

WorkSafe Saskatchewan approved training provider program



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The WorkSafe Saskatchewan approved training provider program replaces the certified instructor program with the intent to approve training providers (organizations) to deliver training courses that meet the minimum standard (as outlined in each training standard under this program).

As a training provider, you play a key role in keeping Saskatchewan workers safe and healthy. When you become a WorkSafe Saskatchewan approved training provider, you are strengthening the quality of safety training in Saskatchewan. This program describes the requirements to become a WorkSafe Saskatchewan approved training provider.

1. Terms

- 1.1. Competent – Under Saskatchewan occupational health and safety (OHS) legislation, is defined as possessing knowledge, experience and training to perform a specific duty.
- 1.2. Hybrid training - A combination of in person learning and virtual. It is synonymous with blended learning.
- 1.3. Instructor – a person who teaches the training courses as it applies to WorkSafe Saskatchewan approved training provider program.
- 1.4. Standard – Refers to the requirements outlined in this WorkSafe Saskatchewan approved training provider program and its associated training courses.
- 1.5. WCB - Workers' Compensation Board.
- 1.6. Training provider – the organization applying for approval under a standard.

2. Purpose

The WorkSafe Saskatchewan approved training provider program was developed to help ensure consistent workplace health and safety training is provided to Saskatchewan employers and workers. Each WorkSafe Saskatchewan training standard outlines the minimum requirements necessary for a training provider and their training courses to be deemed approved by the Saskatchewan Workers' Compensation Board.

3. Scope

A memorandum of understanding between the WCB and the Ministry of Labour Relations and Workplace Safety provides the mandate for these organizations, under the name WorkSafe Saskatchewan, to implement provincial strategies to reduce the Total injury rate, fatalities, serious injuries and Time Loss injuries in the province. This approved training provider program represents WorkSafe Saskatchewan's commitment to creating sustainable change, including injury prevention awareness, education and training in the province.

To be approved to deliver an approved training program, training providers must be able to demonstrate they meet both the training standard and provider program requirements.

All training standards are administered by the WCB under the WorkSafe Saskatchewan partnership.

Administrative requirements

4. WorkSafe Saskatchewan approved training provider process summary

Training providers must submit a separate application through the WCB-specified learning management system portal for each training course standard they want approval to deliver. The application process includes:

- 4.1. Register as a training provider on the WCB-specified learning management system with the creation of a training provider profile.
- 4.2. Submit/upload the required documents as outlined by your selected training course standard.
- 4.3. A document assessment will be conducted by the WCB. The requirements to complete the document assessment are outlined in each training course standard.
- 4.4. Successfully complete the in-class assessment within 60 days and/or within six months, if the training includes practical exercises following the completed document assessment by the WCB.
- 4.5. Complete the (internal) annual maintenance requirements.
- 4.6. Complete reapproval every three years to maintain your status as a WorkSafe Saskatchewan approved training provider.

5. WorkSafe Saskatchewan approved training provider detailed process

5.1. Training course document assessment

Training course documents support the training provider's administration and quality assurance of training delivery. They must be submitted via the WCB-specified learning management system as part of the initial approval process and upon reapproval.

5.1.1. Once a training provider submits all required training course documents, the WCB will conduct the document assessment.

5.1.2. The WCB may request a complete or partial change to course material if it is determined the standard requirements are not met by the training provider's submission.

5.2. Required program documents must include:

5.2.1. Privacy statement, signed by the training provider's principal contact committing to the protection of the learner's personal information.

5.2.2. Procedure used by the training provider to certify instructors and ensure quality delivery.

5.2.3. A list of instructors for each training course (first name, last name and email). The training provider must notify the WCB of any changes to the instructor list.

5.2.4. Code of ethics signed by each instructor.

5.2.5. Procedure for collecting learning course evaluation and managing any complaints by the learner.

5.2.6. Procedure for reasonably accommodating learners with unique needs or language requirements.

5.2.7. Learner recertification process after expiry of training certification, if applicable.

5.2.8. Quality assurance procedure, including completion of annual internal assessment (every 12 months).

5.2.9. Record retention policy for training records and learner feedback documents.

5.3. Training material requirements

Copies of all training materials to be used in course delivery must be uploaded to the WCB-specified learning management system for review.

Training materials include, but are not limited to, presentations, learner materials, instructor materials, examinations, course syllabi, etc.

