



Compliance is NOT a dirty word

Languages Canada February 2018



Agenda

- Who am I and who are you?
- Defining compliance in our industry
- Approaches to Compliance
- Tips for building to build buy in
- What EC has done



Who am I?



Haviva Parnes

Compliance Director

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A word cloud shaped like a triangle, containing various terms related to regulations and rules. The words are arranged in a triangular pattern, with the largest words at the top and smaller words at the bottom. The words are in various colors, including blue, yellow, red, green, and black.

GUIDELINES
FOLLOW
DIRECTIONS
RULES
REGULATIONS

Other words include: OFFICER, LEGAL, ANNOYANCE, BOX, HAVIVA, MANDATORY, PAPERWORK, REGULATORY, ACCOUTABILITY, ISSUES, CONFIRMATION, NCAA, TRICKY, CHECK, CEA, FUN, ENFORCING, INTEGRITY, STRENGTHS, STANDARDS, BANKING, REGULATIONS, MEETINGS, HAFTA, REPERCUSSIONS, BS, REGULATORY, DANGER, LEGAL, DETAILS, SMACKDOWN.



What is compliance?

- Visa/Immigration regulations
- Provincial regulations and policy
- Teacher Qualifications/hiring standards
- Building codes/health and safety
- Testing/ entrance requirements
- Internal policies and regulations
- Standards for teaching and learning
 - Student Progress
 - Observations
 - Professional Development

