



Asia-Pacific
Economic Cooperation



Digital credentials and the mutual recognition of professional services

Webinar 2: A Pathway for Implementing the Increased Use of Digital Credentials to Support Recognition Practices

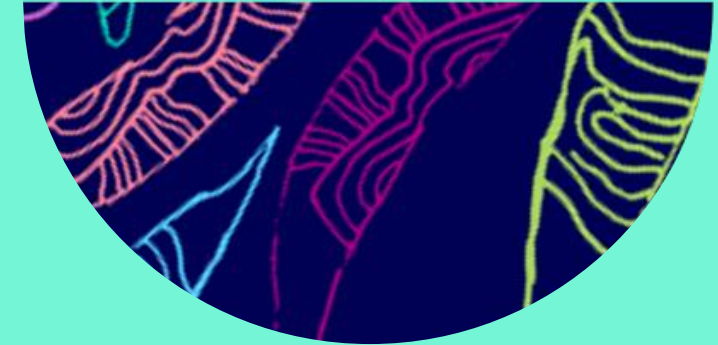
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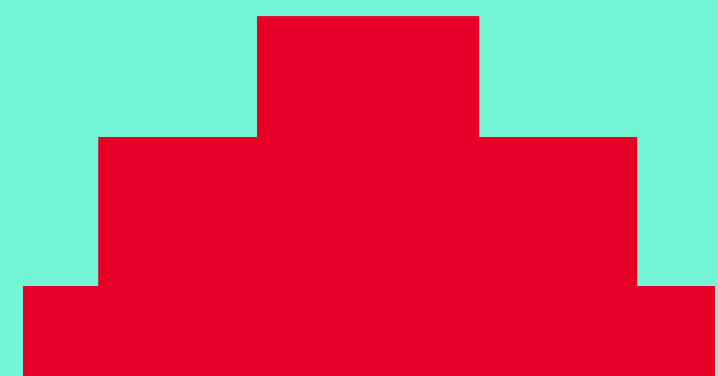
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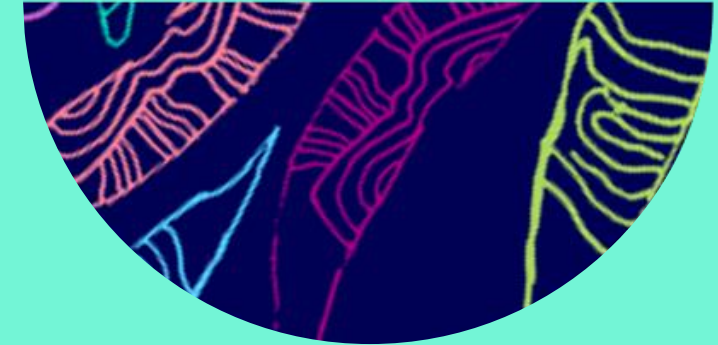




