

## Client Services Procedure Manual

**Procedure:** 84.00  
**Subject:** Certification Training Appeals

Training providers and trainers are entitled to appeal WorkplaceNL decisions. The purpose of the review process is to ensure that decisions of the operating department are fair, reasonable, and consistent.

### 1. Initiating a Request

All appeals must be made in writing within 30 days of receipt of a written decision from WorkplaceNL. A request for an appeal shall be sent to:

Manager, Prevention Services  
WorkplaceNL  
P. O. Box 9000  
St. John's NL A1A 3B8

A review is considered on the basis of written evidence contained in the request for appeal. Evidence may be submitted in any form, including: admissions of fact by counsel, handwritten statements by the parties themselves, business records, and sworn affidavits.

### 2. Review Process

Appeals will be assessed by a review committee consisting of the Vice-President, Prevention and Workplace Services (or designate); Director, Prevention Services (or designate); Director, Policy, Planning and Internal Review (or designate), or another director, as appointed. The review committee will convene within two weeks of receipt of an appeal request. The committee will review all statements of fact and, where appropriate, gather additional evidence to render a final decision.

### 3. Hearing

The appellant may submit a written request outlining the necessity for an oral hearing to provide further clarification of facts. It is the aim of WorkplaceNL to render fair and just decisions with as little delay as possible. Therefore, at its discretion, WorkplaceNL may convene a hearing if there is significant dispute regarding relevant facts.

### 4. Written Decision

The review committee will send a written decision to the training provider or trainer upon conclusion of the review. WorkplaceNL's final decision will be provided within 45 days of the appeal request. If additional time is required the appellant will be notified in writing.

## **5. Finality of the Decision**

Decisions made by the review committee are not subject to WorkplaceNL Internal Review and not reviewable by the Workplace Health, Safety and Compensation Review Division (WHSCRD).

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

### **Amendment History**

Original Effective Date	2018 05 08
Revised	2022 07 05