

## Client Services Procedure Manual

**Procedure:** 82.00  
**Subject:** Certification Training Audit

WorkplaceNL reserves the right to conduct quality assurance audits of all approved training providers and trainers. An audit can be conducted at random, in response to a complaint, based on discrepancies recognized within WorkplaceNL's Certification Training Registry, or as part of an investigation.

The purpose of the audit is to:

- ensure compliance with the certification training standards;
- monitor effectiveness of approved training providers and trainers; and
- make recommendations to ensure continual improvement.

### 1. Audit Process

WorkplaceNL may contact a trainer or training provider to arrange an audit location and date. However, WorkplaceNL reserves the right to make unannounced visits for the purposes of certification training audits.

When an audit is conducted, the auditor will stay for the duration of the course; however, there may be circumstances where an auditor may audit a partial course. In the event the auditor does not attend the entire course, the audit report will reflect the material that was covered while the auditor was present.

Audits will be conducted using a standardized audit template adopted by WorkplaceNL.

If during the course of an audit, the auditor has concern regarding the quality of instruction, he or she has the authority to stop the course. In such situations, the training provider must accommodate participants.

### 2. Audit Reports

An audit report will be sent to the training provider and trainer within three (3) weeks from the date of the audit. In the final report, WorkplaceNL will clearly outline observations and recommendations to ensure continual improvement of parties involved.

Score	Status	Notes
0% - 69%	Fail	WorkplaceNL may issue a 12 month suspension as per Policy HS-03, <i>Occupational Health and Safety Certification Training</i> .
70% - 79%	Conditional Pass	Trainer must address all recommendations to the satisfaction of WorkplaceNL within 2 months.
80% - 100%	Pass	Trainer is in compliance with the appropriate certification training standard, and all certification training policies and procedures outlined by WorkplaceNL.

All audit reports will be reviewed by the Senior Health and Safety Advisor for quality assurance purposes and placed on the trainer's file at WorkplaceNL.

### **3. Noncompliance with Audit Request**

WorkplaceNL may suspend or decertify a training provider or trainer for failure to comply with a WorkplaceNL certification training audit request.

**Reference:** *Workplace Health, Safety and Compensation Act, Sections 20.2 and 17.*  
*Policy HS-03, Occupational Health and Safety Certification Training*

#### **Amendment History**

*Original Effective Date*                      2018 05 08