Welcome to Country & Housekeeping

Bonnie Rivendell, APEC Australian Study Centre,
RMIT University





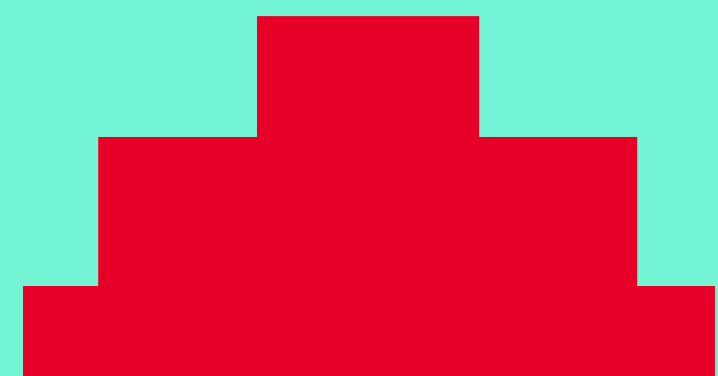
Introductory remarks

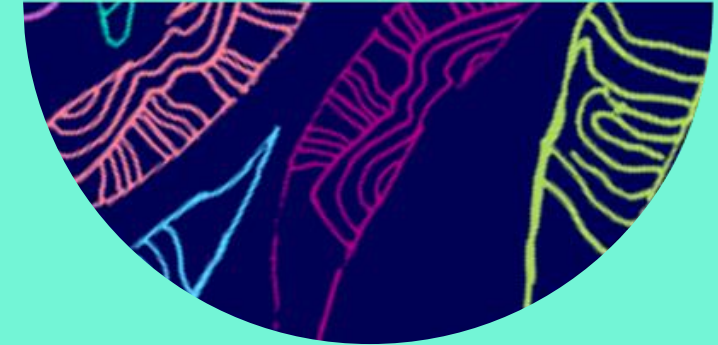
Brooke Kilah, DFAT



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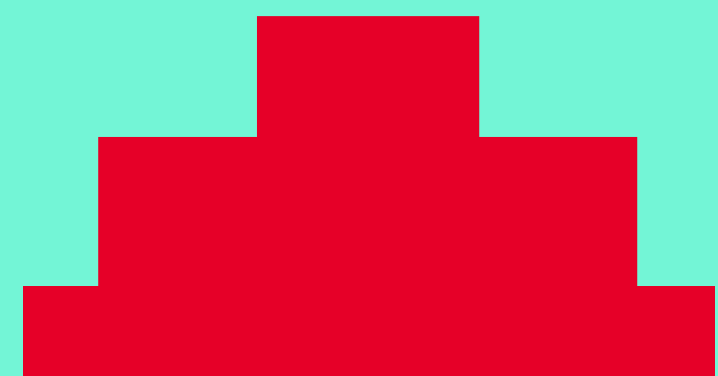
MRA Inventory Update

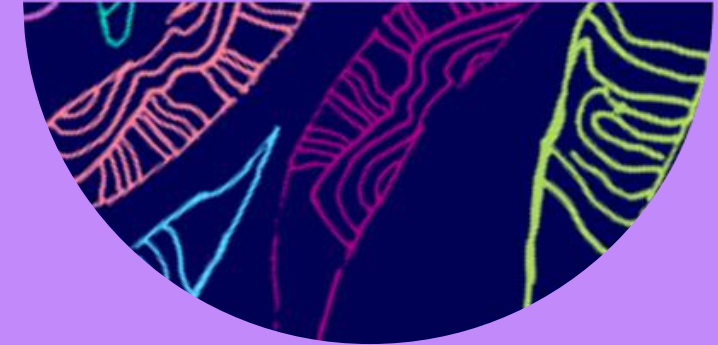
Chris Ziguras, APEC Australian Study Centre



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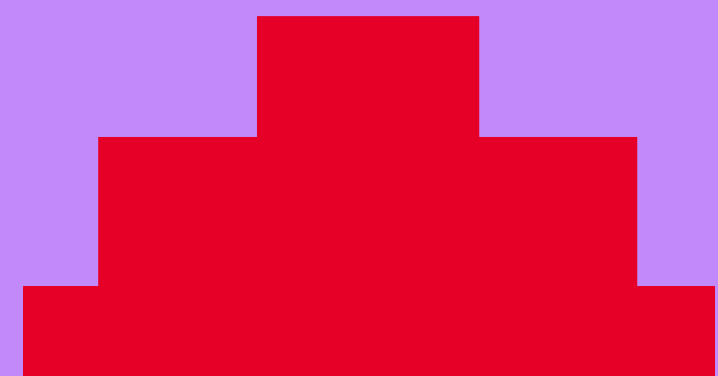




Session 1

A recommended pathway for implementing the increased use of digital credentials

Paul Howorth, APEC Australian Study Centre



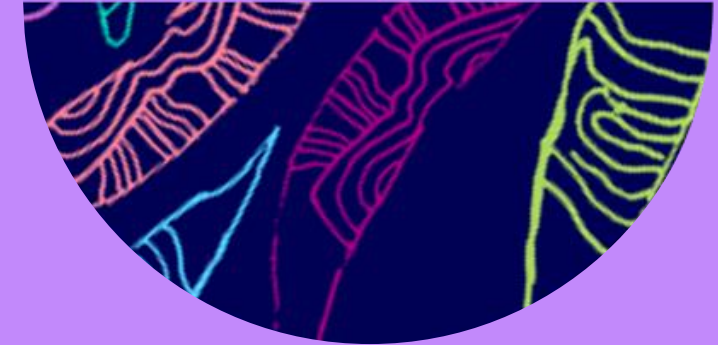
Some important context

Covid disruption plus the growing use of digital platforms are changing how professional services are being delivered across borders

