



RECOGNITION
PROCESS

**Recognized Occupational Health and
Safety Training Provider Program**

INTRODUCTION

WorkSafeNB offers a Recognized Occupational Health and Safety (OHS) Training Provider program for workplace and classroom training. A committee representing trainers from the private sector, in conjunction with WorkSafeNB, developed the program. To be recognized by WorkSafeNB, a private sector OHS training provider must meet criteria related to the development and delivery of training programs using principles of adult education as well as occupational health and safety legal requirements. The recognized training providers are listed prominently on WorkSafeNB's website.

The goal of effective training is to better job performance by improving the knowledge, skills, abilities and/or attitudes of trainees. Effective training is born from a systematic development process based on adult learning principles and includes needs analysis, clear objectives, a learning plan and appropriate evaluation strategies. WorkSafeNB defines training as a transfer of skills to provide a defined level of competency. It also defines awareness education as a transfer of information to provide a basic level of knowledge.

The process established in this booklet is the instrument used to assess training providers who apply for WorkSafeNB's Recognized OHS Training Provider status.

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THE RECOGNITION PROCESS

Application for recognition pre-requisites

Any training providers wanting to apply for Recognized OHS Training Provider status must meet the following criteria before beginning:

- Maintain and provide a current certificate of errors and omissions insurance.
- Be a registered business in New Brunswick.
- If the training provider employs three or more employees, they must be registered for WorkSafeNB coverage and provide a WorkSafeNB-issued clearance certificate.

4-STEP RECOGNITION PROCESS

1. Applicants must assess their own courses and facilitators against this process using the Recognition Process Checklist (Part 1 for each course offering and Part 2 for the facilitator of each course offered – see Appendix A). Completed checklists must be included in the application package.
2. Applicants must send the application form for Recognized H&S Training Provider Status for Classroom Training (see Appendix B) to WorkSafeNB with all required information and documents. These training providers will be added to our website with the notation of “Recognition Pending”.
3. Upon receipt of application, WorkSafeNB will validate the applicant’s internal assessment of its own courses and facilitators by selecting an appropriate sample number of courses and facilitators for review. Participant feedback of the courses being observed by WorkSafeNB is worth 5% of the total assessment score. Feedback will be obtained by using a Course Evaluation Form (see Appendix C). Training providers who have not provided all required documents will receive a notification that the assessment will not proceed until the missing documents are received.
4. Once the WorkSafeNB assessment is complete, a report will be provided to the applicant indicating whether or not they have met the recognition requirements and are eligible to receive Recognized OHS Training Provider status.

Training providers who have met the minimum requirements will receive a letter from WorkSafeNB acknowledging they have met the criteria of this recognition process and will be awarded Recognized OHS Training Provider status on our website. The recognition will be valid for three years. To maintain this recognition, a training provider must resubmit at 2½ years to avoid a lapse in designation.

Training providers who have NOT met the minimum requirements will receive an assessment report identifying the elements that were deficient and a time frame for correction. Notification will remain “Recognition Pending” on our website until the deficiencies are corrected to WorkSafeNB’s satisfaction and the provider is “Recognized.” If the documentation for the corrected elements is not received by the time frame indicated, the training provider will be removed from our website.

At any time, if WorkSafeNB has reason to believe that a recognized training provider no longer meets the requirements of the recognition process, WorkSafeNB has the right to re-assess the training provider and, if the training provider does not meet the requirements, rescind the Recognized OHS Trainer Provider status.

Note: WorkSafeNB is mandated to develop and deliver a three-day training course for joint health and safety committee (JHSC) members or health and safety representatives. Section 3 of Regulation 2007-33 states the following: “The educational program shall be one that is delivered either by the Commission or by an employee at a place of employment who has been trained by the Commission to deliver the program for that place of employment.”¹ As such, private training providers cannot apply to be recognized for three-day JHSC training; however, all other types of training may be delivered by private training providers.

Please note that starting April 1, 2016, only Recognized OHS Training Providers and OHS Training Providers whose recognition process is in progress will be listed on the WorkSafeNB website.

For questions, please contact WorkSafe Services’ Program Development and Evaluation department at 506 738-4184 or toll-free 1 800 222-9775.

WorkSafeNB waiver

WorkSafeNB is not a certifying agency. The Recognized OHS Training Provider status signifies that the training service providers on the list have successfully completed the aforementioned recognition process.

1. *Training and Designated Trades Regulations – Occupational Health and Safety Act*. Consolidated to May 29, 2007. Section 3.

