-ended meetings with staff. These conversations, guided by specific questions, provided insights into potential improvements. Subsequent sections of this report will present the feedback gathered from each user group, coupled with my findings and insights.

Progress Review — Field Testing with Applicants

Survey Responses - Applicants who Completed an IDER Submission (2 Applicants)

Overall Satisfaction

- **Application Process:** Mixed responses (1 very satisfied, 1 neutral).
- **Access to Help:** Both respondents were very satisfied.
- **Written Feedback Highlights:**
One respondent emphasized that staff were helpful and responsive.

Helpfulness of Resources and Tools

- **Applicant Guide:** Mixed responses (1 found it helpful, 1 found it neutral).
- **Self-Report Form:** Mixed responses (1 found it helpful, 1 found it unhelpful).
- **Instructions:** Mixed responses (1 found it helpful, 1 found it neutral).
- **Mapping of Tasks to Competency Areas:** Mixed responses (1 found it very helpful, 1 found it unhelpful).
- **Written Feedback Highlights:** None provided.

Clarity of Information

- **Mandatory Tasks:** Mixed responses (1 found information very clear, 1 found it clear).
- **Non-Mandatory Tasks:** Both responses found information to be clear.
- **Design Phases:** Mixed responses (1 found information very clear, 1 found it neutral).
- **Competency Areas:** Mixed responses (1 found information clear, 1 found it neutral).
- **Written Feedback Highlights:** None provided.

Progress Review — Field Testing with Applicants

Survey Responses - Current Applicants on the IDER Path (21 applicants)

Overall Satisfaction

- **Application Process:** 3 respondents reported being very satisfied, 11 respondents satisfied, 4 neutral, and 3 unsatisfied.
- **Access to Help:** 2 respondents reported being very satisfied, 9 were satisfied, 8 neutral, and 2 unsatisfied.
- **Written Feedback Highlights:**
Four respondents provided written feedback that can be summarized as follows:
 - ◆ One respondent found the tasks within IDER challenging to complete in typical intern designer roles without switching jobs or departments. This individual expressed a preference for the previous hours-based requirement.
 - ◆ A common observation among respondents was that many professionals, even those with extensive industry experience, either aren't familiar with IDER or don't see its benefits as it relates to their day-to-day work.
 - ◆ Another respondent pointed out that there seem to be overlapping and potentially ambiguous requirements within the IDER program. However, they didn't specify which ones. They suggested that making these requirements more distinct would reduce confusion and the need for clarifications from applicants.

Applicant Guide and Self-Report Form

- 13 indicated they had received copies, and 8 indicated they had not received the documents.

Supervisor Guide

- 3 respondents had indicated their supervisor had a copy of the guide, 7 had not, 11 were unsure.

Helpfulness of Resources and Tools

- **Applicant Guide:** 2 respondents found it very helpful, 8 helpful, 3 neutral. 8 had not received it.
- **Self-Report Form:** 1 respondent found it very helpful, 9 helpful, 3 neutral. 8 had not received it.

Progress Review — Field Testing with Applicants

Regular Meetings with Your Supervisor

- 7 indicated that they had started having regular meetings with their supervisors to review mandatory tasks, and 14 said that they had not yet started.

IDER Online Information Session:

- 4 respondents had attended an IDER online information session, 17 respondents had not.
- Of those who attended an information session, 3 found the session helpful, 1 felt neutral about its helpfulness, and 17 did not attend and didn't provide feedback.
- 17 respondents expressed interest in attending upcoming online information sessions about the IDER application process, and 4 respondents were not interested.

- **Written Feedback Highlights:**

Four respondents provided written feedback about the helpfulness of resources and tools, suggesting areas of improvement that can be summarized as follows:

- ◆ 1 respondent suggested that sample forms that provide examples of how to fill out the self-report form could aid applicants in navigating and completing each section more efficiently.
- ◆ The ARIDO website is perceived as a valuable resource that offers a wealth of useful information for interns.
- ◆ ARIDO is considered a reliable organization that addresses queries related to internships, suggesting a positive impression of its responsiveness and utility.
- ◆ 1 respondent said they lack guidance from a mentor or supervisory guidance, highlighting a potential gap in the support structure of the program or industry.

Progress Review — Field Testing with Applicants

Clearness of Information

- **Mandatory Tasks:** 1 respondent found information very clear, 8 clear, 3 neutral, and 1 unclear. 8 had not received it.
- **Non-Mandatory Tasks:** 1 respondent found information very clear, 7 clear, 2 neutral, and 3 unclear. 8 had not received it.
- **Design Phases:** 2 respondents found information very clear, 9 clear, 1 neutral, and 1 unclear. 8 had not received it.
- **Competency Areas:** 1 respondent found information very clear, 9 clear, and 3 unclear. 8 had not received it.

- **Written Feedback Highlights:** Three respondents provided written feedback around the clearness of information that can be summarized as follows:
 - ◆ One respondent wants more detailed instructions and has shown interest in attending an information session.
 - ◆ Another respondent expressed confusion regarding the process.
 - ◆ A third respondent feels their specific working circumstances aren't adequately addressed within the current requirements. They are keen on exploring more accommodating options for varied professional roles and scenarios.

Progress Review — Field Testing with Applicants

Additional Comments

In the survey's final section, five respondents shared feedback that provides insights into the varied experiences and opinions of designers with the processes, systems, and overall profession. Below is a summary of their feedback:

- One respondent valued IDER for design training, but perceived it as being a stringent membership requirement. There's a preference for its use as a reference or continuing education tool rather than a mandatory requirement to become a Registered member.
- In light of the post-pandemic context and prolonged project timelines, one respondent expressed concerns regarding the practicality of juniors completing all requisite tasks. Specific activities like site visits are highlighted as challenges.
- There's a demand for a mechanism to notify junior designers of incomplete tasks, especially when they lack opportunities to accomplish them due to circumstances beyond their control.
- A lack of understanding among employers about the IDER system is seen as a barrier preventing junior designers from gaining comprehensive experience.
- Positive sentiments are directed towards ARIDO, with one respondent expressing gratitude and appreciation.
- One respondent highlighted a need for greater peer support, notably for designers in the early stages of their careers.