In large part, MRAs and related recognition practices address the physical movement of foreign professionals between economies across the region (Mode 4 GATS)

At the same time, the delivery of professional and other services across borders without the movement of people is on the rise (Mode 1 GATS)

Two strategic pathways emerge



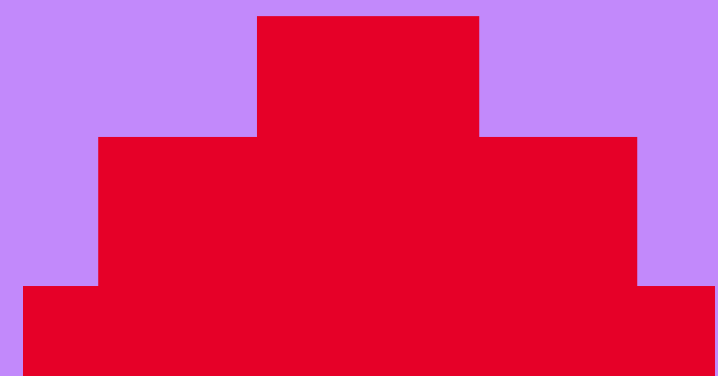
From this context, two strategic pathways emerge for increasing use of the digital environment and digital credentials

1

Working within existing frameworks to make certain aspects of current recognition practice more efficient through use of digitisation

2

Enabling a trusted and efficient system for recognising professionals in the context of the digital delivery of professional services across borders without the movement of people

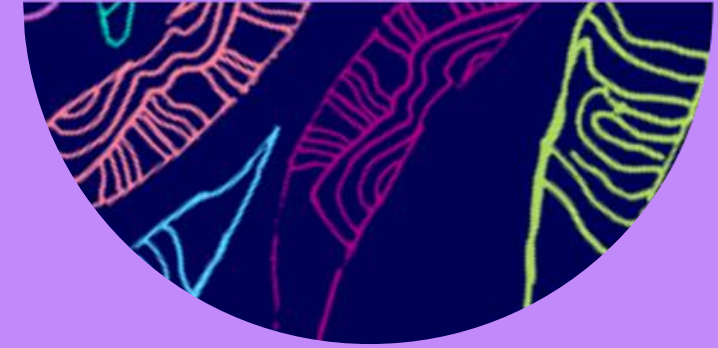


The crucial importance of trust

Using digital credentials more widely also depends on whether the practices and technologies being used to establish and recognise digital credentials can be trusted

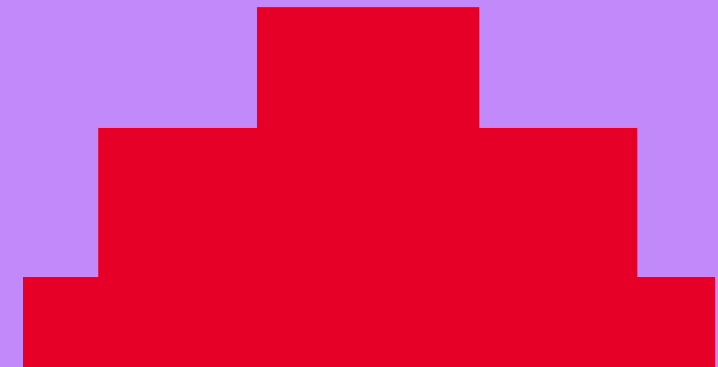
- Collaboration?
- Standards?
- Security?
- Risks?

