
CONSULTATION DRAFT

Construction Health and Safety Awareness Training

Provider Standard

Ministry of Labour
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Acknowledgements

The Construction Health and Safety Awareness Training Working Group contributed its time and expertise to developing this draft Standard.

The Working Group was tasked with developing a proposed standard that outlines the criteria for training providers who are seeking approval from the Chief Prevention Officer (CPO) to deliver approved Construction Health and Safety Awareness Training Programs for workers performing work defined as construction under the *Occupational Health and Safety Act* to which the Construction Projects Regulation (O. Reg. 213/91) applies.

The Working Group included the following employer and labour representatives in the construction industry:

- Mike Connor, Ontario Painting Contractors Association
- John Ferreira, Labourers' International Union of North America
- Joe Dowdall, International Union of Operating Engineers, Local 793
- Colin deRaaf, Christian Labour Association of Canada
- Glen Drewes, International Brotherhood of Electrical Workers
- Carmine Tiano, Provincial Building and Construction Trades Council of Ontario
- Tony Currie, Carpenters Union
- Sean Scott, PCL Constructors Inc.
- Jim LaFontaine, Dufferin Construction Company
- Louis Veenstra, Earth Park Homes (Stratford) Inc.
- Ken Thomson, Carillion Canada
- Steve Steele, UA Local 853 Sprinkler Fitters of Ontario
- Robert Fletcher, Tridel Group of Companies
- Tara Curley, North America Construction (1993) Ltd.

The Working Group was assisted by a Resource Group consisting of representatives from:

- Ministry of Training, Colleges and Universities
- Ontario College of Trades
- Infrastructure Health and Safety Association
- Workplace Safety North
- Worker's Health and Safety Centre

If established, this draft Standard will be reviewed at least every five years.

This draft Standard should be read along with the draft Construction Health and Safety Awareness Training Program Standard, which sets out the criteria to be met for a training program to be approved. Approved training providers must demonstrate they meet both the draft Construction Health and Safety Awareness Training Program and Provider Standards.

CPO approval is granted to those training providers that meet the draft Construction Health and Safety Awareness Training Provider Standard after a successful assessment and review with respect to the delivery of an approved Construction Health and Safety Awareness Training Program.

Scope

Section 7.1 of the *Occupational Health and Safety Act* (OHSA) provides the Chief Prevention Officer (CPO) with the authority to establish standards for training programs required under the OHSA and its regulations, and to approve training programs which meet those standards.

Section 7.2 of the OHSA provides the CPO with the authority to establish standards which must be met in order for a training provider to be approved to deliver one or more approved training programs.

The draft Construction Health and Safety Awareness Training Provider Standard outlines the criteria that must be met by training providers who are seeking approval by the CPO to deliver an approved Construction Health and Safety Awareness Training Program. It should be read in conjunction with the draft Construction Health and Safety Awareness Training Program Standard, which sets out the criteria for a training program to be approved by the CPO.

In order to be approved by the CPO to deliver an approved Construction Health and Safety Awareness Training Program, training providers must be able to demonstrate they meet both the draft Construction Health and Safety Awareness Training Program and Provider Standards.

1. Introduction

This draft Construction Health and Safety Awareness Training Provider Standard applies to all individuals, sole proprietors, corporations or not-for-profit organizations who seek to be approved as a training provider by the CPO to provide an approved training program, in accordance with the draft Construction Health and Safety Awareness Training Program Standard.

In order to comply with other *Occupational Health and Safety Act* (OHSA) or regulatory requirements, employers shall supplement any training program that meets the criteria of the draft Construction Health and Safety Awareness Training Program Standard with additional information, instruction or training in workplace-specific policies and procedures and workplace-specific equipment or hazards related to working on construction projects.

Employers must continue to ensure that the training requirements in the OHSA and its regulations are met even where no standards have been published and established by the CPO.

2. Purpose

The purpose of the draft Construction Health and Safety Awareness Training Provider Standard is to establish a minimum standard for quality and consistent delivery of approved Construction Health and Safety Awareness Training Programs in the Province of Ontario.

The goal of the draft Construction Health and Safety Awareness Training Provider Standard is to improve basic occupational health and safety construction awareness training delivery to workers who perform work defined as construction in the Province of Ontario, in order to:

- a) Strengthen workplace safety culture by elevating the profile and importance of preventing injuries, illnesses and fatalities on construction projects;
- b) Ensure that workers who are exposed to hazards in construction receive high quality and consistent training; and
- c) Reduce the number of incidents, injuries, illnesses and fatalities in construction.

