

BRIEFING NOTE

TO: Board of Directors

FROM: Fazal Khan, Registrar and CEO

DATE: June 4, 2024

SUBJECT: Professional Conduct Department Spotlight

For Decision

For Information

Monitoring Report

Purpose:

For the Board to meet the members of the Professional Conduct department.

Background:

In 2023, the COO began a new “Department Spotlights” initiative. Each quarter, one department of the College will be invited to deliver a short informal presentation to the Board on who they are and what they do. Department Spotlights are an opportunity for the Board to meet the team and hear about the department’s day-to-day work and ongoing strategic projects.

In June 2024, the COO will be spotlighting the Profession Conduct Department. Current team members are:

- Rudra Mukherji, Director of Professional Conduct
- Maria Bigos, Investigator, Professional Conduct
- Tertia van Jaarsveld, Professional Conduct Coordinator

The Professional Conduct Department supports the Inquires Complaints and Reports Committee and the Discipline Committee and is responsible for managing ongoing matters relating to the conduct of opticians, including inquiries, complaints, reports and discipline. The team also manages inquiries and investigations relating to unauthorized practice.

Recommendations/Action Required:

Provided for information only.