

## Client Services Policy Manual

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

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### Policy Statement

WorkplaceNL has legislative responsibility to promote public awareness of workplace health and safety; educate employers, workers and other persons about workplace health and safety; develop standards for the certification of persons required to be certified under the Occupational Health and Safety Act (OH&S); approve training programs for certification; and certify persons who meet the standards. WorkplaceNL will seek advice from subject matter experts in the development of certification standards. It will monitor training programs, as well as, training providers and trainers (where applicable) to ensure they meet or exceed these standards. Worker health and safety is an overriding consideration in the administration of this policy.

### Training Requirements

WorkplaceNL will develop all certification standards with the advice from subject matter experts. It will monitor training programs and training providers and trainers (where applicable) to ensure they meet or exceed these standards.

### Approval of Training Providers/Trainers

All training providers and trainers must be approved by WorkplaceNL to teach certification training. Approval decisions will be made in accordance with the following:

- Procedure 80.00, Certification Training Provider Approval
- Procedure 81.00, Certification Trainer Approval

Once approved, all trainers must sign the Certification Trainer Code of Ethics

### Program Delivery

Program delivery, as indicated in applicable certification training standards, must include, but is not limited to, the following principles:

- well-defined learning outcomes, based on accurate learning content, which are clearly addressed through course curriculum for the specific target audience;
- compliance with adult learning principles and comprehension levels;
- training session evaluation methods;

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- learning activities, both theoretical and practical that demonstrate participants subject matter comprehension;
- quality, non-discriminatory teaching materials, aids and technical resources are available as required by certification training standard;
- references to any teaching material used in the development of training curriculum, and written permission from the publisher in accordance with copyright requirements, for material taken directly from resources;
- learning environment, such as classroom and class size conducive to participation and interaction among participants;
- compliance with prescribed training session duration;
- compliance with the minimum delivery of training sessions by training providers and trainers;
- evaluation methods to measure participant's comprehension;
- curriculum that adheres to the OH&S Act and Regulations;  
and
- changes made to the approved curriculum must be submitted and approved by WorkplaceNL.

### Documentation and Administration

Training providers and trainers must:

- follow WorkplaceNL's administrative processes for delivery of certification training;
- collect and maintain participant training records;
- submit records, as prescribed, through WorkplaceNL's Certification Training Registry within a timely manner;
- collect and maintain records of competent and qualified trainers according to trainers prerequisites, including their names and contact information, etc.;

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- implement internal auditing systems to ensure trainers are following the certification training standard;
- provide WorkplaceNL with participants' evaluations, upon request, to be used for data analysis and quality assurance purposes; and
- provide WorkplaceNL-issued Certificate of Clearance.

Training providers must maintain records (paper or electronic) for a period of at least five years.

### Program Monitoring

WorkplaceNL will monitor the performance and effectiveness of trainer and training provider activities by any or all of the following:

- monitoring the Certification Training Registry;
- reviewing participant evaluation forms;
- reviewing administrative processes used by training providers and trainers;
- completing random quality assurance audits;
- investigating concerns and/or allegations of non-compliance;
- or
- other appropriate means.

#### Quality Assurance Audits:

WorkplaceNL reserves the right to conduct quality assurance audits of all approved training providers and trainers. All audits will be conducted in accordance with:

- Procedure 82.00. Certification Training Audit

#### Investigations:

WorkplaceNL is authorized under section 17 of the Workplace Health, Safety and Compensation Act to make examination or inquiry that it considers necessary for the purpose of the Act. All investigations will be conducted in accordance with:

- Procedure 83.00, Certification Training Investigation

All training providers and trainers must adhere to the requirements

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### **Maintaining Program Integrity and Delivery**

as outlined by WorkplaceNL's certification training standards. If any training provider or trainer fails to meet those requirements, they may be subject to suspension and/or decertification.

WorkplaceNL may suspend and/or decertify a training provider or trainer, at any time, in circumstances where it becomes satisfied that:

- a training provider or trainer failed to deliver training that meets WorkplaceNL's certification training standards;
- a trainer has failed a quality assurance audit; or
- a trainer has breached the Certification Trainer's Code of Ethics.

### **Non-Compliance**

If certification has been suspended for items 1 or 2 above, the training provider/trainer may be placed on a one-year suspension and may have to reapply for approval. If subsequent to recertification, the training provider/trainer's certification is suspended again, the training provider/trainer may be permanently decertified from the training standard in question.

If a trainer has breached the Certification Trainer's Code of Ethics (item 3), they may be decertified and prohibited from training any of the certification training standards administered by WorkplaceNL.

Upon criteria being met for suspension or decertification, WorkplaceNL will notify the training provider/trainer in writing that their approval for instruction has been revoked.

### **Appeals Process**

All appeals must be made in writing within 30 days of a written decision. Please forward your request for an appeal to:

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

Appeal considerations will be made in accordance with:

- Procedure 84.00, Certification Training Appeals

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**Reference:** Workplace Health, Safety and Compensation Act (The Act)  
Occupational Health and Safety Act, Chapter 0-3 RSNL 1990  
Occupational Health and Safety Regulations, 2009  
Certification Trainer's Code of Ethics  
Procedures:  
80.00, Certification Training Provider Approval  
81.00, Certification Trainer Approval  
82.00, Certification Training Audit  
83.00, Certification Training Investigation  
84.00, Certification Training Appeals

### Amendment History

Original Effective Date	2004 03 18
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