3. Training Provider Criteria

The draft Standard establishes criteria for those seeking to be approved training providers of an approved Construction Health and Safety Awareness Training Program.

3.1 Legislative and Insurance Criteria

Training providers must comply with all relevant provincial workplace legislation, including, but not limited to, the *Occupational Health and Safety Act* (OHSA), the *Workplace Safety and Insurance Act, 1997*, the *Employment Standards Act, 2000*, the *Labour Relations Act, 1995* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

In addition, the training provider must have all necessary and appropriate commercial liability or errors and omissions insurance that a prudent person, carrying out activities similar to those of the approved training provider, would maintain.

3.2 Advance Course Materials

Training providers must ensure the course materials below are provided to learners prior to delivering the approved Construction Health and Safety Awareness Training Program.

Course materials must include:

- a) Purpose, format and content of the approved training program, including the type and methods of evaluation and criteria to successfully complete the program;
- b) Process for the learner to comment on the training they receive;
- c) All the costs involved for successful completion of the approved course; and
- d) Details on personal protective equipment (PPE) or other equipment that the learner may bring, if necessary.

3.3 Learning Needs

To ensure the learning experience meets the specific needs of learners, training providers must:

- a) Oversee the learner registration process;
- b) Request information about learners' learning needs; and
- c) Request information about learners' specific accommodation needs, if any.

3.4 Alternative Delivery Modes

Training providers must meet the draft Construction Health and Safety Awareness Training Program Standard for training delivery methods involving distance learning.

eLearning is not an acceptable delivery mode for a Construction Health and Safety Awareness Training Program.

3.5 Program Materials

Training providers must ensure all training program materials used for the approved Construction Health and Safety Awareness Training Program are:

- a) Legible and of good reproductive quality;
- b) Available in sufficient quantity (including all learning materials, equipment and learning aids);
- c) Free of bias, including but not limited to gender;
- d) Free from defamatory statements, including but not limited to products and equipment;
- e) Compliant with copyright rules;
- f) Appropriate for targeted learner language and literacy level; and
- g) Compliant with the applicable requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations.

All training program materials must meet the criteria in the draft Construction Health and Safety Awareness Training Program Standard and this draft Construction Health and Safety Awareness Training Provider Standard.

3.5.1 Personal Protective Equipment (PPE) and Other Equipment

The presentation of tools or equipment is not required for the purpose of this training program. If a training provider chooses to have any tool or equipment present during the delivery of the approved Construction Health and Safety Awareness Training Program, training providers must ensure the tools or equipment are:

- a) Compliant with the requirements of the *Occupational Health and Safety Act* and regulations, and compliant with or exceed equipment-specific National Standards of Canada / Canadian Standards Association technical standards, or other standards, as applicable. The equipment must indicate the technical standard to which it complies on a decal or through other means; and
- b) Regularly maintained and in good working order as per the manufacturer's specifications and regulatory requirements.

If learners bring their own personal protective equipment to the approved training program, it must also meet the above requirements.

Training providers must ensure that if equipment is used for hands-on interaction during training it will not endanger the health and safety of the learner or any other participant.

In addition, any personal protective equipment and other equipment used in the approved training must meet the criteria in the draft Construction Health and Safety Awareness Training Program Standard.

3.6 Learning Environment

To support the transfer of learning, training providers must ensure a safe, healthy and accessible learning environment, regardless of location.

3.7 Proof of Training Completion

3.7.1 Providing proof of completion to learners

Upon successful completion of an approved Construction Health and Safety Awareness Training Program, training providers must provide learners and their employers (with the learner's consent) with a document showing completion that includes the following information:

- a) Learner's name;
- b) Name of the approved Construction Health and Safety Awareness Training Program;
- c) Program identification number, if applicable;
- d) Date of successful completion;
- e) A statement that the learner understands and comprehends the learning outcomes of the approved training program;
- f) Name of the approved training provider;
- g) Evaluator's signature; and
- h) Other information, as may be required by the draft Construction Health and Safety Awareness Training Program Standard.