APPENDIX A: RECOGNITION PROCESS CHECKLIST

PART 1: OH&S TRAINING COURSE REQUIREMENTS

1. "A FACILITATOR'S GUIDE (OR LESSON PLAN) SHALL BE DEVELOPED."²

The facilitator's guide will contain:	Yes	No	Corrective actions
• A course outline			
• Learning objectives			
• Course content details			
• A list of prerequisites for trainees			
• A course design plan which outlines:			
- How the training course content should be organized and presented to trainees			
- The delivery format that is most effective			
- The type of activities and exercises that support learning and/or skill development			
• Specific course information:	Yes	No	Corrective actions
• Training course schedule:			
- An estimated total duration for the training course			
- Time to address trainee questions and concerns			
- Time to complete the evaluation of training			
• Intended audience with consideration for literacy and language			
• Training course support material:	Yes	No	Corrective actions
- Outline of course			
- Training objectives			
- Brochures, booklets			
- Copies of legislation			
- Exercises or interactive components			
- Other handouts			
• Training aids:	Yes	No	Corrective actions
- Projector and screen			
- PowerPoint presentation			
- Charts			
- Videos and DVDs			
- Required personal protective equipment (PPE)			
- Maximum number of participants indicated			
- Other considerations in planning the course			
• Emergency evacuation procedures/routes and location for meeting post evacuation			
• Evaluation tools and techniques			

2. Canadian Standards Association, Z1001 – 13. *Occupational health and safety training*. Mississauga, Ontario. March 2013. Page 29.

2. FACILITATOR TO PARTICIPANT RATIO

Once the course objectives are established, the following ratios are recommended (there is no maximum for safety talks):

	Yes	No	N/A
• Train-the-Trainer sessions (a ratio not to exceed 1:15)			
• Training sessions (a ratio not to exceed 1:20)			
• General awareness sessions (a ratio not to exceed 1:35)			

3. TRAINEE EVALUATION

	Yes	No	Corrective actions
• Unit/block/module evaluation – evaluations take place at the end of each unit/block/module to determine if the learning objectives for that unit have been met.			
• Final course (day/event) evaluation – a final evaluation at the end of the training takes place to ensure the training objectives for the course have been met.			

Evaluation tools and techniques as specified in the training course design and development should be implemented to ensure the intended learning has taken place. Evaluations must be carefully prepared and correctly administered if they are to achieve their primary function. Trainee evaluation may include completion of criteria, written test, verbal testing, exercises, observation of performance during exercise, etc.

4. COURSE EVALUATION

Course title: _____

Last evaluated on: _____

Date: _____

Note: The organization should evaluate the training courses to ensure its continuing suitability, adequacy, and effectiveness. The evaluation should occur at least every three years or sooner if circumstances occur that would necessitate changes to the training course.

Does the frequency of the training course evaluation take into account the following circumstances?

	Yes	No	Corrective actions
• New regulatory requirements			
• Standards, codes, and guidelines			
• Workplace processes and practices			
• Incidents			
• Results of trainee evaluation			
• Feedback from health and safety committees or worker representatives			
• Any new changes to hazards, risks or controls			

Note: If a training provider offers services to many clients, generic courses should be adapted for each employer or organization since the hazards, risks, and controls may vary.

5. LEGAL REQUIREMENTS

	Yes	No	Corrective actions
Does the course contain the legal requirements for the topic taught?			

PART 2: H&S TRAINING FACILITATOR REQUIREMENTS

- Section 1: Training facilitators must demonstrate qualifications, technical competencies, and knowledge of the *OHS Act* and its regulations.
- Section 2: Delivery. The facilitator must meet 8/10 expectations ($\geq 80\%$).
- Section 3: Process. The facilitator must meet 8/10 expectations ($\geq 80\%$).
- Section 4: Applied competency. The facilitator must meet 10/12 expectations ($\geq 80\%$).

The assessment should confirm that materials are delivered in the manner intended and methods are effective in meeting the needs of the organization and trainees.

Training facilitator: _____

Course title: _____

Location: _____

Date: _____

“Training providers shall have a suitable level of knowledge, skills, or abilities in the subjects they deliver. They shall be competent in delivery techniques and methods appropriate to adult learning.”³

1: FACILITATOR QUALIFICATIONS

	Yes	No	Corrective actions
A. Have formal teaching qualifications (facilitator must possess the following instructional techniques/ qualifications: bachelor of education degree; or a teaching certificate from the Department of Post-Secondary Education, Training and Labour; or the equivalent (a minimum 3-day Train-the-Trainer program certificate).			
B. Be ‘technically competent’ (by virtue of their education, training and relevant work experience).			
C. Have knowledge of applicable New Brunswick health and safety legislation.			

3. Canadian Standards Association, Z1001 – 13. *Occupational health and safety training*. Mississauga, Ontario. March 2013. Page 26.