Training materials must:

- 5.3.1. Include, at a minimum, all content required by the standard.
- 5.3.2. Be legible and of good reproduction quality.
- 5.3.3. Be available in sufficient quantity, including all learning materials, equipment and learning aids.
- 5.3.4. Be free of bias, including gender bias.
- 5.3.5. Be free of defamatory statements about products, equipment or other subjects.
- 5.3.6. Comply with copyright requirements. Written permission must be obtained for all copyrighted materials and publications used in the approved program.

Any changes made to training material content after initial approval must be re-submitted to the WCB for review.

5.4. Training provider in-class assessment

- 5.4.1. Upon successful completion of the document assessment, the training provider will schedule an in-class assessment with the WCB within 60 days to complete the approved training provider process (six months if the training includes practical exercises).
- 5.4.2. The in-class assessment will consist of one in-class observation to ensure training course standard requirements are being met by the training provider.
- 5.4.3. If the in-class assessment is successful, approval will be issued to the training provider for a three-year period.
- 5.4.4. If the in-class assessment is not successful, the training provider may reschedule once deficiencies identified by the assessment are resolved.

Approved training provider status will not be deemed complete until the document review **and** in-class assessment have been successfully completed and both the training provider and the WCB sign an agreement.

5.5. WorkSafe Saskatchewan approved training provider assessment

The WCB may request a complete or partial assessment of a training provider's program under these circumstances:

- 5.5.1. To complete the requirements of the initial approval process.
- 5.5.2. To complete the requirements of the reapproval process.
- 5.5.3. To address complaints received and deemed legitimate regarding the training provider's training courses.
- 5.5.4. Foundational changes have been made to training course materials or to the legislative requirements concerning the training course that impact the learning outcomes of the course.
- 5.5.5. There is evidence of non-compliance with the standard by the training provider.

6. WorkSafe Saskatchewan approved training provider annual maintenance requirements

Once approved as a WorkSafe Saskatchewan training provider, approved training providers must:

- 6.1. Continue to adhere to the requirements of the training standard.
- 6.2. Complete an internal assessment every 12 months using the WorkSafe Saskatchewan training evaluation quality assessment form.
- 6.3. Ensure that each instructor delivers at least two sessions per year for each approved training standard.

If an instructor has not delivered at least two sessions in a year, the approved training provider must take steps to maintain the instructor's knowledge of the training standard and provide WCB with evidence of those steps to demonstrate the instructor's continued competency.

7. Reapproval requirements

Complete the reapproval application and submit:

- 7.1. The training evaluation assessment sheet for each year of the three-year approval cycle. Learner evaluation forms are used to compile this information.
- 7.2. A current list of instructors delivering the course.
- 7.3. A code of ethics for all current instructors, reviewed and signed by each instructor within the previous 180 days.

8. Instructor qualifications

In accordance with CSA Standard Z1001, training providers must maintain a documented process for certifying instructors for each training course and for ensuring quality training delivery as part of this program's documentation. Instructors' certifications are not transferable between training providers. Training providers must ensure that instructors' qualifications are valid and current before they deliver an approved training program.

Instructors must hold one of these occupational health and safety qualifications:

- 8.1. A professional occupational health and safety designation recognized in Canada, such as National Construction Safety Officer (NCSO), Canadian Registered Safety Professional (CRSP), Certified Health and Safety Consultant (CHSC), etc.
- 8.2. A degree, diploma or certificate in occupational health and safety from a recognized post-secondary institution.
- 8.3. A combination of knowledge, experience and training that the training provider considers sufficient to deliver the material required by this standard.

Instructors must:

- 8.4. Understand the course content through:
 - a successful and documented completion of the training provider's train-the-trainer process, or
 - a combination of experience and training related to the topics covered by the standard.
- 8.5. Have knowledge of adult learning principles.
- 8.6. Be able to understand and interpret Saskatchewan legislation as it applies to the training standard.

9. Course delivery expectations

Training may be delivered in-person, virtually or a hybrid of the two. For courses delivered virtually, training providers must ensure that the program will be delivered and supported by instructors with experience using this mode of training and who are proficient in the use of the software, platform or other information technology that is to be used.

Regardless of delivery method, the training provider must meet the requirements of each standard including the minimum hours for training delivery.