Recall the recognition process framework, distilled from case studies



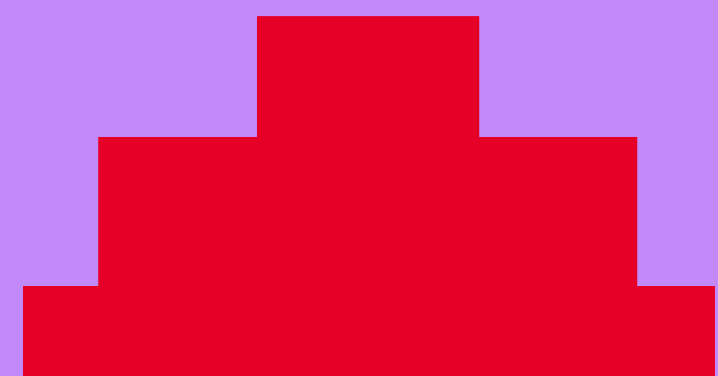
Each step in the process has a set of practices...

Using digital credentials more widely depends on doing key aspects of process and practice using the digital environment



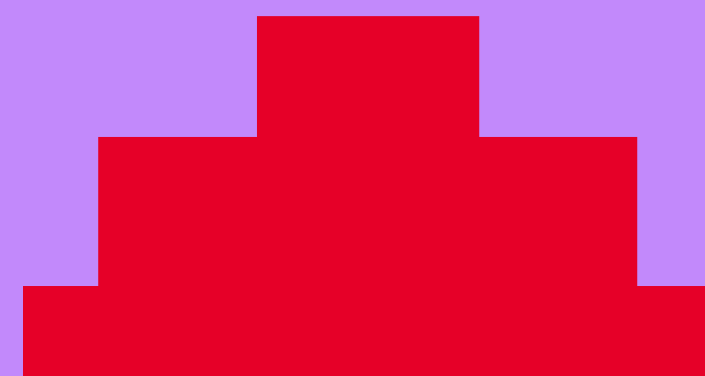


Actor	Digital practice
Regulator	Recognition processes regulated in a way that is 'fit for digital'
Recognition Authority	Enables 'end to end' online application process
Professional Association	Publishes recognition guidance online in a way that is easy to navigate
Applicant	Can make and track an online application, including the submission of credential evidence



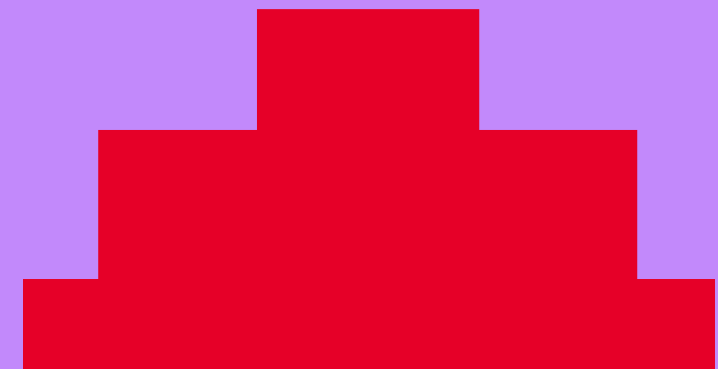


Actor	Digital practice
Regulator	Establish and maintain an accessible and searchable qualifications framework
Recognition Authority	Verify a digital credential or otherwise use the digital environment to accept and check evidence of qualifications and experience
Professional Association	Use the digital environment to accept or challenge verified evidence of qualifications / experience
Applicant	Provide further evidence online, if and as required



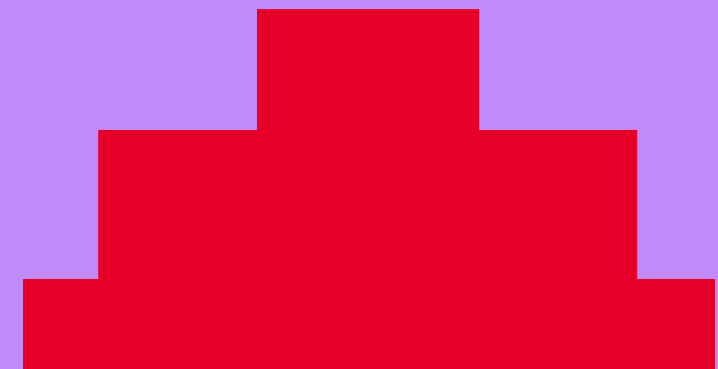


Actor	Digital practice
Regulator	-
Recognition Authority	Enables applicants to attend for supplementary assessment online
Professional Association	Use the digital environment to accept or challenge supplementary assessment results
Applicant	Can attend for supplementary assessment online



