

Professional Products and Services



> Sophie Joncas, CA

Role

The mandate of the Professional Products and Services Committee is to identify the needs of CAs and develop a professional products and services plan or program compatible with those needs. This mandate is in line with Area 3 of the Ordre's strategic directions and with the mission of the Professional Products and Services Vice-Presidency, which is "to become the primary reference source for meeting the professional

needs of CAs throughout their career by offering professional products and services that will help them comply with professional standards and provide quality services to their organization or clients."

New chair

Sophie Joncas, CA, officially took over as Committee chair from Michel Mathieu, CA, in September 2008.

Committee task forces

The following task forces work under the Committee:

- Professional Products and Services Plan or Program task force;
- Task force on increasing CA participation rate in Ordre education activities;
- Task force on increasing member satisfaction with Ordre education activities;
- Sustainable development task force;
- Distance learning task force;
- PPS portal task force.

Committee members

Éric Allard, CA
Francis Belzile, CA
Johanne Bertrand, CA
Gilles Demers, CA
Raymond Drouin, FCA
Guy Dufour, CA
Daniel Gosselin, FCA
Diane Lanciault-Fortier, CA
Jean-Paul Lauly, CA
André Leblanc, CA

Daniel Leblanc, CA
Michel Mathieu, CA
André Mignault, CA
Robert Papineau, CA
Hélène Racine, CA
Annie Smargiassi
Daniel Tétréault, CA

Secretary: Daniel Benard, CA
Maryse Samson, M.Ed.

Professional Products and Services

Plan or Program

In February 2009, the Committee validated and approved the professional products and services, proposed by the Professional Products and Services Vice-Presidency, likely to meet the needs of CAs in 2009-2010. Most of these products and services had already been accepted by a number of committees.

Member participation in optional continuing education activities

For the fiscal year ended March 31, 2009, CAs counted for a total of 22,652 registrations for the continuing education program developed by the Professional Products and Services Vice-Presidency. Many members participate in continuing education activities developed by the Vice-Presidency or offered in association, which are proposed in the course catalogue and on the Ordre's website. Since the program includes close to 500 courses, for the sake of brevity, the table that follows presents a breakdown of registrations by area of expertise. The table also groups registrations according to course duration in hours. For each area of expertise, different courses are offered in various formats (half-day, full day, two days, etc.). The duration of each course depends on the objectives to be achieved and the organization offering the course (in the case of courses offered by the Ordre or in association). The table does not include registrations for in-house training activities, since we are currently unable to separately track CA participation in these activities.

Professional **Products and Services** > continued

Total member registration

Area of expertise	Duration (hours)	Organization	Number of registrations
Assurance and practice management	3.5	Ordre	846
	7.0	Ordre	1,998
Total - Assurance and practice management			2,844
Personal and organizational competencies	7.0	In association	535
	7.0	Ordre	3,852
	14.0	In association	5
Total - Personal and organizational competencies			4,392
Accounting and financial reporting	3.5	Ordre	1,225
	7.0	In association	44
	7.0	Ordre	4,352
	14.0	In association	5
Total - Accounting and financial reporting			5,626
Events	3.5	In association	1
	3.5	Ordre	42
	7.0	Ordre	892
	14.0	In association	1
Total - Events			936
Finance	3.5	In association	16
	3.5	Ordre	96
	7.0	Ordre	1,277
	14.0	Ordre	68
Total - Finance			1,457
Taxation	3.5	In association	90
	3.5	Ordre	310
	7.0	In association	3
	7.0	Ordre	3,589
	14.0	In association	5
Total - Taxation			3,997