Progress Review — Field Testing with Applicants

Summary of Findings

- Among those who have completed an IDER submission (2 applicants):
 - ◆ Mixed satisfaction with the application process.
 - ◆ Both respondents were very satisfied with access to help.
 - ◆ Mixed feedback on the helpfulness of resources and tools (Applicant Guide, Self-Report Form, Instructions, Mapping of Tasks to Competency Areas).
 - ◆ Majority found the information clear regarding mandatory tasks, non-mandatory tasks, design phases, and competency areas.
- Among those who are currently enrolled in the IDER Path (21 applicants):
 - ◆ Varying degrees of satisfaction with the application process and access to help.
 - ◆ Some applicants had not received key documents (Applicant Guide, Self-Report Form, Supervisor Guide).
 - ◆ Mixed feedback regarding the helpfulness of resources and tools.
 - ◆ Majority had not yet started regular meetings with their supervisors regarding mandatory tasks.
 - ◆ Interest shown in attending upcoming online information sessions about the IDER application process.
 - ◆ Various perspectives on the clearness of information related to mandatory tasks, non-mandatory tasks, design phases, and competency areas.
- Some see IDER more as a reference tool rather than a mandatory membership requirement.
- Concerns raised about the feasibility of juniors completing all tasks, especially in a post-pandemic context.
- Some suggest a mechanism to notify junior designers of incomplete tasks.
- Some think that employers lack understanding of the IDER system, limiting junior designer experiences.
- Positive sentiments expressed toward ARIDO.
- Need for greater peer support for entry-level designers.

Progress Review — Field Testing with Applicants

Key Insights

The feedback from applicants provided valuable insights into their experience so far with the IDER system. Here are the key areas of satisfaction and improvement highlighted by the respondents:

- There's a mixed sentiment about the helpfulness and clarity of provided resources and tools.
- Access to help is viewed positively, especially among those who have completed the IDER submission.
- A significant number of applicants have not yet engaged in regular supervisor meetings or received crucial documents, indicating a potential communication and awareness gap related to the implementation of this new experience requirement.
- It is thought that many professionals, even those experienced in the industry, are either unaware of IDER or don't understand how it applies to their daily work.
- There are concerns about the practicality of some IDER tasks, especially in light of current events such as the pandemic.
- There's a clear indication of the need for better communication and support, both from a peer perspective and from ARIDO.

Progress Review — Field Testing with Supervisors

Survey Responses - Completed IDER Submission (1 Supervisor)

Overall Satisfaction

- **Supervision Process:** The respondent reported being satisfied.
- **Criteria for Confirming Completion of Tasks:** The respondent reported being neutral.
- **Written Feedback Highlights:** None provided.

Helpfulness of Resources and Tools

- **Supervisor Guide, Self-Report Form, Glossary of Terms, Mapping of Tasks to Competency Areas:** All found helpful by the respondent.
- **Written Feedback Highlights:** None provided.

Clarity of Information

- **Mandatory Tasks:** The respondent found it neutral.
- **Non-Mandatory Tasks:** The respondent found it neutral.
- **Design Phases:** The respondent found information clear.
- **Competency Areas:** The respondent found information very clear.
- **Written Feedback Highlights:** None provided.

Additional Comments

In the survey's final section, the respondent provided feedback that can be summarized as follows:

Interns struggled to comprehend the competency areas and how these related to their daily duties. Providing examples alongside descriptions would have aided them in completing their paperwork with minimal guidance.

Progress Review — Field Testing Information Session

On May 4, 2023, staff hosted an online information session attended by 22 participants. It was in response to early findings from this review showing limited feedback on the IDER and only two successful applicant submissions. The session aimed to educate participants and gather their feedback on the IDER system.

Key Observations

- **Background and Purpose**
 - ◆ Attendees would benefit from a more thorough explanation on why ARIDO introduced this new requirement and its underlying objectives.
- **Self-Report Form**
 - ◆ More detailed explanations on the self-report form's aspects are needed, especially when distinguishing between mandatory and non-mandatory tasks, and relating it to the competency areas.
- **Roles and Responsibilities**
 - ◆ There's room to clarify the roles of all stakeholders - from applicants, supervisors, to staff - within the self-reporting process.
- **Submission Process**
 - ◆ Attendees seek more clarity, and should be provided with more information, around the procedure both for submitting and post-submission of the self-report form.
- **Resources**
 - ◆ Ways to access the Applicant and Supervisor Guides can be made clearer.
- **Questions from Applicants**
 - ◆ Attendees had many good questions, touching on matters like how to approach the process for self-employed individuals, ways to track and document progress, intricacies of managing multiple supervisors, and the role mentors can play in the process.
- **Session Preparation**
 - ◆ It was commendable to witness staff proactively adapt their presentation materials based on a few rounds of feedback prior to the session, illustrating their deepening grasp of the IDER.
- **Balanced Perspective**
 - ◆ Staff acknowledged the challenges applicants may face with different third party experience requirements while attempting to bring focus to ARIDO's evidence-based requirement.
- **Future Steps**
 - ◆ Staff shared information around ARIDO's plans on developing a new assessment for the final qualifications requirement and shed light on the possibility for participation in the pilot phase.

Progress Review — Field Testing Information Session

- **Feedback Survey (Post-Session)**

- ◆ 4 of the 22 attendees completed an anonymous survey administered after the session.
- ◆ Helpfulness: 2 found the session very helpful, and 2 found it somewhat helpful.
- ◆ Clearness of information: All respondents found the information clear.
- ◆ Q&A Effectiveness: All respondents felt that the Q&A session addressed their questions.
- ◆ There was confusion about the self-reporting form, especially about non-mandatory items, indicating a need for clarification.
- ◆ Attendees appreciated the information and wanted further opportunity to learn more about the IDER process.
- ◆ Questions received in the post-session survey should be addressed in the next information session.
- ◆ Participants found the session informative and valuable.

- **Information Sessions**

- ◆ No schedule has been identified for upcoming IDER information sessions and it would be beneficial for attendees to have a clear schedule for future or regular IDER sessions.

The information session served as a crucial platform for ARIDO to educate applicants about the IDER process. It also allowed ARIDO to collect feedback and address applicants' questions. These insights should be integrated into future sessions to make them even more informative.

Progress Review — Field Testing with Staff

During my interactions with the IDER staff from January to June 2023, I observed several challenges that could impede the successful implementation of the IDER system. At the outset, staff involvement with the system was limited, possibly due to the disruption of field testing coinciding with the start of the COVID-19 pandemic. There is also an overall gap regarding basic knowledge of interior design practice, which could affect staff's ability and confidence to effectively assist applicants in explaining the process. In addition, staff have exhibited resistance to the new system, seeming to grant exceptions instead of fully adopting it, and there's been a noticeable lack of accountability in addressing certain issues. The anticipated increase in applicant numbers raises questions about the staff's ability to manage the extra workload and maintain operational efficiency. For successful implementation of the IDER system, it is imperative staff actively support and champion the system.

Key Insights

- **Engagement and Understanding**
 - ◆ Limited staff engagement with key resources and a lack of understanding of the IDER system hinder its effective implementation.
- **Bias and Resistance**
 - ◆ A status quo bias and resistance among staff affect their ability to effectively communicate the system's value and lead to a tendency for granting exceptions, undermining the system's implementation.
- **Lack of Accountability**
 - ◆ A lack of staff accountability, particularly in addressing issues such as broken fillable forms in a timely manner, presents challenges in supporting the new system.
- **Capacity and Efficiency**
 - ◆ The ability of staff to handle growing submission volumes is uncertain, especially with the delayed integration of essential tools and processes.
- **Championing the System**
 - ◆ For the system to gain traction and be effectively implemented, it's key for staff to actively support and advocate for it.