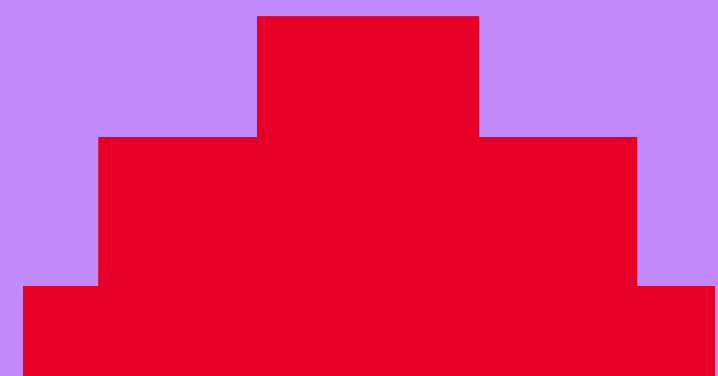


Actor	Digital practice
Regulator	Enables the issuing / use of digital credentials, where required
Recognition Authority	Issues secure digital certificates / credentials
Professional Association	Uses the digital environment to accept or challenge a certificate or credential
Applicant	Can access results and receive / access a digital certificate / credential



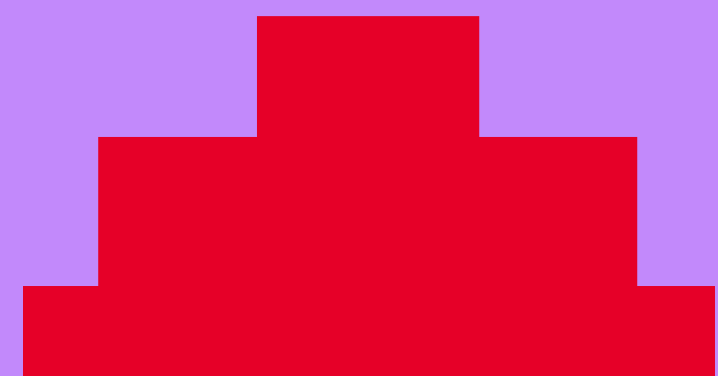


Actor	Digital practice
Regulator	Enables the acceptance of a digital credential / certificate for registration / licensure, where required
Recognition Authority	-
Professional Association	Accepts a digital credential / certificate for registration / licensure, maintains an online and searchable register of professionals
Applicant	Can access and use a digital credential / certificate for registration / licensure and / or to practice





Actor	Digital practice
Regulator	Enable the acceptance of digital CPE / CPD, where required
Recognition Authority	Access and verify CPE / CPD credentials / certificates during the recognition process, where required
Professional Association	Issues digital CPE / CPD credentials / certificates and uses the digital environment for secure, verifiable tracking of CPE / CPD records
Applicant	Can access and use CPE / CPD credentials / certificates and records for recognition purposes

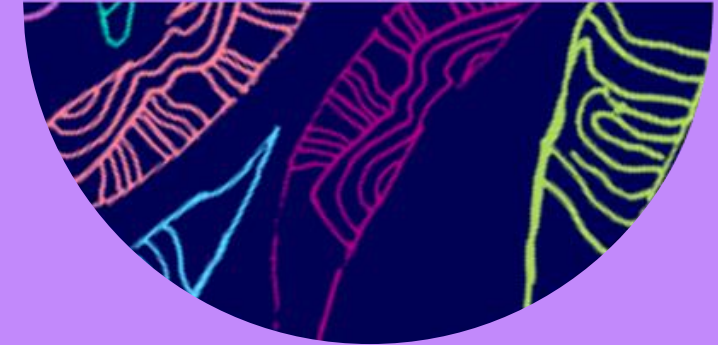


Recognition processes that require the physical presence of a professional in the receiving economy

The use of digital credentials can still help to facilitate this, by 'pre-qualifying' a professional to enter the receiving economy