3.7.2 Providing proof of completion to the CPO

Training providers must provide the CPO with the information below when learners successfully complete an approved Construction Health and Safety Awareness Training Program. The information must be provided within seven business days of the completion date in the format required by the CPO:

- a) Learner's name;
- b) Learner's address and contact information;
- c) Name of the approved Construction Health and Safety Awareness Training Program;

- d) Program identification number;
- e) Date of successful completion;
- f) Name of approved training provider;
- g) Provider identification number, if applicable; and
- h) Any other information requested by the CPO.

3.8 Support Transfer of Learning

Training providers must support the transfer of knowledge by evaluating the learner's understanding and comprehension of learning outcomes in the approved training program.

The training provider must ensure that:

- a) The learner's identity is verified;
- b) Methods of evaluation are clearly communicated so that learners understand the performance expectations and how they will be assessed;
- c) Evaluation activities are bias-free, valid, reliable and lead to appropriate decisions regarding the learner's understanding and comprehension of learning outcomes;
- d) Learners have the opportunity to receive real-time feedback on their ongoing progress and evaluation results;
- e) The instructor or the evaluator has an opportunity to review program content with learners who are struggling to meet learning objectives;
- f) Instruction and evaluation activities meet learner's language, literacy and accommodation needs; and
- g) Evaluation activities are carried out in accordance with the draft Construction Health and Safety Awareness Training Program Standard and this draft Provider Standard.

4. Training Instructor Criteria

Training providers must ensure their instructors meet the criteria in this draft Standard.

4.1 Instructor Qualifications

Training providers must ensure instructors are knowledgeable in the approved training program's topics and that they have valid and current qualifications before delivering an approved Construction Health and Safety Awareness Training Program.

Instructors must have the following qualifications:

- a) Technical occupational health and safety knowledge and experience obtained through at least one of the following:
 - i. Professional occupational health and safety designation;
 - ii. Successful completion of at least 30 hours of occupational health and safety training over the last two years;
 - iii. Five years of recent occupational health and safety experience;
 - iv. A degree, diploma or certificate in occupational health and safety from a recognized post-secondary institution; or
 - v. Three continuous years of experience as a certified member of a Joint Health and Safety Committee.
- b) A combination of adult education delivery experience and knowledge of principles obtained through at least one of the following:
 - i. More than 100 hours of adult education delivery experience in the past five years;
 - ii. A degree, diploma or certificate in adult education principles from a recognized post-secondary institution;
 - iii. A professional training and development designation; or
 - iv. Successful completion of an instructor training program based on adult learning principles.
- c) Experience in delivering the approved Construction Health and Safety Awareness Training Program topics obtained through at least one of the following:
 - i. More than 100 hours of recent delivery experience on a minimum of two of the approved training program sections (Section 9 of the draft Construction Health and Safety Awareness Training Program Standard) during the past five years;
 - ii. Successful completion of a "train-the-trainer session" for an approved Construction Health and Safety Awareness Training Program, evaluated by the approved training provider; or

- iii. Successful co-facilitation of a minimum of two Construction Health and Safety Awareness Training sessions in which delivery of the approved training program topics and interactivity with learners is demonstrated. The co-facilitation must be overseen by a qualified instructor of the approved Construction Health and Safety Awareness Training Program, as evaluated by the approved training provider.

Training providers must also demonstrate that approved Construction Health and Safety Awareness Training Programs will be delivered by instructors with all the following qualifications and knowledge of:

- a) The *Occupational Health and Safety Act (OHSA)* and all regulations relating to construction;
- b) Codes, standards and guidelines related to construction in general;
- c) Common hazards in construction, which may be demonstrated by experience working in construction;
- d) Concept of the hierarchy of controls as it applies to construction activities found in the learning outcomes in Section 9 of the draft Construction Health and Safety Awareness Training Program Standard; and
- e) Correct use and application of tools or equipment, if tools or equipment are present during the training.

In addition, for programs delivered via distance learning, training providers must ensure that programs will be delivered by instructors with experience delivering through this mode of training and who are proficient in the use of the any information technology that is to be used.

4.2 Instructor Delivery Expectations

Effective instructors create positive learning environments, engage learners and assess learners' understanding and comprehension of learning outcomes.