Progress Review — Fair Practices

Although ARIDO is not currently bound by specific fair access legislation in Ontario, this section proactively assesses the IDER's alignment with such legislation, anticipating potential future obligations. This review covers:

- the system's transparency in operations and decision-making
- objectivity in procedures and criteria
- impartiality towards all users

The system's responsiveness, consistency, and appeal handling practices are also assessed for fairness. These criteria offer a thorough assessment of the system's effectiveness, ease of use, and alignment with fair access legislation expectations, which ARIDO will be subject to upon full implementation of the Direct Regulation Model with the OAA.

The four principles of fair access defined by the Office of the Fairness Commissioner in Ontario (OFC) are transparency, objectivity, impartiality, and fairness. In this review, I have also used the OFC's self-assessment guidelines, as described in their report titled “Conducting Entry-to-Practice Reviews: Guide for Ontario's Regulatory Bodies” February 2015 (page 6), to frame key issues under consideration:

- Are the registration practices transparent, objective, impartial, and fair?
- Are registration requirements necessary and relevant?
- Is the decision-making process timely and efficient?
- Are the fees reasonable?
- What changes need to be implemented?

These key issues guide my observations and findings. Although the OFC principles align with terminology and concepts in professional certification standards, I've not detailed the standards here to be succinct. This part of the review is also not intended as a standards compliance review and should not be considered as such.

Progress Review — Fair Practices (Transparency)

Transparency

The interpretation that follows is directly quoted from the official website of the Office of the Fairness Commissioner (OFC) in Ontario:

The rules and guidelines that regulators apply need to be clear so that applicants understand the steps that they need to take to submit a complete application and how their application are processed. Transparency also means that the registration process must be straightforward and that applicants have direct access to information, which is easily understood, complete and accurate, and will help them to reach the goal they seek.

Findings

- **Providing Information**

ARIDO offers detailed information about the transition to the IDER, application criteria, and other key details via their website and multiple communication channels, including emails and guides for both applicants and supervisors. However, there are areas for improvement: increasing awareness of changing requirements, explaining the supervisor's role in the process, and making the location of the supervisor guide within the membership gateway more clear.

- **Updating the Applicant Guide**

During this review, staff updated the original applicant guide, focusing on the clearness of language, avoiding confusion, and specifying which types of experience can be submitted.

- **Maintaining Communication**

ARIDO staff shine in their commitment to timely communication. They consistently respond promptly to applicant inquiries, provide key reference materials as needed, and set clear expectations for the application process.

Progress Review — Fair Practices (Objectivity)

Objectivity

The interpretation that follows is directly quoted from the official website of the Office of the Fairness Commissioner (OFC) in Ontario:

It is important that the training, tools, criteria and procedures that regulators employ in their registration processes are designed to enhance the consistency of decision-making as between applicants, regardless of the individual making the decision, when it is made and the particular context. The OFC works with regulators to help ensure that their decision-making systems remain valid, reliable and relevant in measuring and assessing the qualifications of applicants.

Findings

- **Standardized Process**

ARIDO has developed an evidence-based solution tracking, reviewing, and sign-off procedures, coupled with a self-reporting tool to verify the completion of mandatory tasks.

- **Supervisor Engagement**

Supervisors are essential to the IDER's objective evaluation. Although ARIDO provides guides for support, there remains a need to provide more instruction about the system, particularly the defined roles and expectations for both applicants and their supervisors. Enhancing awareness among supervisors regarding their pivotal role and the standards they need to adhere to is crucial.

- **Defined Update Process**

ARIDO follows a collaborative approach to anticipate and address changes, integrating stakeholder feedback and aligning with its assessment methodology. This approach ensures the processes remain updated with industry and practice changes. As more feedback is gathered, specially from provincial interior design bodies, ARIDO remains dedicated to systematically evaluating and implementing potential system enhancements.

- **Consistency in Decision-Making**

There's a noted inconsistency among staff in following procedures for tracking submission reviews and attestation confirmations. While member records detail steps and results, a unified approach is vital. The need for this uniformity becomes even more pertinent with the onboarding of other staff for assisting with IDER key work. Additionally, the decision-making procedure being used in the Supervisor Approval Committee needs to be clearly documented.

Progress Review — Fair Practices (Impartiality)

The interpretation that follows is directly quoted from the official website of the Office of the Fairness Commissioner (OFC) in Ontario:

The decisions made by regulators must be free of bias which, if present, may produce subjective or tainted assessments or decisions. The regulator must identify all sources of bias and take appropriate steps to address them. Sources of bias might include a conflict of interest, preconceived notions, or limited understanding of issues related to diversity and equality, as identified under the Human Rights Code. Regulators must put strategies in place to ensure impartiality. These might include training policies that address conflict of interest, procedures to follow if bias is suspected, and/or a group deliberation or consensus process for making decisions in appropriate circumstances.

Findings

- **Gathering Feedback**

During this review, feedback from applicants, supervisors, and information session attendees was systematically gathered. The surveys evaluated satisfaction, the helpfulness of tools and resources, and clearness of the IDER process. Anonymous open-ended sections provided a confidential platform for candid feedback. Gathering feedback and subsequently acting on it is crucial to upholding impartiality. By doing so, ARIDO will be able to demonstrate a commitment to impartiality, reinforcing it in their processes.

- **Procedures**

Based on the limited number of applications observed, adherence to procedures at the operational level remains unclear. There is a potential for inconsistencies, particularly as submission volumes increase, which could lead to perceptions of bias or favoritism in the IDER process. Additionally, it could lead to unequal opportunities or disadvantage some applicants.

- **Impartiality at the Operational Level**

At the operational level, there appears to be an internal bias against the IDER system, especially when assessing its applicability to varied applicant scenarios. For instance, there might be reluctance or inconsistency in how the system is applied to non-traditional applicants or those with diverse backgrounds. Such biases can jeopardize the system's integrity and its objective implementation. To uphold fairness and the principles of impartiality, continuous engagement, dialogue, and comprehensive training on the IDER system are imperative for individuals operating at this level. Actively addressing these biases is critical for sustaining the system's credibility and ensuring a just application process.

- **Supervisor Approval Committee**

ARIDO has a strong commitment to diversity, equity, and inclusion which extends to the Supervisor Approval Committee. While ARIDO took prompt action in setting up the committee to assess qualifications of potential supervisors who might not meet standard criteria, it's vital to have transparent documentation regarding the committee's composition and decision-making processes. This clarity will help reduce the potential for unconscious bias in the committee's reviews and approvals.

