

**Workplace  
injury  
prevention**

# WorkSafe Saskatchewan approved training provider program



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**WorkSafe**  
**SASKATCHEWAN**  
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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**

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

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 are required to apply for each training course standard they are interested in becoming a WorkSafe Saskatchewan approved training provider for via the WCB learning management system portal, powered by SkillsPass. The process involves the following steps:

- Register as a training provider on the WCB's learning management system with the creation of a training provider profile.
- Submit/upload the required documents as outlined by your selected safety training standard.
- A complete document assessment will be conducted by WCB or a WCB-approved contractor. The requirements to complete the document assessment are outlined in each training course standard.
- Successfully complete the in-class assessment within 60 days of the training program and/or within six months, if the training includes practical exercises following the completed document assessment by WCB.
- Complete reapproval every three years to maintain your status as a WorkSafe Saskatchewan approved training provider. In order to remain in good standing as an approved training provider, the instructor must conduct at least two sessions per calendar year.

### **5. WorkSafe Saskatchewan approved training provider detailed process**

#### **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's learning management system as part of the initial approval process and upon reapproval.

- Once a training provider submits all required training course documents, the WCB, or a WCB-approved contractor, will conduct the document assessment.
- 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.

Requirements include:

- Privacy statement, signed by the training provider's principal contact committing to the protection of the learner's personal information.
- Procedure used by the training provider to certify instructors and ensure quality delivery.
- A list of certified 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.
- Code of ethics signed by each certified instructor.
- Procedure for collecting learning course evaluation and managing any complaints by the learner.
- Procedure for reasonably accommodating learners with unique needs or language requirements.
- Learner recertification process after expiry of training certification, if applicable.
- Quality assurance procedure, including completion of annual internal assessment (every 12 months).
- Record retention policy for training records and learner feedback documents.

### **Training provider in-class assessment**

- 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).
- The in-class assessment will consist of one in-class observation and program verification to ensure training course standard requirements are being met by the training provider.
- If the in-class assessment is successful, approval will be issued to the training provider for a three-year period.
- 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 are successfully completed.

WorkSafe Saskatchewan approved training provider assessment

- The WCB may request a complete or partial assessment of a training provider's program under the following circumstances:
  - To complete the requirements of the initial approval process.
  - To complete the requirements of the reapproval process.
  - To address complaints received and deemed legitimate regarding the training provider's training courses.
  - 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.
  - There is evidence of repeated non-compliance with the standard by the training provider.

## **6. WorkSafe Saskatchewan approved training provider maintenance requirements**

Once approved as a WorkSafe Saskatchewan training provider, please ensure to:

- Continue to adhere to the requirements of the training standard.
- Complete an internal assessment every 12 months (see requirements under Section 7).
- Complete a reapproval process every three years to maintain your status as a WorkSafe Saskatchewan approved training provider. In order to remain in good standing as an approved training provider, each instructor must conduct at least two sessions per calendar year.

## **7. Reapproval requirements**

- Training providers complete an annual internal program review using the WorkSafe Saskatchewan training evaluation quality assessment form.
- Collate the information from the learner evaluation forms into the training evaluation assessment sheet at the end of each year.
- Submit the training evaluation quality assessment sheets along with the re-approval application for processing at the end of the three-year cycle and any supporting documentation needed to demonstrate conformance to training standards.

## 8. Instructor qualifications

As per CSA Standard Z1001-18, training providers are required to maintain a documented process for certifying instructors for each training course and ensure quality training delivery as part of this program's documentation. Instructors' certifications are not transferable between training providers.

Certified instructors must have one of these qualifications in occupational health and safety:

- A professional occupational health and safety designation recognized in Canada (NCSO, CRSP, CHSC, etc.).
- A degree, diploma or certificate in occupational health and safety from a recognized post-secondary institution.
- A combination of knowledge, experience and training deemed sufficient by the training provider to deliver the required material outlined in this standard. This certification process must be provided in writing by the provider as part of the application process.

## 9. Course delivery expectations

Training may be delivered in-person or by e-learning (virtual), or a hybrid of the two. For courses delivered virtually, training providers must ensure that the program will be delivered and supported by certified 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 can be created and managed on the learning management system. Learners can register for classes and be provided certificates through the system.

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

Are knowledgeable about the content of the training provider's training course.

- Use only approved training provider content when delivering training under the course standard.
- Understand the content as it appropriately applies to the *Saskatchewan Employment Act* and occupational health and safety laws referenced in the

course.