Training providers must ensure their instructors meet the following delivery expectations:

4.2.1 Create Positive Learning Environments

Training providers must ensure the instructor:

- a) Is knowledgeable about the content of the approved Construction Health and Safety Awareness Training Program;
- b) Adheres to the instructional design of the approved Construction Health and Safety Awareness Training Program;

- c) Communicates expected learning outcomes of the approved Construction Health and Safety Awareness Training Program;
- d) Models positive attitudes towards learning;
- e) Creates a safe and positive learning environment;
- f) Asks learners for feedback;
- g) Employs a variety of instructional techniques;
- h) Uses personal protective equipment or other equipment in accordance with the legislative requirements, manufacturer's instructions and the approved training program, if any tool or piece of equipment is present during the training;
- i) Models respectful and professional behaviour; and
- j) Resolves and addresses any learner's inappropriate behaviours promptly and respectfully.

4.2.2 Engage Learners

Training providers must ensure that the instructor:

- a) Links course content and learning activities with learners' knowledge and experience;
- b) Links program content with the learners' workplace, if applicable;
- c) Asks open-ended questions;
- d) Employs a variety of clarification and feedback strategies; and
- e) Encourages group discussion.

4.2.3 Assess Learning and Performance

Training providers must ensure that the instructor:

- a) Communicates learning evaluation criteria;
- b) Uses instruction methods that are appropriate to learners' language, literacy and accommodation needs;
- c) Monitors and evaluates individual and group performance throughout the program delivery;
- d) Assesses learners' understanding and comprehension of an approved Construction Health and Safety Awareness Training Program's learning outcomes in accordance with the draft Construction Health and Safety Awareness Training Program Standard; and
- e) Reviews incorrect answers or practices with the learners.

5. Evaluator Criteria

Training providers must ensure their evaluators meet the criteria set out in this draft Standard. An instructor may also be the evaluator.

5.1 Evaluator Qualifications

The training provider must ensure the evaluator of the approved Construction Health and Safety Awareness Training Program has the following qualifications and knowledge of:

- a) The *Occupational Health and Safety Act* and all regulations relating to construction;
- b) The common hazards in construction;
- c) The concept of hierarchy of controls as it applies to construction activities;
- d) Codes, standards and guidelines related to work on construction projects in general, and the specific equipment that may be used in delivering the training program; and
- e) Knowledge of the correct use and application of tools or equipment, if any tool or equipment is present during the training.

5.2 Evaluator Expectations

Training providers must ensure that the evaluator:

- a) Works under the direction of the training provider and is either the instructor or a subject matter expert;
- b) Uses evaluation methods that are appropriate to learners' language, literacy and accommodation needs;
- c) Assesses learners' understanding and comprehension of an approved training program's learning outcomes in accordance with the draft Construction Health and Safety Awareness Training Program Standard;
- d) Reviews incorrect answers or practices with the learners;
- e) Does not tell, prompt, hint or help learners, except for reasons of accommodation (such assistance must be directly requested by the learner); and
- f) Upholds the integrity of the learning evaluation process.

6. Code of Ethics

Training providers must adhere to high ethical standards of practice when providing approved training programs.

Training providers must, in carrying out their training operation, strive for a high level of professional and ethical conduct at all times, and must do all of the following:

- a) Comply with all relevant provincial workplace legislation;
- b) Maintain high standards of honesty, integrity and trust;
- c) Ensure information is accurately represented, interpreted and communicated, without bias;
- d) Respect confidentiality of personal information;
- e) Treat learners fairly and without bias;
- f) Demonstrate compliant occupational health and safety practices within their own business operations;
- g) Adhere to occupational health and safety principles and contribute to a positive occupational health and safety culture; and
- h) Avoid real or perceived conflicts of interest, including:
 - i. Accepting a financial or non-financial advantage or award for the training provider's duties over and above regular compensation for work done;
 - ii. Giving preferential treatment to individual learners;
 - iii. Engaging in outside activities that conflict with their training provider duties; or
 - iv. Other actions or activities that create a real or perceived conflict of interest.

7. Administration

This section outlines the administrative criteria for all applicants and maintenance criteria for approved training providers.

7.1 Approvals Process

Each application must demonstrate how the training provider meets the criteria outlined in this draft Construction Health and Safety Awareness Training Provider Standard and how the training program meets the criteria outlined in the draft Construction Health and Safety Awareness Training Program Standard, if established by the Chief Prevention Officer (CPO).