Progress Review — Fair Practices (Fairness)

Fairness

The interpretation that follows is directly quoted from the official website of the Office of the Fairness Commissioner (OFC) in Ontario:

Fairness must sit at the heart of the registration process for individuals who wish to join a profession or compulsory trade. Fairness takes a number of dimensions and is not always amenable to precise definition. At its core, it means that a regulator must identify the steps necessary, and the documentation required, for a candidate to complete the registration process. The assessment must be rational and above board, and not place unnecessary and ill-conceived obstacles in the way of success. Everyone must have the same prospects irrespective of their country of origin or background. The process must be expedient. And there must be a chance for an arms-length review if the individual disagrees with a decision. Those running the processes must embrace their responsibilities with a spirit of purpose, wisdom and empathy.

Findings

- **Commitment to Fair Access**

ARIDO demonstrates a commitment in all that it does to ensure the process provides all applicants an equal opportunity to confirm they meet the experience requirement.

- **Timely Decisions**

Staff review applications and communicate decisions in a timely manner. An audit of submitted applications and the corresponding member records confirm this observation. As submission volumes rise, ARIDO should set and communicate a clear turnaround time for processing of applications.

- **Supervisor Approval Committee**

To address instances where potential supervisors may not align with the standard qualifications criteria, ARIDO established a committee to review their qualifications to supervise the tasks they are confirming. This action underscores the organization's commitment to ensuring all supervisors meet the requisite standards. However, there are concerns regarding the clarity and documentation associated with the committee's operating procedures. To ensure transparency and uphold system trustworthiness, it's crucial for ARIDO to clearly delineate and document the committee's operational guidelines and decision-making process.

- **Fair Application Fees**

ARIDO does not charge any fees for the application review of the experience requirement.

- **Sufficient Time to Complete Application**

ARIDO is set to review the legacy 5-year window to complete the experience requirement during its current project to develop the final qualifications assessment in the path to registration.

Progress Snapshot

This section summarizes the findings & insights across all groups and represents user experiences with the IDER. This progress snapshot provides strengths and potential areas for improvement, serving as a crucial foundation for the discussion and initial recommendations that follow.

Strengths

- **Overall Satisfaction**
 - ◆ Both applicants who completed an IDER submission were very satisfied with access to help.
- **Helpfulness of Resources and Tools**
 - ◆ Supervisor Guide, Self-Report Form, Glossary of Terms, Mapping of Tasks to Competency Areas were all found helpful by the supervisor who responded.
- **Clear Information**
 - ◆ Both applicants who completed an IDER submission found information about Mandatory and Non-Mandatory tasks to be clear.
 - ◆ A majority of current applicants found the information regarding mandatory tasks, non-mandatory tasks, design phases, and competency areas to be clear.
- **Information Session**
 - ◆ The information session conducted in May is an excellent step toward engaging and educating applicants on the IDER.
 - ◆ Attendees showed strong interest in upcoming online information sessions about the IDER.
- **Openness to Feedback**
 - ◆ Staff made proactive adjustments to presentation materials based on feedback, which is commendable and demonstrated their deepening understanding of the IDER system.
- **Positive Sentiment**
 - ◆ Despite challenges, there is a positive sentiment expressed toward ARIDO.
 - ◆ Staff are perceived as being accessible to applicants and supervisors, offering good support.
- **Core Values in the Application Process**
 - ◆ Staff emphasize empathy and understanding when dealing with applicants, underscoring these core values in the application process.

Progress Snapshot

Areas for Improvement

- **Gathering Feedback**

- ◆ Feedback surveys need to be automatically sent to all applicants and supervisors upon application submission.

- **Explaining the System**

- ◆ There is a noticeable gap in the operational understanding of the IDER system and its intended use and purpose as detailed in the IDER white paper.
- ◆ Both applicants and supervisors have mixed sentiments about the clarity and helpfulness of provided resources.
- ◆ There is a tendency to grant exceptions rather than upholding the system's requirements consistently.

- **Raising Awareness**

- ◆ There is a general lack of awareness regarding the IDER among applicants, supervisors, and the larger design community.
- ◆ Many current applicants indicated they haven't started regular supervisor meetings to complete mandatory tasks for the experience requirement.

- **Supporting Tools**

- ◆ Several key tools recommended during initial implementation haven't been developed. Suggested tools include a video walk-through of the application process, regular information sessions, integrating the self-report form into online member systems, and updating the glossary of terms.

- **Staffing Needs**

- ◆ Implementing supporting tools and onboarding additional staff to assist with key IDER work will require more resources and ongoing staff training.
- ◆ Implementing supporting tools requires additional resources.
- ◆ There's a need for more staff to handle key IDER tasks.
- ◆ New and existing staff will benefit from ongoing training to ensure effective IDER management

Discussion

Since 2014, I have worked as an independent consultant for ARIDO and have consistently been provided with a clear mandate to ensure fair access in all facets of their operations. This role has granted me full access to all necessary materials and system users, fostering an environment that supports and encourages open dialogue and independent evaluation. I've faced no obstacles or interference that could impede the integrity of my work. As a result, the findings presented in this report, and in all prior engagements, are a true reflection of my professional observations and analyses of the organization's requirements and practices, offering an honest and unobstructed perspective.

Despite the operational challenges caused by COVID-19, ARIDO has shown unwavering commitment to promoting fair access, illustrated by their proactive self-assessment of the IDER system's initial roll-out and field testing. Throughout this discussion section, I emphasize the feedback from all system users, ranging from applicants and supervisors to staff. Each interaction they've had with the system provides invaluable insights into areas for potential improvements. Building on this real-world feedback gathered during field testing, the recommendations that follow this section seek to enhance the system's usefulness and effectiveness for every user.

Voluntary Self-Assessment and Fair Access Focus

Despite the significant disruptions caused by the COVID-19 pandemic, ARIDO remains unwavering in its dedication to fair access. Although ARIDO is not currently subject to fair access legislative obligations, it proactively prepares for the upcoming Direct Regulation Model with the OAA, which will bring formal obligations. Instead of using the pandemic-related challenges as excuses for delay or justification, ARIDO actively pursued a self-assessment of its processes. The organization's openness to feedback and its firm goal to remove professional barriers are evident in its commitment to field testing the IDER system. Recognizing that more data is essential to fully validate and refine their processes, ARIDO is dedicated to the findings from this initial review of the field testing. By continually learning from user experiences and system reviews, ARIDO is building a strong foundation for the future development of the final qualifications assessment. This iterative and responsive approach demonstrates ARIDO's deep commitment to enhancing its systems, preventing barriers, and reinforcing its ultimate goal of ensuring fair access for all.