- Create a positive learning environment free of discrimination, harassment or violence.
- Protect the privacy of learners by limiting collection of their personal information to only that 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.
- Sign and understand the training provider's code of ethics.

## 10. Learner certificates

Learner certificates may be issued by the training provider immediately after successful completion of the training course with the:

- Course title.
- Learner's first and last name.
- Name of the approved training provider who provided the training course.
- Date of successful exam completion.
- Statement that the learner has successfully achieved the learning outcomes of the approved training program.
- Statement referencing the course completed is recognized under the WorkSafe Saskatchewan training standard.

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's learning management system through an application programming interface. The WCB will provide coding instructions.

Training providers may choose to provide learner certificates directly via the WCB's learning management system and/or learners can obtain certificates themselves from their account on the WCB's learning management system.

## 11. Learner support

As a WCB 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:

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

- First aid equipment and certified personnel.
- Fire extinguishers and evacuation procedures.
- Adequate seating and work area (table) for each learner.
- Adequate audio and visual equipment to deliver course material.
- Appropriate and readily accessible toilet facilities.
- Adequate instructional material for each learner.

## **13. Learner evaluation and feedback**

- 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.
- All courses delivered under this program must include a documented learner course feedback form for learners to anonymously evaluate the certified instructor's performance and the course content.
- Learner feedback must be reviewed and maintained as per the training provider's record retention policy.

## 14. Quality assurance

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.

The WCB may also audit class records on SkillsPass 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 approval training registry, or as part of an investigation. The purpose of the audit is to:

- Ensure compliance with the approved training standards.
- Monitor effectiveness of approved training providers and instructors.
- Make recommendations to ensure continual improvement.

To ensure quality is maintained, all training providers must:

- Conduct an internal review of their program annually (every 12 months from initial approval date) using the WCB training evaluation quality assessment form and submit evidence of this review for subsequent reapproval processes every three years.
- Submit any proposed changes to a training course that may impact the learning outcomes of the course for evaluation to the WCB.
- Maintain a list of current and past certified instructors in the WCB's learning management system.
- Document and maintain certified instructor qualification records.
- Establish a process to monitor and evaluate course delivery and to provide feedback to certified instructors for continuous improvement.
- Establish a process to monitor and evaluate learner evaluation and feedback.
- Establish a process for removing from their roster those instructors who demonstrate poor performance, breach of code of ethics, or those who are no longer working for the training provider.

## 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 and signed by each certified instructor identified by the training provider to:

- Comply with all relevant provincial OHS legislation.
- Maintain high standards of honesty, integrity, and trust.
- Ensure that information is accurately represented, interpreted, and communicated without bias.
- Protect and prevent the distribution of all learners' personal information.
- Utilize only training provider approved training material and equipment.
- Treat learners fairly, equally, and without bias, and with reasonable accommodation.
- Demonstrate compliant occupational health and safety practices within their own business operations.
- Adhere to occupational health and safety principles and contribute to a positive occupational health and safety culture.

## **16. Record retention and privacy**

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

- Training providers will ensure that learner information, including final grades, is entered into the WCB's learning management system within 30 calendar days of course completion.
- The training provider may only collect personal information from learners as it pertains to registration, attendance and completion of the course.
- The information collected by the training provider may only be used for the purpose of recording and issuing proof of course completion.
- 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.
- Training providers must retain all learner training records and their instructors' signed code of ethics for the duration of their approval cycle.

## 17. Discontinued training provider approval

If an approved training provider makes changes to its training operations or courses or decides to withdraw its training services through the WCB's learning management system or cease operation, then the training provider must notify the WCB within 30 calendar days of the above changes.

The WCB may suspend or discontinue the approved training provider status under certain circumstances including, but not limited to:

- Training provider does not submit annual internal reviews at the end of the three-year cycle.
- Training provider does not complete a three-year cycle reapproval.
- The WCB receives complaints regarding the training provider's service or conduct that have not been investigated and corrected by the training provider.
- Training provider is under investigation by the Ministry of Labour Relations and Workplace Safety or other provincial legal entities.
- Training provider does not maintain insurance or business license.
- Training provider is not in good standing with the WCB.

If a training provider's approval has been discontinued, the WCB will cease their references or promotions. Any benefits, promotion or use of the WCB's learning management system will end as of the date the approval was discontinued.

## 18. 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](mailto:publications@gov.sk.ca)

URL: [publications.saskatchewan.ca](http://publications.saskatchewan.ca)

The OHS legislation is also available for free download at the Publications Saskatchewan website at [publications.saskatchewan.ca/#/products/4355](http://publications.saskatchewan.ca/#/products/4355)

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