Training sessions are created and managed on the learning management system.

Learners can register for classes and will be provided certificates through the system.

The training provider is responsible for ensuring all instructors adhere to the standards and these expectations when conducting training under each standard. The instructors will:

- 9.1. Be knowledgeable about the content of the training provider's training course.
- 9.2. Use only approved training provider content when delivering training under the course standard.
- 9.3. Understand the content as it appropriately applies to *The Saskatchewan Employment Act* and occupational health and safety laws referenced in the course.
- 9.4. Create a positive learning environment free of discrimination, harassment or violence.
- 9.5. Advise learners what personal information the training provider collects and why.

10. Learner certificates

- 10.1. Learner certificates are managed and issued through the learning management system and include:
 - 10.1.2. Course title.
 - 10.1.3. Learner's first and last name.
 - 10.1.4. Name of the approved training provider who provided the training course.
 - 10.1.5. Date of successful exam completion.
 - 10.1.6. Statement that the learner has successfully achieved the learning outcomes of the approved training program.
- 10.2. Training records for approved training courses must be provided to the WCB through the learning management system as per section 14 of this standard. Training providers with an existing learning management system can allow automatic data transfer to the WCB-specified learning management system through an application programming interface.
- 10.3. Training providers will provide course completion certificates directly to learners through the WCB-specified learning management system. Learners can access copies of their certificates through the WCB-specified learning management system account at any time.

11. Learner support

As a WorkSafe Saskatchewan approved training provider, it is the expectation that reasonable accommodations to support learners with diverse needs are made. These could include, but are not limited to:

- 11.1. Administering the course and exam to learners with unique needs (first language other than English, physical limitations).
- 11.2. Addressing circumstances when a learner fails an exam. This procedure may not exceed two retake exams for a single learner before they are required to retake the entire course.
- 11.3. Providing exams orally or with the use of a translator for in-person training sessions.
- 11.4. Reasonably adjusting practical requirements for a learner's physical ability level, as applicable.
- 11.5. Documenting when exams or practical exercises have been modified for particular learners in the training provider's records.

12. Learning environment

To support learning, training providers must ensure a safe, healthy and accessible learning environment, regardless of location with these requirements for all in-person training sessions:

- 12.1. Adequate seating and work area (table) for each learner.
- 12.2. Adequate audio and visual equipment to deliver course material.
- 12.3. Adequate instructional material for each learner.
- 12.4. Appropriate and readily accessible toilet facilities.
- 12.5. Information provided to learners on emergency procedures, muster points, first aid locations, etc.

13. Learner evaluation and feedback

- 13.1. Training providers must have a process for obtaining learner evaluation and managing learner complaints that includes documenting complaints and actions taken to address the issue.
- 13.2. All courses delivered under this program must include a documented learner course feedback form for learners to anonymously evaluate the instructor's performance and the course content.
- 13.3. Learner feedback must be reviewed and maintained as per the training provider's record retention policy.

14. Quality assurance

- 14.1. The WCB is responsible for administering this program's standards, individual training course standards, including adherence to the quality assurance process for training providers, the initial course material and program documentation review, in-class assessment and record retention.
- 14.2. The WCB may also audit class records in the learning management system for quality assurance purposes at any date throughout the year. The WCB reserves the right to conduct quality assurance audits of all approved training providers and instructors. An audit can be conducted at random, in response to a complaint, based on discrepancies recognized within the learning management system, or as part of an investigation. The purpose of the audit is to:
 - 14.2.1. Ensure compliance with the approved training standards.
 - 14.2.2. Monitor effectiveness of approved training providers and instructors.
 - 14.2.3. Make recommendations to ensure continual improvement.
- 14.3. To ensure quality is maintained, all training providers must:
 - 14.3.1. Submit any proposed changes to a training course that may impact the learning outcomes of the course for evaluation to the WCB.
 - 14.3.2. Maintain a list of current and past instructors and notify the WCB in writing of any changes.
 - 14.3.3. Establish a process for removing instructors from their roster if they demonstrate poor performance, breach the code of ethics or are no longer employed by the training provider. The process must include notifying the WCB of any instructor removal.

- 14.3.3. Document and maintain instructor qualification records.
- 14.3.4. Establish a process to monitor and evaluate course delivery and to provide feedback to instructors for continuous improvement.
- 14.3.5. Establish a process to monitor and evaluate learner evaluation and feedback.