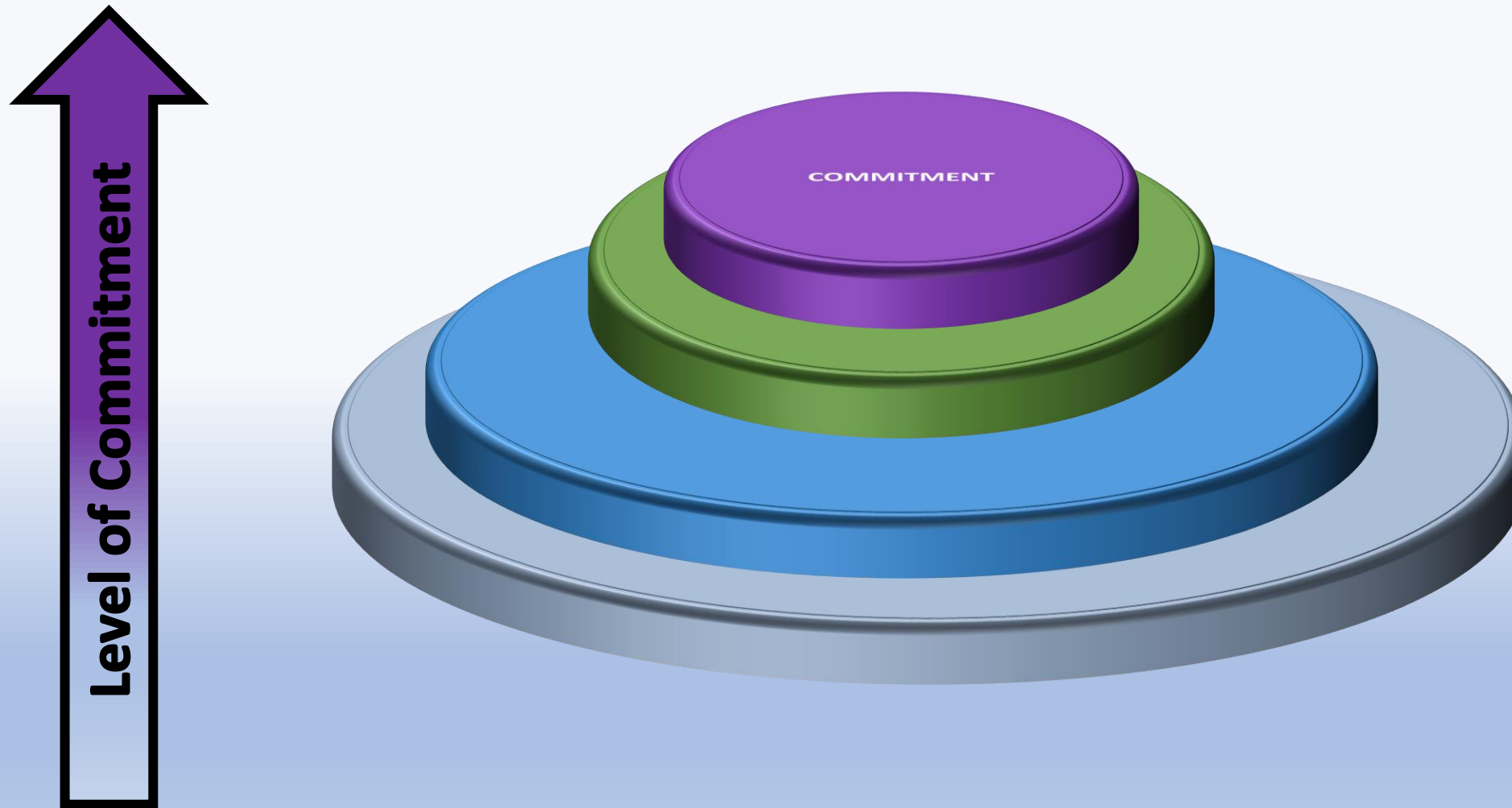


“Compliance is not about preventing the business from doing what it does; it is about helping the business run smoothly.”

Evelyne Albrecht, Director of Albrecht Compliance Consulting



Commitment vs. Compliance: The Hierarchy of Commitment



Perceptions of Compliance

Compliance stops bad things from happening, but makes everything boring and complicated.

Compliance prevents entrepreneurship and creativity.

Compliance as an obstacle, preventing things from getting done.

“You are not letting me show this movie in class, but I think it is fun and students like it.”

“How can we bring in new business if you won't let us?”

“We'll have to bring the project to compliance and that will just muck everything up. We will never get this project done!”



Framing the conversation and preventing avoidance

Stop talking about what you **can't do** and start talking about what you **can do**:
Make it so people want to come to ask you questions because you help guide them to success.



This lesson does not align with the curriculum.



That juniors program is out of scope, so we can't run that.



The deadline is Thursday at the latest, but we really need this sooner.



Where is the best place for the activities in this lesson?



Our scope of programs includes adult language learning, what can we do to help this program be successful?



Let's set a reminder to have this completed by Wednesday so we can review and submit by the Thursday deadline.





Two Approaches: Honesty Matters

We do this because it makes us better

- Observation guidelines
- Progress recommendations
- Curriculum standards
- Health and safety drills/preparation
- Surveys and solicitation of feedback
- Hiring guidelines
- Background checks for host families

We do this because we have to

- Provincial reporting
- Specific record keeping guidelines
- Specific enrollment forms/contracts
- Record keeping specifications



So, just to refresh:

We have reframed

We are being more honest and transparent

We are getting closer to commitment.....





Show respect

Remember that change is not always easy and respect the impact changes can have on the people around you.

Transparency will help you earn respect - help people understand why you are doing what you are doing/asking what you are asking. Is this something you believe in or do you need to ask people to do something simply because you have to? Be honest!

I know you use this report every day, and have been for years, let me explain why we need to change this now...

I understand that filling out this form is an extra step, let's talk about how this new form can help you.



Ask advice

- Anyone responsible for Compliance cannot work alone. It is important to ask advice of colleagues and people outside your organization.

Use this event to network and seek advice!

- ❖ What are other people doing?
- ❖ How are other people solving this problem/following this regulation?
- ❖ Are there ideas out there to do something differently than you might have assumed?

I want to make this change.... What do you think?

We need to do this better.... What are your ideas?

What things would you like to see improved?

What things would you like to see more of?





Working Groups

Know your stakeholders and invite them to the table. Whenever possible, bring representation from your stakeholders into the conversation.

If you don't know your stakeholders you may not actually cover all your bases and compliance issues will pop up where you least expect them!





Steps EC has taken

Hired a compliance director – naming someone who oversees compliance is important. It shows that this is important to you and not just a box to check. Also relieves center directors of this duty and allows someone to see the bigger picture.

One place for all documents, processes and procedures – give people one place to go!

Standardization of documentation on the 80/20 rule – if every school uses a document it was standardized but allowed for local ‘flare’.

Audits – check in and make sure everyone understands what is expected of them.

Process sharing/best practices – don’t just share what not to do, use examples from other locations that are doing things well!

Insert yourself – you cannot know everything that is going on so make sure people know who you are and want to check in with you when they want to make changes, etc.

Be part of working groups – for as much as you should use working groups, you should also be part of them!



ANY QUESTIONS?