Supervised practice within the receiving economy could be tracked as either supplementary assessment or CPE / CPD

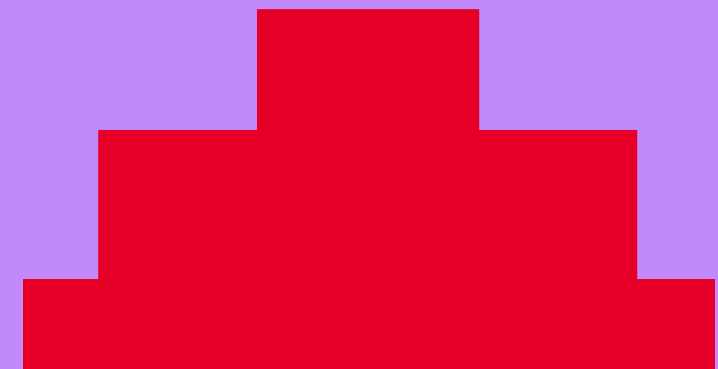
The sequencing of recognition requirements may need to be modified to enable this



Session 1 Q&A

Questions, answers and comments

Bonnie Rivendell



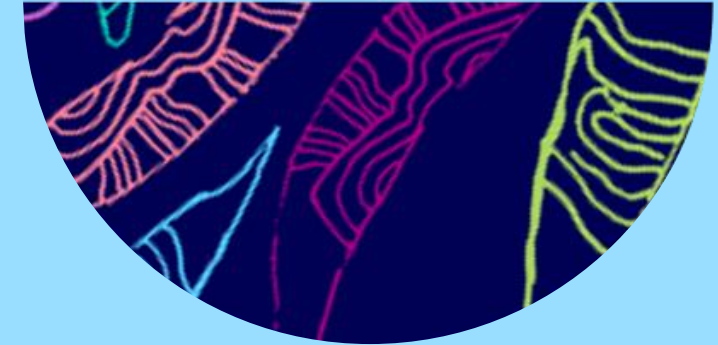


Session 2

Starting points: assessing the readiness of an economy for implementing the increased use of digital credentials

Paul Howorth

Assessing readiness for increasing the use of digital credentials is the starting point



At the economy level, the starting point for practitioners for building this pathway is assessing factors that drive the readiness of a professional service area for digitisation

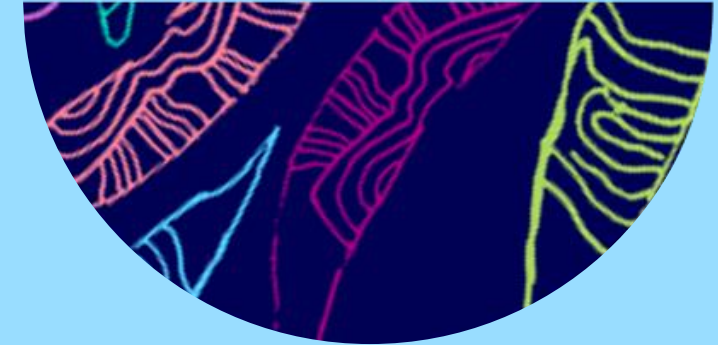
These factors are covered in the training module by a readiness assessment questionnaire that a practitioner can use to determine how ready for digitisation any given professional services area may be



Readiness assessment factors

A provisional set of readiness assessment factors has been distributed prior to this webinar. Let's discuss them.

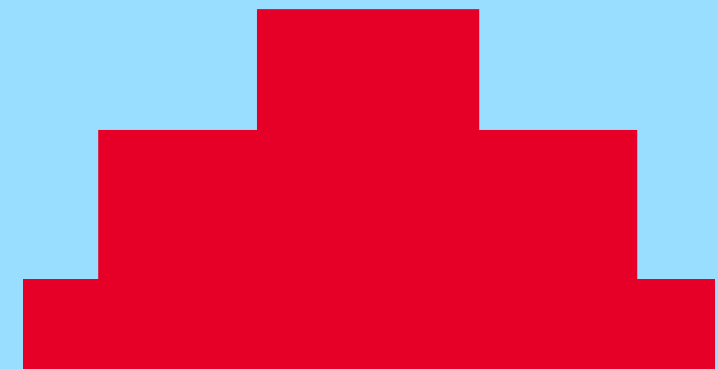
- How do these look to you?
- Are there other factors that you think should be added?
- Is there some aspect of your economy that suggests some or all of these factors might not apply?