15. Code of ethics

Training providers are responsible for the quality of instruction conducted by their organization. A code of ethics is part of the program documentation. This code of ethics must be read, understood, agreed to and signed by each instructor identified by the training provider to:

- 15.1. Comply with all relevant provincial OHS legislation.
- 15.2. Maintain high standards of honesty, integrity, and trust.
- 15.3. Ensure that information is accurately represented, interpreted, and communicated without bias.
- 15.4. Protect and prevent the distribution of all learners' personal information.
- 15.5. Use only approved training materials and equipment to deliver training under this program. This requirement applies to training provided to learners within or outside the approved training provider's organization.
- 15.6. Treat learners fairly, equally and without bias, and provide reasonable accommodation.
- 15.7. Demonstrate compliant occupational health and safety practices within their own business operations.
- 15.8. Adhere to occupational health and safety principles and contribute to a positive occupational health and safety culture.
- 15.9. Sign and understand the training provider's code of ethics.

16. Privacy of learner information

Training providers must maintain and secure personal information and course records in accordance with applicable privacy legislation.

Personal information retained in the learning management system is subject to the access provisions of *The Freedom of Information and Protection of Privacy Act* (FOIP) and other applicable privacy legislation.

- 16.1. Training providers will ensure that learner information, including final grades, is entered into the WCB-specified learning management system within 30 calendar days of course completion.
- 16.2. The training provider may only collect personal information from learners as it pertains to registration, attendance and completion of the course.
- 16.3. The information collected by the training provider may only be used for the purpose of recording and issuing proof of course completion.
- 16.4. The training provider will ensure that all learner personal and course information is secured at all times and not provided to organizations or individuals, other than the WCB, without the express written consent of the learner.
- 16.5. Training providers must retain all learner training records and their instructors' signed code of ethics for the duration of their approval cycle.
- 16.6. Training providers will protect the privacy of learners by limiting collection of their personal information to only what is required as part of the training activity (name, payment information, email, etc.) and ensuring access and sharing of the information is limited to the learners and activities which are related to training activities.

17. Record retention

Training providers must retain all learner training records and their instructors' signed code of ethics for the duration of their approval cycle and according to their submitted retention policy.

Documents retained include, but are not limited to:

- 17.1. program processes and procedures
- 17.2. signed code of ethics
- 17.3. privacy statements
- 17.4. agreements
- 17.5. approved training materials

18. Discontinued training provider approval

- 18.1. If an approved training provider makes changes to its training operations or courses or decides to withdraw its training services or cease operation, then the training provider must notify the WCB within 30 calendar days of the above changes.
- 18.2. The WCB may suspend or discontinue the approved training provider status under certain circumstances including, but not limited to:
 - 18.2.1. Training provider does not submit annual internal reviews at the end of the three-year cycle.
 - 18.2.2. Training provider does not complete a three-year cycle reapproval.
 - 18.2.3. The WCB receives complaints regarding the training provider's service or conduct that have not been investigated and corrected by the training provider.
 - 18.2.4. Training provider is under investigation by the Ministry of Labour Relations and Workplace Safety or other provincial legal entities.
 - 18.2.5. Training provider does not maintain insurance or business license.
 - 18.2.6. Training provider is not in good standing with the WCB.
- 18.3. The approved training provider agreement may be terminated by either party upon written notice.
- 18.4. Upon termination of the agreement, the WCB will:
 - 18.4.1. Cease references to and promotion of the approved training provider.
 - 18.4.2. Discontinue access to any benefits associated with the program, including use of the WCB-specified learning management system.
- 18.5. The approved training provider will:
 - 18.5.1. Immediately discontinue the use of all WCB training materials, branding and logos.

- 18.6. Course completion certificates will remain valid until the expiration date stated on the certificate and will remain accessible to learners through the learning management system.
- 18.7. If a training provider seeks reapproval at a later date, they must reapply to the program.

19. Appendix

The OHS legislation is available for purchase from:

Publications Saskatchewan
Room B19, 3085 Albert St.
Regina, SK S4S 0B1
Phone: 306.787.6894
Email: publications@gov.sk.ca
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The OHS legislation is also available for free download at the Publications Saskatchewan website at publications.saskatchewan.ca/#/products/4355

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