Awareness of Bias

Operationally, ARIDO faced resistance and internal bias against the IDER system, posing a challenge to its seamless implementation. However, the organization has since made strides in acknowledging and addressing these concerns. It remains an ongoing area of concern as they recognize the importance of avoiding potential biases and the imperative of maintaining fairness and transparency. Despite the initial hesitancy, their emerging efforts indicate a growing understanding of their crucial role and a commitment to foster an unbiased process. While there's still work to be done, these steps mark the beginning of a journey towards a culture of integrity and trust, aligned with the organization's core values.

Discussion

Promoting a Culture of Continuous Improvement

In the face of a prevailing culture marked by resistance and an internal bias against the IDER system, ARIDO's proactive measures during the course of this review are commendable. Their willingness to undertake initial updates and improvements despite these internal challenges showcases their commitment to evolving and refining their processes. Such steps, taken in the midst of internal skepticism, illuminate ARIDO's determination to forge ahead with the aim of achieving a more inclusive and efficient professional environment. Their journey underscores the importance of confronting and overcoming internal biases for the sake of continuous betterment.

Staffing and Resource Allocation

The recommendations section of this report underscores numerous potential enhancements, a significant number of which require increased staffing and resources for both successful and sustainable implementation. Presently, ARIDO is actively training additional personnel to support key IDER tasks, signifying a proactive approach towards achieving operational readiness. Concurrently, it is paramount for ARIDO to prioritize the development of essential supporting tools and measures. These are crucial not just for generating awareness but also for assisting both applicants and supervisors throughout the IDER journey. To ensure success, it's vital that the staff not only navigate these advancements with expertise but also exude confidence in, and assume full responsibility for, the entire IDER process. Thus, keeping a vigilant eye on staffing and resource allocation becomes crucial, especially in the face of potential challenges poised by a growing influx of applications. This diligence will ensure fairness is maintained and future challenges are adeptly navigated.

Awareness

Awareness stands as a cornerstone for the successful implementation of the IDER. Despite ARIDO's significant commitment and efforts in developing an evidence-based solution in the IDER, there exists a tangible gap in understanding and knowledge about it among key stakeholders—applicants, supervisors, the broader design community, and even among staff. This void is evident when considering feedback from many current applicants who revealed they haven't initiated the necessary supervisor meetings, a key component for fulfilling the experience requirement. The seeming unawareness among staff exacerbates the situation, as it implies that those directly involved in the system's operation may not be fully equipped to support or promote it. Without a widespread and comprehensive awareness campaign, inclusive of internal staff training, the full potential of IDER remains untapped. An informed community, along with a knowledgeable staff, is crucial not only for smooth system operations but also for ensuring that the efforts ARIDO has dedicated to the development of IDER are realized to their fullest extent. Bridging this awareness gap will foster a more informed, engaged, and successful community, optimizing the IDER's effectiveness and impact in preparing applicants for the final qualifications assessment in the registration path.

Discussion

Humanize the Experience

Applicants and supervisors need information targeted for their specific roles in the IDER process. Applicants often seek clarity around performing tasks and identifying opportunities to complete mandatory tasks, while supervisors require direction on providing guidance, verifying applicant's successful performance, and understanding what indicates satisfactory completion. The essence is ensuring that applicants fulfill tasks to their supervisor's satisfaction. To address this, the inclusion of past applicants and supervisors in ongoing feedback sessions, and in information discussions is proposed, where they'd share their firsthand experiences. This approach aims to make the process clearer, foster mutual understanding, and enhance the IDER system. Supervised work experience acts as a bridge between learning and real-world professional practice, ensuring the development of practical skills and complying with professional standards. Regular discussions on the dynamics of this supervision process are invaluable for both applicants and supervisors. By involving past participants, the system not only gains enhanced support but also promotes a sense of community and mutual respect, making the experience more relatable and enriching for all involved.

Initial Recommendations

The initial recommendations that follow are grounded in feedback from the entire IDER user community. They suggest improvements to the application process, system components, and the overall user experience. Consistent with the IDER's objectives, these recommendations reflect the direction presented in the IDER white paper (2020).

As the IDER system continues its field testing phase, it's imperative to reflect on the principles of fairness, objectivity, impartiality, and transparency within the qualifications pathway, and these recommendations also take that into consideration.

- **Recommendation 1: Ongoing Training for Staff**

- ◆ Provide continuous training sessions for staff on the IDER system to ensure up-to-date knowledge and understanding.
- ◆ Organize regular training sessions to enhance staff knowledge of interior design practices.
- ◆ Conduct ongoing discussions and training on fair access principles to align staff with ARIDO's dedication to fair access.

- **Recommendation 2: Strengthen Bias Awareness and Mitigation**

- ◆ Continue to prioritize training on unconscious bias for all staff members, reviewers, and anyone involved in the decision-making process to ensure fairness and transparency in all aspects of ARIDO's operations.
- ◆ Continue to encourage staff and Supervisor Approval Committee members to periodically self-reflect on their own potential biases, reinforcing the importance of impartiality in their roles.
- ◆ Create a procedure for individuals to report instances where they feel bias may have influenced decisions, allowing for increased transparency and opportunities for learning and improvement.
- ◆ Regularly review and refine these trainings and procedures to ensure they are effectively promoting an unbiased and fair environment.

- **Recommendation 3: Gather Feedback Regularly**

- ◆ Foster ongoing improvement and refinement of IDER processes and resources, guided by user feedback.
- ◆ Automate the sending of a feedback survey link to applicants upon submission of an application.
- ◆ Organize ongoing training sessions for work supervisors, focusing on the specific topics they identify.
- ◆ Consider establishing user feedback groups to get regular input from applicants and supervisors.

Initial Recommendations

- **Recommendation 4: Make Information More Accessible**
 - ◆ Develop detailed instructions and easy links to explanations that highlight acceptable types of evidence.
 - ◆ Enhance the visibility of provided information, particularly around competencies and evidence, within the online application.
- **Recommendation 5: Monitor Resources**
 - ◆ Review staffing needs and allocate additional resources as necessary as application volume increases.
 - ◆ Dedicate a budget for integrating the IDER self-report form into the member gateway.
- **Recommendation 6: Humanize the Application Experience**
 - ◆ Develop a video walk-through to introduce potential applicants to the IDER.
 - ◆ Conduct regular online information sessions for potential applicants and supervisors, involving previous applicants and supervisors in discussions to describe first-hand experience with the IDER process.
 - ◆ Boost access to support resources for identifying potential mentors (integrate with other ARIDO initiatives on mentoring).
- **Recommendation 7: Continue Field Testing and Monitoring the System**
 - ◆ Request that the ARIDO Board of Management review this findings report, discuss the insights and initial recommendations provided.
 - ◆ Make this findings report available in full for stakeholders to review and gain insights into the progress of the IDER field testing phase.
 - ◆ Continue to share updates about the IDER with other provincial bodies for interior design and seek feedback to identify emerging issues and content for potential inclusion.
 - ◆ Plan and conduct a Final Review of the IDER within the next three to five years. This will allow for a comprehensive review of the system and will support a formal decision on whether to conclude the field testing phase.