Area of expertise	Duration (hours)	Organization	Number of registrations
Management and areas of activity	3.5	In association	8
	3.5	Ordre	49
	7.0	In association	151
	7.0	Ordre	1,124
	14.0	In association	9
	18.0	In association	5
Total - Management and areas of activity			1,346
Governance, control, management and areas of activity	3.5	In association	35
	3.5	Ordre	20
	7.0	In association	78
	7.0	Ordre	976
	14.0	In association	17
	18.0	In association	1
Total - Governance, control, management and areas of activity			1,127
Governance, risks and controls	3.5	Ordre	31
	7.0	In association	3
	7.0	Ordre	229
	14.0	In association	2
Total - Governance, risks and controls			265
Personal financial planning	7.0	Ordre	15
Total - Personal financial planning			15
Public sector	7.0	In association	17
	14.0	In association	2
Total - Public sector			19
Commodity taxes	3.5	In association	5
	3.5	Ordre	393
	7.0	In association	6
	7.0	Ordre	221
	14.0	In association	3
Total - Commodity taxes			628
Total			22,652

Professional Products and Services > continued

Reference guides, model files and model financial statements

In the past four years, a number of reference guides and model files were developed and handed out to participants who attended various activities, particularly update and refresher courses. Once again this year, new reference guides and model files were developed to better meet the needs of our clients.

Reference guides

- *IFRS (in French only)*
- *Gouvernance (governance – in French only)*
- *Gestion des risques et des contrôles (risk and controls management – in French only)*

Model files

- *Vérification interne (internal audit – in French only)*
- *Organismes municipaux (municipal organizations – in French only)*
- *Réseau de la santé et des services sociaux (RSSS) (health and social services network – in French only)*

Model financial statements

- *IFRS*

Increase in the participation rate in Ordre education activities

This year, CAs once again relied on us for their continuing education. In the last year, we sold over 3,400 season passes and achieved a record of more than 27,180 registrations (including non-members) for both classroom and in-house

training activities. The members of the Professional Products and Services Committee are pleased to have contributed to this success.

Classroom training

- Over 480 courses, including over 92 new courses and over 230 courses developed by the Ordre;
- More than 3,365 season passes sold;
- Over 1,980 individual registrations;
- Over 23,960 registrations for Ordre courses;
- More than 7,850 different clients, including approximately 5,400 CAs.

In-house training

In-house training allows organizations to offer Ordre courses to their CA and non-CA employees on their own premises. Firms and companies find this formula very appealing, and the number of participating CAs increases every year. Close to 2,300 participants attended in-house training activities in 2008-2009.

Courses in association

- Over 930 registrations in 2008-2009.

Publications, products and services

- Over 500 publications available (Ordre and CICA) and more than 5,600 copies sold.

Increasing participant satisfaction with Ordre education activities

Classroom training

The overall satisfaction rate of participants was 4.67/5 in 2008-2009 (as at March 31, 2009).

Sustainable development

Created last year, this task force began its activities by conducting a survey among more than 7,000 CA

clients (consumers of products and services such as courses or publications) to determine their level of awareness about environmentally responsible behaviour.

The second step was the creation of a list of various environmentally responsible measures that have already been implemented within the Ordre's Professional Products and Services Vice-Presidency or that could be implemented in the coming years.

Distance learning

In February, the members of this task force launched a distance learning pilot project that was very successful. It resulted in about 10 distance learning courses being offered as part of the 2009-2010 program. The approach adopted is a blended, three-step training solution: self-study, preparatory work and real-time presentation with the instructor via an online conference tool.

PPS portal

This task force was created in 2007-2008. In the past year, the task force developed and approved a preliminary PPS portal structure.

Information workshops

For a second year in a row, a number of information workshops were offered to CAs free of charge and were a great success. The workshops focused on:

- the exposure draft entitled *Adopting IFRSs in Canada*;
- inspection and professional practice;
- legal affairs and the syndic;
- issues relating to private enterprises.

In addition, other workshops on the invitation to comment on financial reporting by not-for-profit organizations have been planned for spring 2009.

Professional products and services

The *Professional Products and Services Catalogue* sent out to CAs in May 2008 complements the *Course Catalogue* issued in August. A third edition of the *Professional Products and Services Catalogue* will be sent to CAs in May 2009.

The catalogue features the “PPS Discovery” pass, technical and ethics reference services, the advisory services launched in 2006-2007, and the publications of the Ordre and the CICA.

Sophie Joncas, CA
Chair