

Client Services Policy Manual

Policy Number: HS-03
Subject: Occupational Health and Safety Certification Training
Chapter: Workplace Health and Safety

Policy Statement

WorkplaceNL has legislative responsibility to:

- Promote public awareness of occupational health and safety;
- Educate employers, workers and other persons about occupational health and safety;
- Develop standards for the certification of persons required to be certified under the Occupational Health and Safety (OHS) Act and the Workplace Health, Safety and Compensation Act, 2022;
- Approve training providers, trainers and training programs that meet the certification training standards; and
- Perform quality assurance of approved training providers, trainers and training programs.

The health and safety of training participants and workers of Newfoundland and Labrador are the overriding consideration in administering this policy.

Certification Training Standards

WorkplaceNL will develop, review and revise its certification training standards in consultation with stakeholders and subject matter experts.

Approval of Training Providers and Trainers

Training providers must have a principal training location in Newfoundland and Labrador and trainers must reside in Newfoundland and Labrador.

Training providers and trainers must be approved by WorkplaceNL to deliver certification training programs. Approval is contingent on WorkplaceNL's ability to formally assess trainers and conduct quality assurance of training providers, trainers and training programs. Training providers and trainers must also sign the Certification Training Code of Ethics to be approved.

Approval decisions will be made in accordance with:

- Procedure 80.00 Certification Training Provider Approval; and
- Procedure 81.00 Certification Trainer Approval.

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To maintain approval, training providers and trainers must comply with this policy, the associated certification training procedures, the Certification Training Code of Ethics and the applicable certification training standard(s).

Delivery of Certification Training

Training providers must:

- Comply with WorkplaceNL's registration, reporting and payment requirements, if applicable; and
- Notify WorkplaceNL of changes to their businesses name, firm number, primary contact information, principal training location, training network (i.e., approved trainers) and agreements with curriculum owners, where the curriculum owner is not the training provider.

Training providers and trainers must:

- Apply to WorkplaceNL for approval;
- Follow WorkplaceNL's processes for the delivery of certification training;
- Treat training participants with respect;
- Recognize and respond to individual learning and comprehension levels;
- Encourage active participation from training participants;
- Coach training participants;
- Value the experiences of training participants and relate learning to the workplace;
- Provide timely feedback on questions and concerns raised by training participants;
- Exercise professional judgement to effectively manage difficult situations or participants;
- Provide a sufficient supply of quality, non-discriminatory teaching materials and aids as required by the certification training standard;
- Provide and maintain permission from the publisher of any teaching material used in the development or delivery of a training program, in accordance with copyright requirements;
- Provide a learning environment that:
 - Meets the requirements of the National Building Code;
 - Is sanitary and clean;
 - Provides access to drinking water and restroom facilities;
 - Provides suitable environmental conditions (e.g., indoor air quality, temperature, noise levels, lighting, etc.);
 - Addresses participants' accessibility needs;
 - Provides sufficient and suitable seating and work areas for training activities;

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- Considers ergonomic principles and safe material storage;
- Provides established emergency response procedures;
- Promotes learning of knowledge and skills; and
- Promotes participation and interaction among participants.
- Not deliver a modified training program without prior approval from WorkplaceNL.

Documentation, Record Keeping and Administration

Training providers must:

- Collect and maintain participant training records for five years;
- Collect and maintain training evaluation forms to measure overall participant satisfaction, quality of training delivery, quality of training materials and teaching aids, and quality of the learning environment, for a period of five years;
- Collect and maintain records of competent and qualified trainers according to trainers' prerequisites, including their names and contact information, for five years;
- Collect and maintain records of agreements or partnerships with other persons or organizations, including their names, contact information and the nature of the agreement or partnership (e.g., written permission for lease or sale of a curriculum, subcontractor agreements, etc.) for as long as the agreements or partnerships are in place;
- Implement internal quality assurance systems to ensure trainers adhere to this policy, the associated certification training procedures, the Certification Training Code of Ethics and the applicable certification training standard(s);
- Provide WorkplaceNL with training documentation upon request; and
- Comply with all applicable legislation regarding the collection, use and disclosure of personal information.

Training providers and trainers must:

- Submit participant training records through WorkplaceNL's Certification Training Registry within 10 business days of completing a training program.

Program Integrity and Delivery

WorkplaceNL will maintain the integrity of certification training delivery by:

- Monitoring the Certification Training Registry;
- Completing trainer audits;
- Reviewing participant evaluation forms;
- Contacting training participants;

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- Reviewing administrative processes used by training providers;
- Investigating reports of or suspected non-compliance;
- Reviewing approved curriculum; and
- Other appropriate means.

WorkplaceNL is authorized under section 18 of the Workplace Health, Safety and Compensation Act, 2022 (the Act), to make examination or inquiry that it considers necessary for the purpose of the Act. Quality assurance will be conducted in accordance with:

- Procedure 82.00 Certification Training Quality Assurance; and
- Procedure 83.00 Certification Training Investigations.

Non-Compliance

All training providers and trainers must adhere to the requirements outlined by WorkplaceNL for administering and delivering certification training. If a training provider or trainer fails to meet those requirements, they may be subject to remedial action(s), suspension or decertification.

WorkplaceNL may prescribe remedial measures, suspend or decertify a training provider or trainer, at any time, in circumstances where it becomes satisfied that a training provider or trainer has:

- Failed to deliver training that meets the relevant certification training standard;
- Failed a quality assurance audit;
- Violated the Certification Trainer's Code of Ethics;
- Failed to comply with Policy HS-03 or the associated training; or
- Is non-cooperative with a quality assurance audit or certification training investigation.

WorkplaceNL reserves the right to immediately decertify a training provider and trainer if the severity of a non-compliance puts the integrity of WorkplaceNL's certification training programs at risk.

Review

Training providers and trainers are entitled to request a review of WorkplaceNL certification training decisions. The purpose of the review process is to ensure that decisions are fair, reasonable and consistent with the governing policies and procedures.

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All requests for a review will be conducted in accordance with:

- Procedure 84.00 Certification Training Decision Review

Reference:

Workplace Health, Safety and Compensation Act, 2022

Occupational Health and Safety Act and Regulations

Procedures:

80.00 Certification Training Provider Approval

81.00 Certification Trainer Approval

82.00 Certification Training Quality Assurance

83.00 Certification Training Investigation

84.00 Certification Training Decision Review

Certification Training Code of Ethics

Amendment History

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Revision #2 2017 12 14

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Next Review 2029 10 01