

Working at Heights Training Standards 5-Year Review

Training and Awareness Branch – Health & Safety Training
Administration & Certification Unit
March 2020

Overview: Working at Heights Standards Review

- The Chief Prevention Officer (CPO) has the authority to establish standards for training programs required under the Occupational Health and Safety Act (OHSA) and its regulations and has committed to review these standards at least every five (5) years.
- Working at Heights (WAH) Training Standards came into effect on April 1, 2015. WAH refresher training is required every three years and the cycle of refresher training began on April 1, 2018.
- Since the inception of WAH the CPO has approved 227 WAH training providers and 241 WAH training programs. Over 705,000 workers have successfully completed full WAH training and 94,000 have refreshed their training.
- Institute for Work and Health (IWH) evaluated WAH program and suggested improvements to the standards regarding ladders, more hands-on, and evaluation
- Review of the WAH Training Standards will ensure workers required to work at heights on construction projects continue to receive high quality training as originally envisioned.

Scope of Review

Program-driven approach with stakeholder buy-in

- Considerations include:
- Recommendations from Coroner's Jury Reports
- Institute for Work & Health studies
- Stakeholder feedback
- Program area observations from last 5 years
- Alignment with government mandate and priorities

Improve learning outcomes

- Improve knowledge transfer to increase worker safety
- Improve methods of training delivery
- Improve evaluation including more practical (hands-on) activities

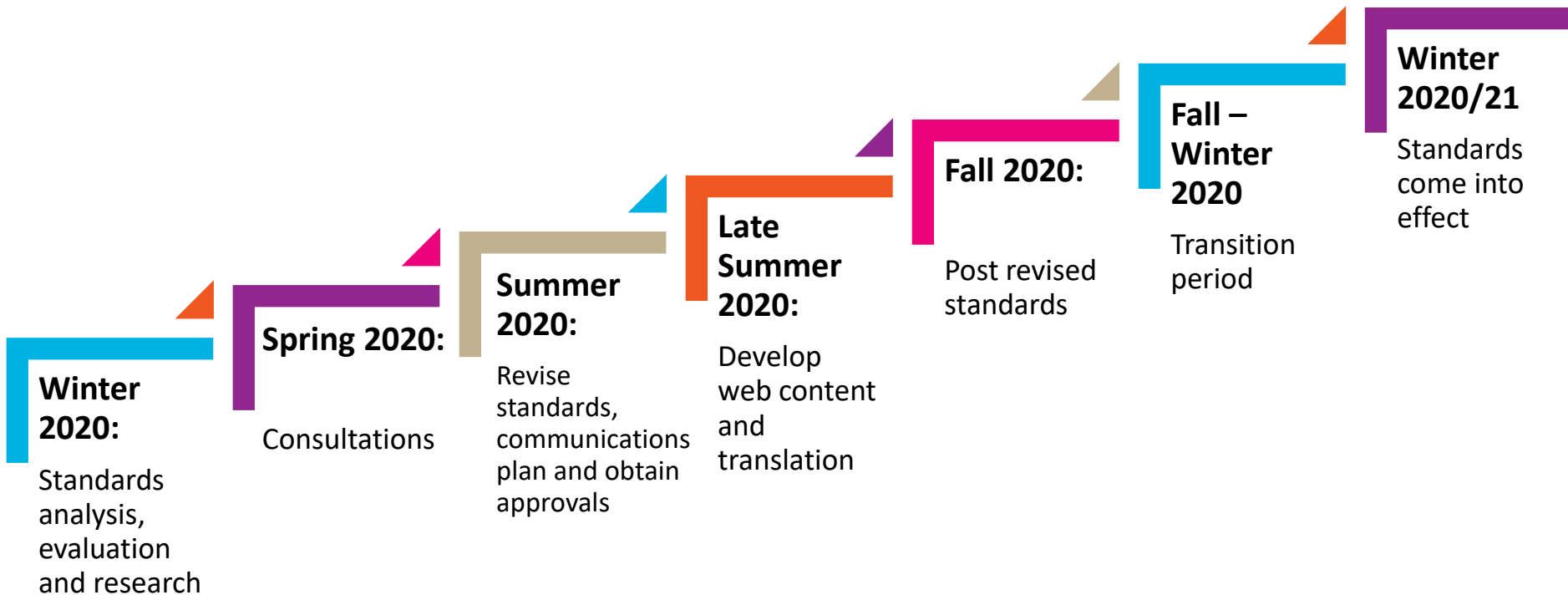
Develop guidance material for providers

- Enhance current guidance documentation
- Reduce burden of the application process
- Provide clarity about training program and delivery expectations
- Increase consistency and quality of training

Alignment with current practices and issues

- Update standards to reflect current processes
- Consider labour mobility and stakeholder issues

Timelines



Questions

1. Is there anything else you think we should consider with respect to the scope of the standards review presented on Slide 3?
 - Information and/or data sources?
2. Have you received any feedback through your networks about WAH training standards that we should consider?
3. Are there any challenges you or your networks have faced that may be addressed as part of the review?
 - Program delivery
 - Program administration
4. Do you have anything else you would like to share with us?

Appendix

Assessment of WAH Standards

Assessment of Program Standard

What We Have Heard	Evidence
Theory to practical ratio not consistent across programs	<ul style="list-style-type: none">• Field observations• Quality assurance audits• Complaints
Learner to instructor ratio too high	<ul style="list-style-type: none">• Field observations
Equipment available for training is inconsistent	<ul style="list-style-type: none">• Field observations• Complaints• Provider feedback
Evaluation methods are inconsistent among instructors	<ul style="list-style-type: none">• Field observations• Complaints
Training programs lacking interactivity	<ul style="list-style-type: none">• Provider feedback• IWH study recommendations

The Working at Heights Training Program Standard sets out the mandatory minimum requirements that must be met by training programs submitted to the Chief Prevention Officer (CPO) for approval, to ensure high quality and consistent training for workers who work at heights on construction projects.

Assessment of Provider Standard

What We Have Heard	Evidence
Revocation – Time Period Restriction	<ul style="list-style-type: none">• Quality assurance audits• Complaints received
Instructor Qualifications – enhance mandatory qualifications	<ul style="list-style-type: none">• Quality assurance audits• Field assessments
Clarity of Expectations – reinforce CPO expectations	<ul style="list-style-type: none">• Quality assurance audits• Annual reports• provider engagements
Alignment to Current Practice	<ul style="list-style-type: none">• Lack of accountability in program updates and oversight• Implementation of CMS

The Working at Heights Training Provider Standard sets out the requirements that must be met by training providers seeking approval by the Chief Prevention Officer (CPO) to deliver an approved working at heights training program.

Assessment of Refresher Training

What We Have Heard	Evidence
<p>VALIDITY PERIOD Refresher training is allowed to be taken long after validity period has passed</p>	<ul style="list-style-type: none">• Refresher enrollment numbers are lower than projected• stakeholders told CPO in 2018 concern about stale dated training
<p>DELIVERY Some Providers are blending the delivery of full WAH and WAH Refresher training</p>	<ul style="list-style-type: none">• Quality assurance field audits• Inconsistent program delivery• Provider feedback
<p>LEARNING OUTCOMES Inadequate practical (hands-on) training including learner evaluation</p>	<ul style="list-style-type: none">• Learning outcomes are duplicated from full training and not specific to workers already trained