2: DELIVERY

Applicants must meet 8/10 expectations in section	Does not meet expectations	Meets expectations	Continuous improvement suggestions
1) Began workshop on time			
2) Facilitator introduced him/herself			
3) Addressed housekeeping items (washrooms and emergency procedures, cellphones)			
4) Greeted the participants warmly and asked participants to introduce themselves			
5) Used a voice loud and clear enough to hear easily			
6) Dressed appropriately (clothing choice/condition, PPE if required)			
7) Was friendly and smiled			
8) Used body language to help communicate ideas visually			
9) Ensured PowerPoint presentation could be read easily by all participants			
10) Ended workshop on time			

SCORE: ____ / 10

3: PROCESS

Applicants must meet 8/10 expectations in section	Does not meet expectations	Meets expectations	Continuous improvement suggestions
1) Clearly described what to expect from the training session			
2) Delivered a talk designed in a logical way from beginning to middle and end			
3) Got the point across in a clear and simple way			
4) Talked to the participants rather than to the screen or flipchart			
5) Maintained good eye contact with the participants			
6) Avoided distracting gestures			
7) Involved the participants			
8) Handled questions and comments calmly and courteously			
9) Clarified or rephrased questions to elicit participants' interest			
10) Broke up side/off topic discussions at appropriate points			

SCORE: ____ / 10

4: COMPETENCY

Applicants must meet 9/12 expectations in section	Does not meet expectations	Meets expectations	Continuous improvement suggestions
1) Highlights key words in sentences			
2) Used effective examples and illustrations			
3) Defined unfamiliar technical terms			
4) Summarized the main points before finishing			
5) Effective use of visual aids			
6) Provided clear instructions for all activities			
7) Taught technical content accurately			
8) Correctly answered technical questions from the participants			
9) Gauged participants' level of technical knowledge and adjusted the presentation accordingly			
10) Accurately broke down technical/complex concepts in a way participants could understand			
11) Confident in his/her understanding of legislative requirements relating to the topic of instruction			
12) Accurately and clearly explained expectations of different parties under relevant occupational health and safety law			

SCORE: ____ / 12

APPENDIX B

APPLICATION FORM FOR RECOGNIZED H&S TRAINING PROVIDER STATUS FOR CLASSROOM TRAINING

Applicant's corporate name: _____
 Business NB Registration No.: _____
 Head office address: _____

Head office phone number: _____
 Contact person: _____
 Contact person's phone number: _____
 Contact person's email address: _____

DOCUMENTS TO ACCOMPANY APPLICATION FORM

Checklist:	Yes	No	N/A
• Errors and omission insurance certificate with expiry date			
• WorkSafeNB clearance certificate or sufficient liability insurance			
• List of all instructors/contractors including qualifications for the course they deliver including:			
- List of all OHS courses offered by the applicant			
- Course outline for each course			
- Completed Part 1 checklist for each course offering			
- Completed Part 2 checklist for each facilitator for each offering they deliver			

Please mail applications to:
 WorkSafeNB
 Program Development and Evaluation
 Attention: Joanne Coulombe
 P.O. Box 160
 Saint John, N.B. E2L 3X9

APPENDIX C

COURSE EVALUATION FORM

The training provider and the facilitator are committed to providing learners with the very best training available. We are interested in your feedback on this training course so that, where necessary, improvements can be made to the course and method of delivery. Please take a few minutes to complete this evaluation and return it to us at the end of the course.

Course title: _____

Facilitator: _____

Date: _____

Location: _____

Scoring: Please rate each of the following categories by circling a number from 1 to 5.

1 = strongly disagree 2 = disagree 3 = neither disagree nor agree 4 = agree 5 = strongly agree

	1	2	3	4	5
• Overall, I was satisfied with this course					
• The course material was clear, well organized, and easy to follow					
• The visual aids (PowerPoint, videos, flipcharts, etc.) were clear and well organized					
• The exercises were useful					
• The course increased my understanding of the topic					
• I will be able to apply the training I received to my job					
• The facilitator was well prepared to deliver the course					
• The facilitator responded well to questions, comments and ideas					
• The facilitator held my attention throughout the course					
• The physical environment was conducive to learning					

Additional comments:

A. What prompted you to come to this workshop?

Employer request Union request Personal desire Compliance order

Other: _____

B. Would you come back to another workshop offered by this organization?

Yes No

Please explain: _____

REFERENCES

Brundage, D.H., MacKeracher, D, *Adult Learning Principles and their Application to Program Planning*. 1980. Toronto, Ontario.

New Brunswick Forest Safety Association (NBFSA), Instructor class review.

Occupational Health and Safety Act. Assented to August 5, 1983. Consolidated to April 30, 2008. Paragraph 9(2)(c)