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Supporting Materials

Feedback Survey Data for Current Applicants (21)

Summary of Recommended Actions to support the new Experience requirement - 2020 to 2022

Feedback Survey Data for Current Applicants

Chart 1.1 - Satisfaction - APPLICATION PROCESS

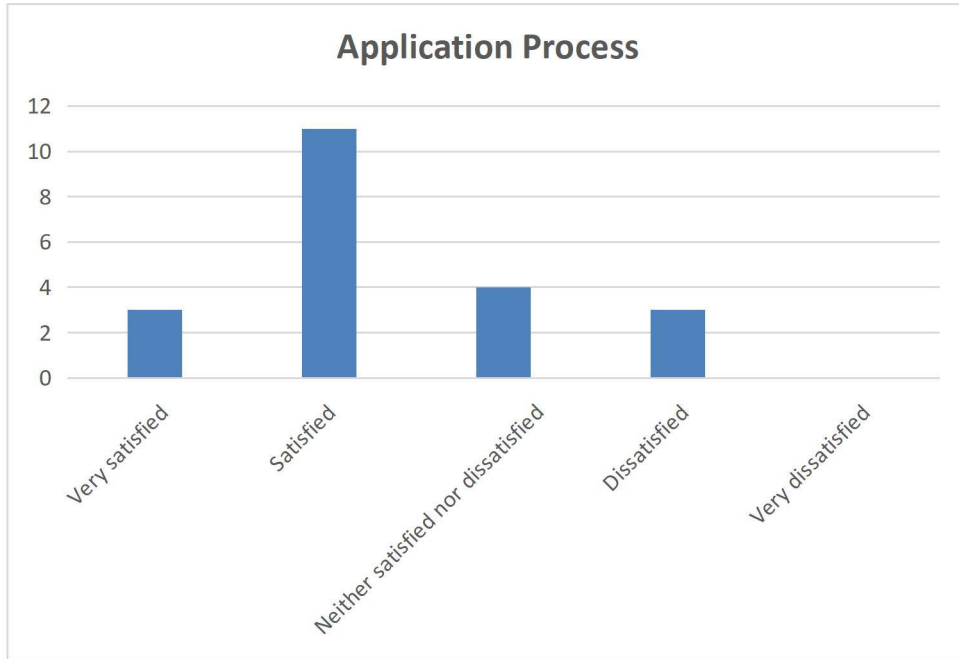
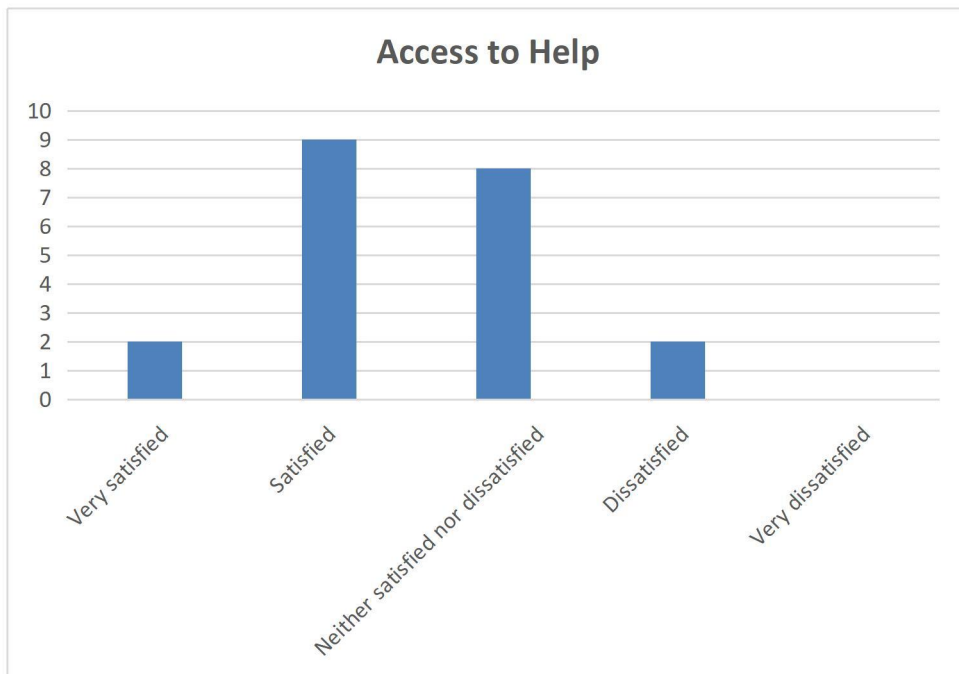


Chart 1.2 - Satisfaction - ACCESS TO HELP



Feedback Survey Data for Current Applicants

Chart 2.1 - Helpfulness of Resources and Materials - APPLICANT GUIDE

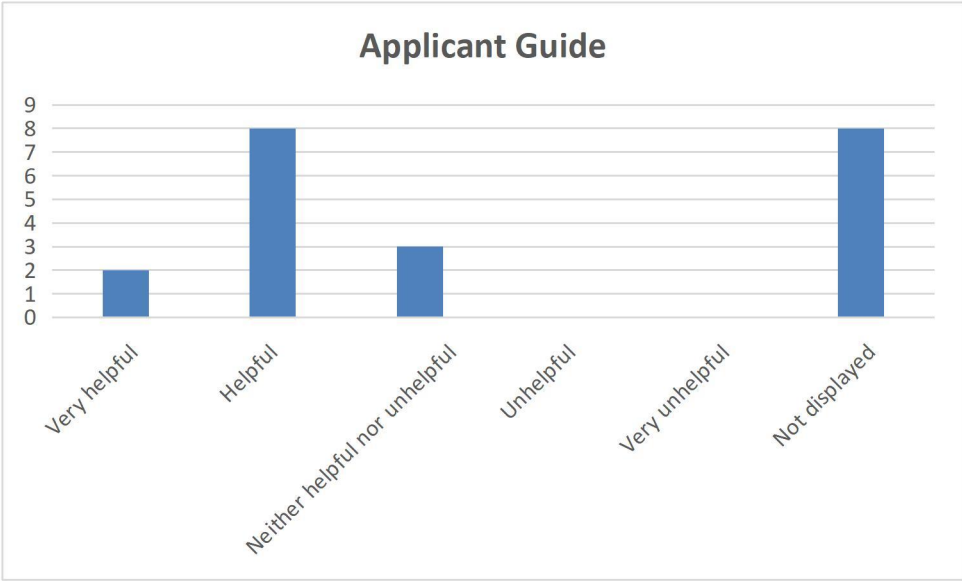
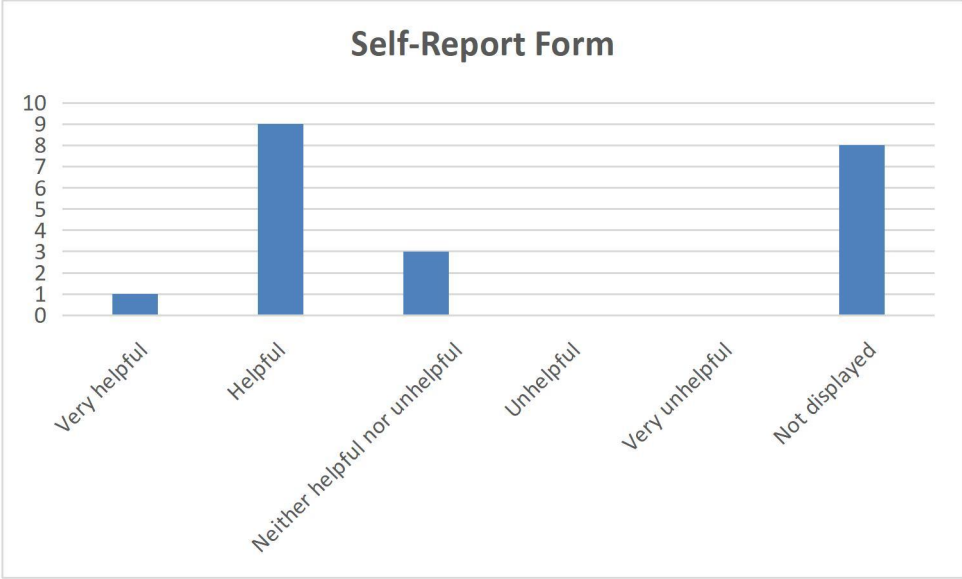


