

## Client Services Procedure Manual

**Procedure: 82.00**

**Subject: Certification Training Quality Assurance**

To ensure the integrity of certification training programs, WorkplaceNL reserves the right to conduct quality assurance of all approved training providers, trainers and training curriculums.

Quality assurance can be conducted:

- At random;
- In response to a complaint;
- Based on discrepancies recognized within WorkplaceNL's Certification Training Registry; or
- As part of a certification training investigation.

The purpose of quality assurance is to ensure compliance with:

- Policy HS-03 Occupational Health and Safety Certification Training;
- Procedure 80.00 Certification Training Provider Approval, Procedure 81.00 Certification Trainer Approval, Procedure 82.00 Certification Training Quality Assurance, Procedure 83.00 Certification Training Investigation, and Procedure 84.00 Certification Training Decision Review;
- The Certification Training Code of Ethics;
- The relevant certification training standard;
- The approved training curriculum;
- The Virtual Certification Training Guideline, if applicable;
- The monitoring requirements for approved training providers, trainers and training curriculums; and
- The corrections and recommendations made for the continual improvement of certification training.

Quality assurance includes, but is not limited to:

- Certification Training Registry Monitoring;
- Certification Trainer Evaluation;
- Certification Training Participant Evaluation Review; and
- Certification Training Curriculum Review.

### 1. CERTIFICATION TRAINING REGISTRY MONITORING

WorkplaceNL will regularly monitor the Certification Training Registry to ensure records are accurate and complete. If during the course of monitoring, concerns regarding a training provider or a trainer's record management arise, clarification from the training provider and trainer may be requested.

A training provider and trainer must cooperate with WorkplaceNL by providing information or documentation to explain the circumstances of a training record concern. If the training provider or trainer cannot explain the circumstances of a concern to the satisfaction of

WorkplaceNL, additional quality assurance or a certification training investigation may be initiated.

## **2. CERTIFICATION TRAINER EVALUATION**

WorkplaceNL may contact a training provider and trainer to arrange a certification trainer evaluation. WorkplaceNL also reserves the right to make unannounced visits to conduct a certification trainer evaluation.

A WorkplaceNL evaluator will conduct trainer evaluations using a standardized template adopted by WorkplaceNL. Evaluations may be completed for both in-class and virtual training offerings. They may include a part or the entirety of a certification training course. For partial evaluations, the evaluation report will reflect the material that was covered while the evaluator was present.

A trainer must cooperate with WorkplaceNL during a trainer evaluation, including:

- Providing access to all facilities and classrooms used to administrate, support or deliver a certification training course;
- Providing the opportunity to observe the delivery of the certification training program and review course materials;
- Providing access to inspect equipment, as well as maintenance and storage facilities; and
- Permitting the evaluator to converse with training participants.

If the evaluator has concerns regarding the quality of instruction during the course of an evaluation, they have the authority to stop the course.

A certification trainer evaluation report will be sent to the training provider and trainer within 15 business days from the last date of the trainer evaluation. This report will clearly outline observations and provide corrections and recommendations. A certification trainer evaluation report will be scored based on the table below.

Score (%)	Status	Notes
0 - 79	Fail	<p>The trainer has failed the evaluation and will be decertified from the relevant certification training standard. The trainer must reapply to become an approved trainer and may be required to complete remedial actions prior to being re-assessed under the guidelines of Procedure 81.00 Certification Trainer Approval.</p> <p>After being reassessed and re-instated, WorkplaceNL reserves the right to evaluate the trainer to ensure corrections from the initial trainer evaluation are resolved to its satisfaction.</p> <p>If the trainer fails a subsequent trainer evaluation, they will be decertified from the certification training standard and will be required to reapply. They may be required to complete remedial actions prior to being re-assessed.</p>
80 - 100	Pass	<p>The trainer has passed the trainer evaluation; however, corrections may be required before they continue to deliver training.</p> <p>It is the trainer's responsibility to make corrections within the prescribed timeframe and notify WorkplaceNL when the corrections are completed. WorkplaceNL will notify the trainer that they may resume training when the corrections are completed to its satisfaction.</p> <p>WorkplaceNL reserves the right to evaluate the trainer again to ensure corrections from the initial trainer evaluation are resolved to its satisfaction.</p>
<p>Note:</p> <ul style="list-style-type: none"> <li>• In the event that a trainer evaluator identifies an issue with an approved curriculum during a trainer evaluation, a certification training curriculum review may be initiated.</li> </ul>		

All failed evaluation reports will be reviewed by the Senior Health and Safety Advisor for quality assurance purposes.

