

**DISCIPLINE TRIBUNAL AND APPEALS TRIBUNAL – SKILLS MATRIX**  
**Approved by the OMVIC Board of Directors: June 19, 2024**

The skills matrix below is used to:

- i. Identify the specific knowledge, skills, attributes and experience required of the Discipline Tribunal members as a whole;
- ii. Facilitate appointments to the Tribunal that will ensure any gaps in the required competencies can be filled; and
- iii. Assist with identifying training and education needs on an ongoing basis.

The matrix includes information about the professional or academic skills that tribunal members may need, as well as other elements relevant to the work, such as personal values, lived experience, varied backgrounds, perspectives, and knowledge. The Tribunals as a whole must possess the following:

Knowledge	Skills	Experience in	Attributes
Motor Vehicle Dealers Act	Effective oral communications	Professional regulation & adjudication	Active listener and strong communicator
Tribunal Rules of Practice	Effective written communications	Administrative tribunal procedures	Respected by peers
Code of Ethics	Collaborative and effective decision making and writing	Administrative Law	Fair, impartial and open-minded
Administrative Law	Adjudicative hearings management	Rules of evidence	Courteous, respectful, and patient
Principles relevant to adjudication	Attention to detail	Community service and volunteer leadership	Apply confidentiality and discretion
Principles of equity, diversity, and access to justice	Organization and time management	Conduct of adjudicative hearings	Cultural competence (1)
Motor vehicle sales industry	Evaluation of factual evidence and credibility	Motor vehicle sales industry	Ethical
Consumer protection	Conflict management	Consumer advocacy	Strong work ethic
OMVIC policies for Tribunal	Applying sanctioning principles		Professionalism and civility
Tribunal Practice Directions			Competent to use technology

(1) 'Cultural competence' refers to an ability to understand, communicate with an effectively interact with people across different cultures; to acknowledge the harmful effects of discriminatory thinking and behavior on human interaction; and to acquire and perform the skills necessary to lessen the effect of these influences in order to serve the pursuit of justice. (Rose Voyvodic, "Lawyers Meet the Social Context: Understanding Cultural Competence", (2006) 84:3 The Canadian Bar Review 564 at 564)