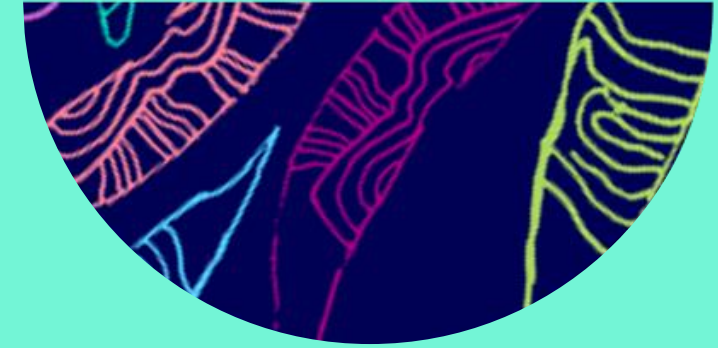


Session 2 Q&A

Questions, answers and comments

Bonnie Rivendell





Session 3

Collaboration between economies and other partners around implementation

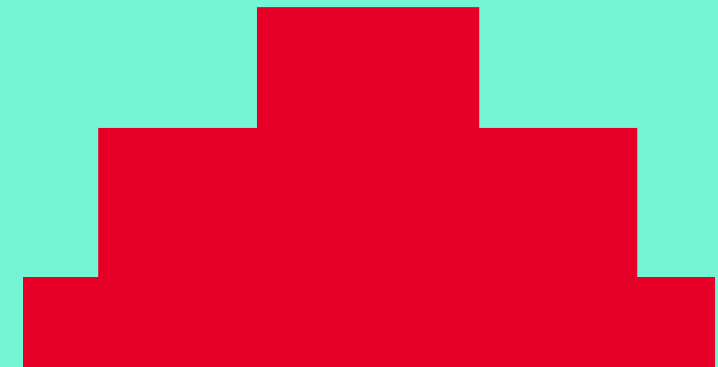
Paul Howorth

[guest speaker?]



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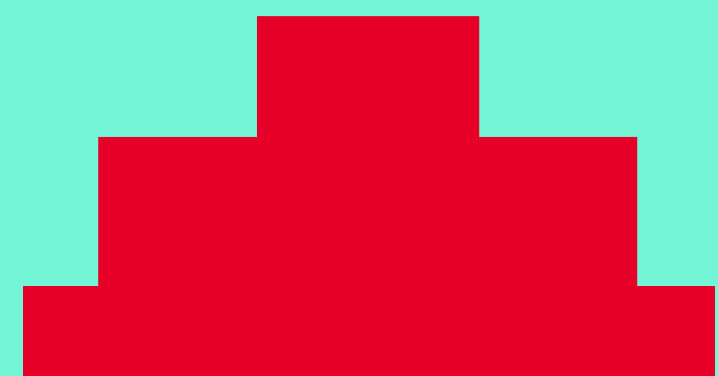
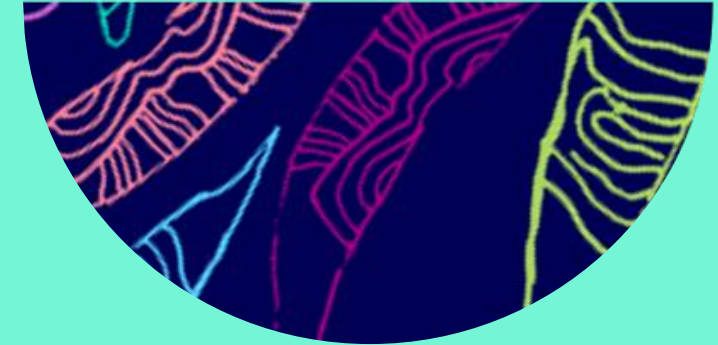


Increasing the use of digital credentials depends on trust founded upon open and strong collaboration