### **3. CERTIFICATION TRAINING PARTICIPANT EVALUATION REVIEW**

WorkplaceNL may request copies of training evaluation forms to assess the quality of training delivery and to ensure training adheres to WorkplaceNL's administrative requirements. WorkplaceNL reserves the right to contact training participants, where training participant evaluations reveal a concern about a training offering.

Training providers and trainers must cooperate with WorkplaceNL during a certification training participant evaluation review and, without limiting the foregoing, they must provide access to records of trainees, including participant evaluation forms.

To ensure that records are available for review, training providers are required to maintain records of trainers and trainees, including participant training records, participant registration forms, and participant evaluations in accordance with law and for a minimum of five years.

If participant training evaluation forms or correspondence with training participants reveals a concern regarding the quality of delivery of a certification training program, the evaluator may perform additional quality assurance or initiate a certification training investigation.

#### **4. CERTIFICATION TRAINING CURRICULUM REVIEW**

WorkplaceNL may request copies of approved training curriculums to ensure they have not been modified since their approval and to ensure updates are made, where required by WorkplaceNL.

Training providers must update approved training curriculums when requested by WorkplaceNL. Updates may be required to address changes to occupational health and safety legislation, standards adopted by the province (e.g., CSA standards, etc.), the certification training standard, and for the purposes of continuous improvement.

Training curriculum reviews will be conducted using a standardized curriculum review form adopted by WorkplaceNL. A curriculum review may include some or all of the certification training curriculum. For partial reviews, the review form will reflect the material that was reviewed by the evaluator. The curriculum review form will be sent to the training provider within 90 calendar days of the review being completed and will provide any corrections and recommendations.

A training provider must cooperate with WorkplaceNL or its representative during a training curriculum review including providing access to all certification training materials and making all corrections required by WorkplaceNL within 90 calendar days from the date the review form is issued.

If the evaluator has concerns regarding the quality of the training curriculum or suspects that the curriculum has been modified without approval from WorkplaceNL, the evaluator may suspend the training provider until the new curriculum is reviewed and approved. The evaluator may also perform additional quality assurance and initiate a certification training investigation.

If the evaluator cannot confirm the owner of the curriculum, is unable to contact the curriculum owner, or suspects that the training material has been plagiarized, the evaluator may suspend the training provider, perform additional quality assurance and initiate a certification training investigation.

## 5. NON-COMPLIANCE

WorkplaceNL may take action as a result of non-compliance. Actions include, but are not limited to, remedial measures, suspension or decertification of the training provider or trainer. Failure to comply with remedial measures within the prescribed time frame may result in further remedial measures, suspension or decertification of the training provider or trainer.

Indicators of non-compliance may include, but are not limited to:

- Booking multiple training offerings at the same time;
- Exceeding the maximum classroom size;
- Deviating from the certification training standard without prior approval by WorkplaceNL;
- Failing to abide by the Certification Training Code of Ethics;
- Failing to adhere to the approved curriculum;
- Failing to complete class records within 10 business days of training completion;
- Failing to confirm a training participant's eligibility to attend recertification training;
- Failing to provide for the safety of training participants;
- Failing to provide or maintain records of trainers and trainees including, participant training records, participant registration forms, and participant evaluations in accordance with law and for a minimum of five years;
- Failing to make the corrections from a trainer evaluation or training curriculum review within the prescribed time frame;
- Failing to provide information or documentation necessary to complete a trainer review or investigation;
- Failing to respond to a request for quality assurance;
- Modifying an approved curriculum without prior approval by WorkplaceNL; and
- Shortening the duration of training.

## 6. REVIEW

Training providers and trainers are entitled to a review of WorkplaceNL certification training decisions. The purpose of the review process is to ensure that decisions are fair, reasonable and consistent. A request for a decision review will be conducted in accordance with Procedure 84 Certification Training Decision Review.

### **Reference:**

Workplace Health, Safety and Compensation Act, 2022, sections 26 and 18.  
Policy HS-03, Occupational Health and Safety Certification Training  
Procedure 80.00 Certification Training Provider Approval  
Procedure 81.00 Certification Trainer Approval  
Procedure 83.00 Certification Training Investigation  
Procedure 84.00 Certification Training Decision Review  
Certification Training Code of Ethics  
Virtual Certification Training Guideline

**Amendment History**

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