As part of the application process, the training provider must submit to the CPO a written program delivery plan, consistent with criteria in this draft Provider Standard and the draft Construction Health and Safety Awareness Training Program Standard, which includes (but is not limited to):

- a) Copies of all program materials;
- b) Description of the learning environment;
- c) Example of a proof-of-training completion document;
- d) Learning evaluation method(s) and the final assessment; and
- e) Description of the qualifications of instructors and evaluators.

The training provider must also submit a written plan for quality assurance and continuous improvement.

7.2 Training Records

Approved training providers must maintain and secure records for each approved Construction Health and Safety Awareness Training Program in accordance with any applicable privacy legislation. Records must include:

- a) Program delivery and completion dates, attendance list, instructor(s) and evaluator(s) for each session;
- b) Learners' names and contact information;
- c) Employers' names and contact information, as applicable;
- d) Confirmation of learners' understanding and comprehension of the approved training program's learning outcomes, including the results of any evaluation;
- e) Quality assurance and continuous improvement activities and results, in accordance with the plan submitted during the application process, including feedback, complaints and follow-up action;
- f) Qualifications of current and past instructors and evaluators;
- g) Maintenance of a list of current and past instructors and evaluators; and
- h) The report submitted annually to the CPO (see Section 7.4 below).

In addition to the reporting criteria in Section 3.7, approved training providers must provide training records listed in this section to the CPO upon request.

Approved training providers must maintain the training records listed in this section for four years after creation.

7.3 Maintenance of Instructor Qualifications

Approved training providers must ensure that each of their instructors delivers at least two Construction Health and Safety Awareness Training sessions per year.

If two sessions have not been delivered, approved training providers must ensure that steps have been taken to maintain the instructor's knowledge of the approved training program and topics.

Approved training providers must ensure their instructors update their professional occupational health and safety and adult education knowledge and skills.

7.4 Maintenance of Training Provider Approval

To maintain approval status, the approved training provider must submit a report annually to the CPO. The annual report will include the following information about the approved training program:

- a) A summary of any changes or revisions to the approved Construction Health and Safety Awareness Training Program, with a declaration indicating whether the program continues to meet criteria of the draft Construction Health and Safety Awareness Training Program Standard; and
- b) A summary of training sessions delivered over the previous year, including dates, number of training sessions delivered, instructor and evaluator names and number of learners per training session.

In addition, the approved training provider must:

- a) Maintain a list of current and past instructors and evaluators, including their qualifications and any upgrading activities that current instructors have undertaken;
- b) Establish a system to maintain instructor qualifications in accordance with the draft Construction Health and Safety Awareness Training Provider Standard (see Section 7.3 above);
- c) Establish a system to monitor and evaluate instructional delivery and to provide feedback to instructors for continuous improvement;
- d) Establish a system to monitor and evaluate learner evaluation activities; and
- e) Establish a system for removing from their roster those instructors and evaluators who demonstrate poor performance or those who are no longer working for them.

If the approved provider makes changes to its training operation or decides to withdraw its training services or cease operation, the training provider must notify the Ministry of Labour within 30 business days of the above changes.

The CPO may revoke the approval of a training provider under certain circumstances (e.g. an approved training provider fails to comply with the criteria of the draft Construction Health and Safety Awareness Training Program or Provider Standards).

8. Glossary of Terms

This draft Standard may refer to the following terms:

Construction Health and Safety Awareness Training Program

A training program that has been determined to have met the criteria set out in the draft Construction Health and Safety Awareness Training Program Standard.

Construction Health and Safety Awareness Training Provider

A training provider who has been determined to have met the criteria set out in the draft Construction Health and Safety Awareness Training Provider Standard.

Distance Learning

An educational situation in which the instructor and learners are separated by location. Education or training courses are delivered to remote locations via synchronous or real-time instruction.

eLearning (Electronic Learning)

A term covering a wide set of applications and processes such as web-based learning, computer-based learning.

Evaluator

A person who evaluates learners. The instructor and the evaluator can be the same person.

Face-to-face Training

Usually refers to traditional classroom training, in which an instructor teaches a course to a room of training participants. The term is used interchangeably with on-site training and classroom training and instructor-led training.

Instructor

A person who delivers training programs. The instructor and the evaluator can be the same person.

Qualification

A skill, quality or attribute that makes somebody suitable for a job, activity or task.

Subject Matter Expert (SME)

A person who has extensive knowledge and skills in a particular subject area (ASTD definition).

Training Provider

An individual, sole proprietor, corporation or not-for-profit organization delivering training.