Chart 2.2 - Helpfulness of Resources and Materials - SELF-REPORT FORM



Feedback Survey Data for Current Applicants

Chart 3.1 - Clear Information - MANDATORY TASKS

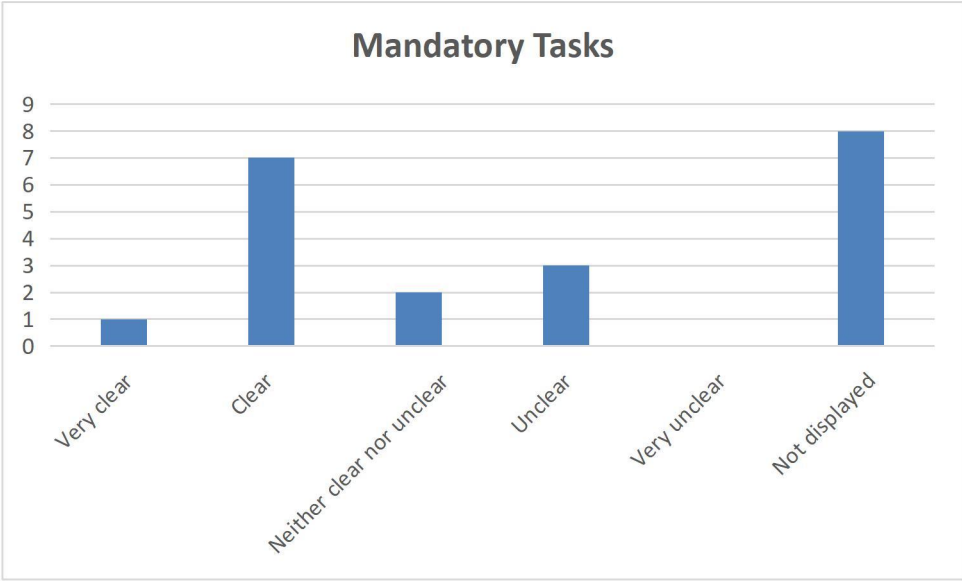
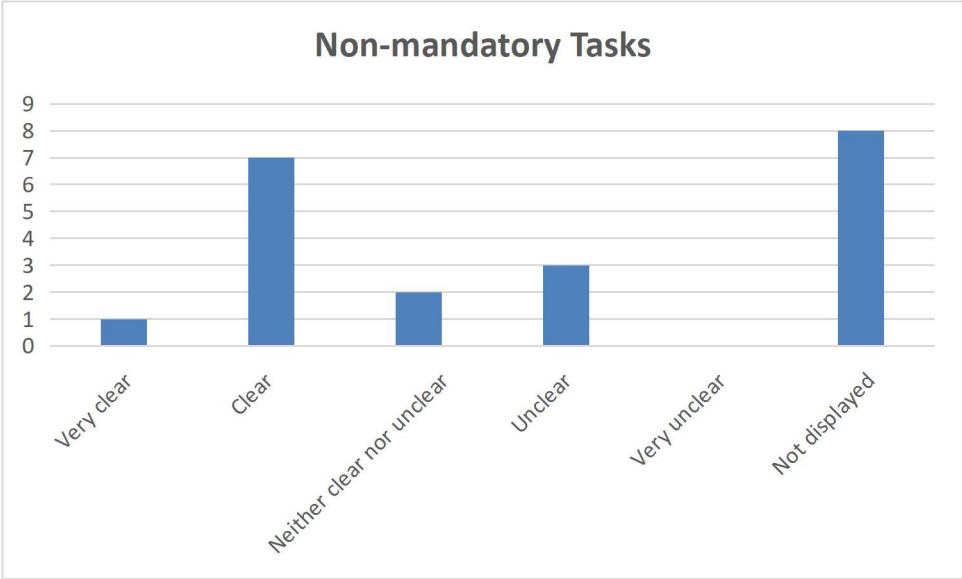