- Within economies, particularly between professional associations and recognition authorities
- Between economies, particularly around standards and trust in the use of digital processes and practices
- Partnerships with technology providers

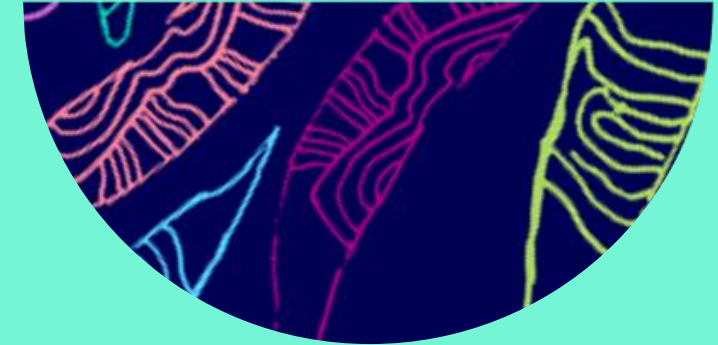
Within economies

- For example, in our case study we've seen how important collaboration has been within the US for rapidly pivoting the recognition of foreign accounting professionals onto digital



Between economies

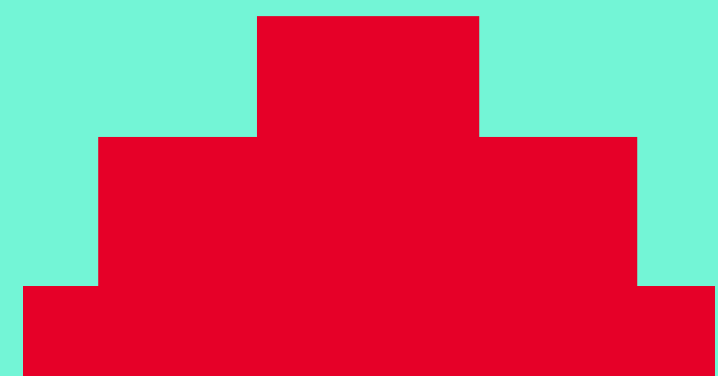
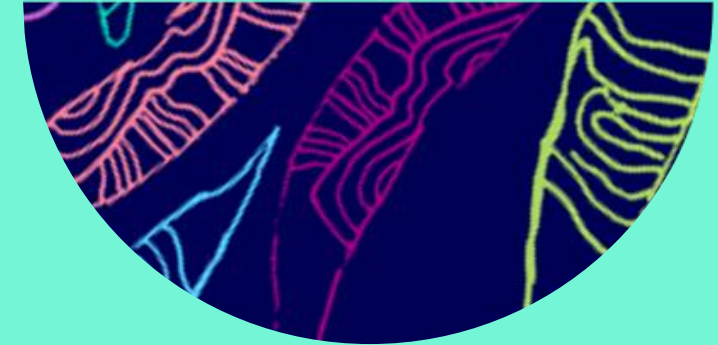
- Sticking with the US and the accounting services example, pointing to how the CPA credential was used as a proxy international standard, through which collaboration could occur

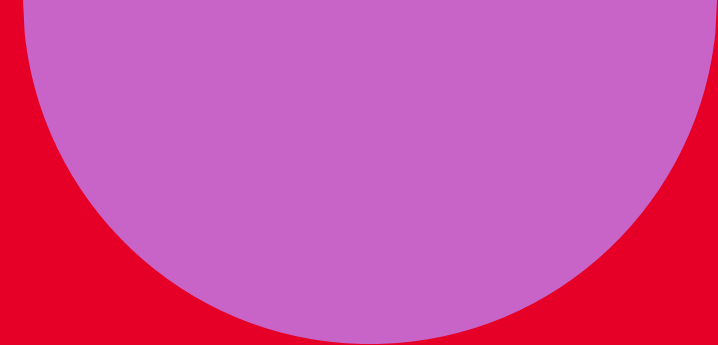


Technology partnerships

The US accounting services digital pivot also required partnerships with:

- Digital credentials system developers
- Online proctoring system developers
- Data security and qualification verification service providers





Wrap Up

Where to from here, upcoming training modules and closing remarks

Bonnie Rivendell



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