Chart 3.2 - Clear Information - NON-MANDATORY TASKS



Feedback Survey Data for Current Applicants

Chart 3.3 - Clear Information - DESIGN PHASES

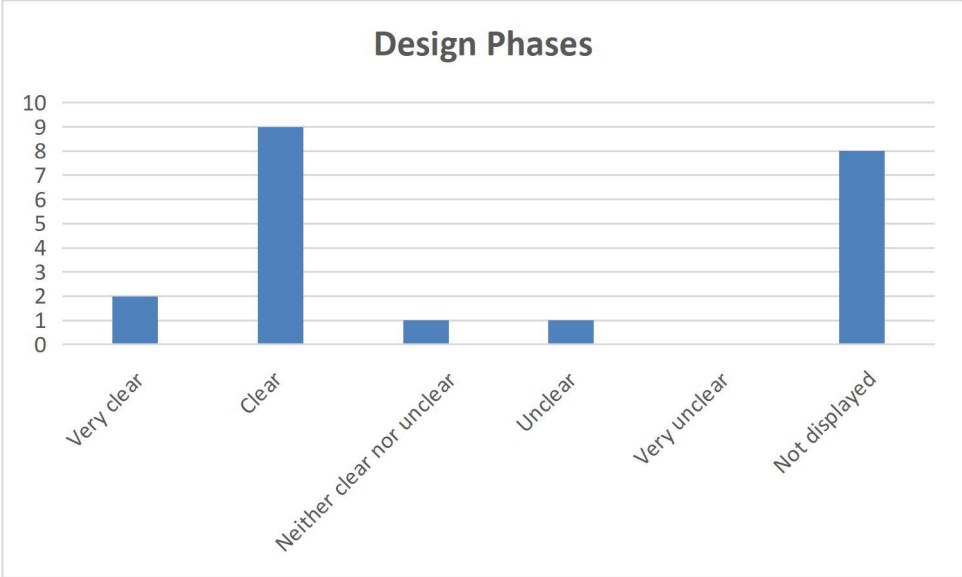
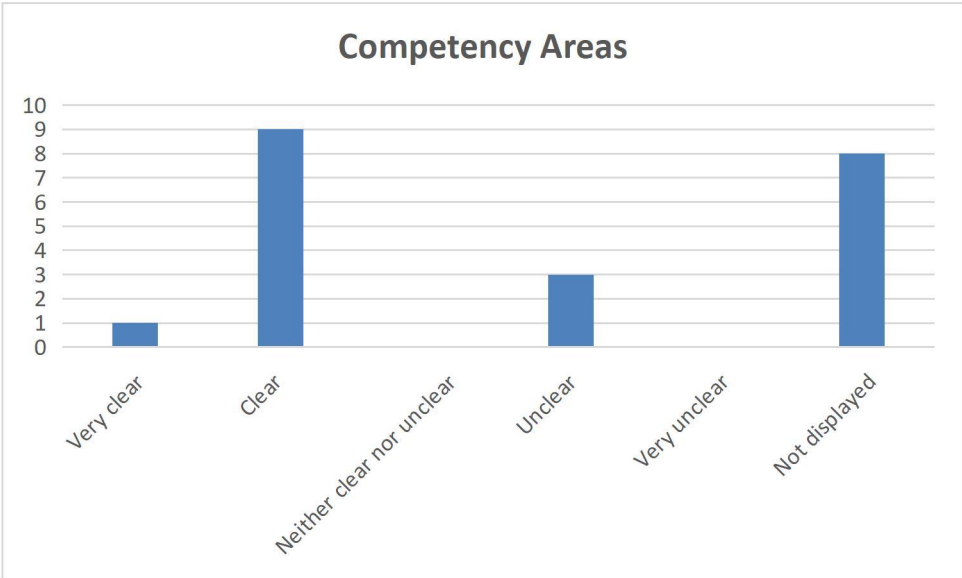
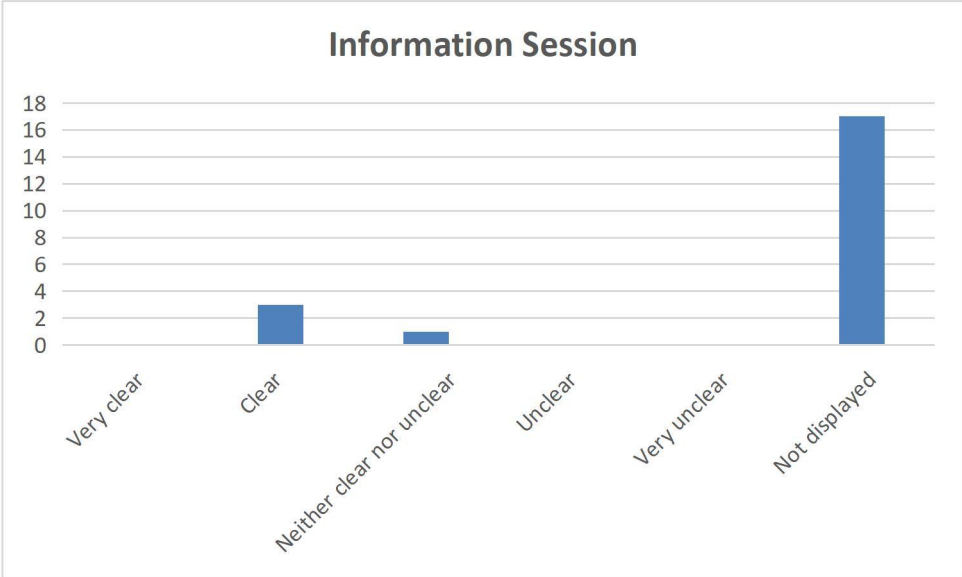


Chart 3.4 - Clear Information - COMPETENCY AREAS



Feedback Survey Data for Current Applicants

Chart 3.5 - Clear Information - INFORMATION SESSION



Summary of Recommended Actions ... 2020 to 2022

Summary of Recommended Actions to support the new Experience requirement – 2020 to 2022

	2020	2021	2022
Implementation	<p>1.1 ARIDO BOARD of Management to consider and approve resolutions for implementing the new Experience requirement</p> <p>1.2 Publish notice of the change in the Experience requirement for targeted audiences</p> <p>1.3 Publish notice of the field testing period</p> <p>1.4 Update the two current paths into Registered Membership to reflect the new Experience requirement</p>	<p>1.5 Publish reminder notice to existing interns to choose a self-report option by July 1, 2021</p> <p>1.6 Provide staff with access to Practice Advisors, as needed</p>	<p>1.7 Publish notice of new supporting tools for Interns as they become available</p> <p>1.8 Confirm the final version of the intern self-report form and supporting tools for the new Experience requirement</p>
Field Testing	<p>2.1 Administer post-application online surveys to gather feedback from</p> <ul style="list-style-type: none"> a. Interns b. Supervisors <p>2.2 Monitor & identify issues in the application process and make adjustments, if needed</p>		<p>2.3 Conduct a Field Study</p> <p>2.4 Present the findings of the Field Study to the ARIDO BOARD of Management</p>
Raising awareness	<p>3.1 Present the new Experience requirement for comment to</p> <ul style="list-style-type: none"> a. provincial bodies for Interior Design across Canada b. Office of the Fairness Commissioner in Ontario 	<p>3.2 Seek endorsements & engagement, where appropriate, to support Canadian jurisdictional harmonization efforts</p>	<p>3.3 Present supporting tools for review and comment to representatives of provincial bodies for Interior Design across Canada</p> <p>3.4 Present the findings of the Field Study to provincial bodies for Interior Design across Canada</p>
Supporting tools	<p>4.1 Develop key supports:</p> <ul style="list-style-type: none"> a. Video walk-through of the application materials and process b. Host regular online information sessions c. Develop and post FAQs 	<p>4.2 Integrate the Intern Self-Report of Supervised Work Experience form into online member systems for Interns & Supervisors</p> <p>4.3 Review & update the glossary of terms</p>	<p>4.4 Integrate with other ARIDO programs, such as Mentoring, where appropriate</p> <p>4.5 Conduct a full review of supporting tools</p>

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