

Working at Heights Training Provider Standard

Contents

Acknowledgements	3
Scope	4
1. Introduction	5
2. Purpose	6
3. Training Provider Requirements	6
3.1. Legislative and Insurance Requirements	6
3.2. Advanced Course Materials	6
3.3. Learner Needs	6
3.4. Alternative Delivery Methods	6
3.5. Program Materials	7
3.5.1. Personal Protective Equipment	7
3.6. Learning Environment	7
3.7. Proof of Training Completion	7
3.7.1. Providing Proof of Completion to Learners	7
3.7.2. Providing Proof of Completion	8
3.8. Support Transfer of Learning	8
4. Training Instructor Requirements	9
4.1. Instructor Qualifications	9
4.2. Instructor Delivery Expectations	10
4.2.1. Create Positive Learning Environments	10
4.2.2 Engage Learners	10
4.2.3. Assess Learning and Performance	10
5. Evaluator Requirements	11
5.1. Evaluator Outcomes	11
5.2. Evaluator Expectations	11
6. Code of Ethics	12
7. Administration	13
7.1. Approvals Process	13
7.2. Training Records	13
7.3. Maintenance of Instructor Qualifications	14
7.4. Maintenance of Training Provider Approval	15
Glossary of Terms	

Acknowledgements

The Working at Heights Committee have developed a *Working at Heights Training Provider Standard* that outlines the **minimum** objectives, training requirements and learning outcomes that are designed to equip companies and organizations with the proper tools to educate Manitoba workers on working in compliance when working at heights.

Please note that while reasonable efforts have been made to ensure that the criteria of the *Working at Heights Training Provider Standard* is maintained by training providers, the responsibility resides with employers to ensure compliance with the training requirements under the *Manitoba Workplace Safety and Health Act and Regulation*. In determining what rights or obligations a party may have under the province's legislation, reference should always be made to the official version of the Act and regulations.

On behalf of the Working at Heights Committee, I thank you for incorporating the Working at Heights Training Provider standard into your offered training. If you have any questions or concerns, I can be reached directly at 204-775-3171 or mike@constructionsafety.ca.

Yours truly,

A handwritten signature in black ink, appearing to read 'Mike Jones', with a stylized flourish at the end.

Mike Jones
Chair, Working at Heights Committee
Executive Director
Construction Safety Association of Manitoba

Scope

The *Working at Heights Training Provider Standard* outlines the minimum requirements for Working at Heights training programs. This Provider Standard should be read in conjunction with *the Working at Heights Training Program Standard*, which sets out the requirements that an approved training program on Working at Heights.

SAFE Work Manitoba has approved this training standard as “best practice” for Working at Heights training in the province of Manitoba. Currently, there is no official mechanism that can give best practice accreditation to individual Working at Heights training programs for all industries; therefore, in order to ensure that this standard is met, the Construction Safety Association of Manitoba (CSAM) has agreed to take on the role as the “gatekeeper” for integrating this standard into working at heights training programs offered to the Construction industry.

The initiative for standardizing Working at Heights training was led by the Construction Safety Association of Manitoba (CSAM) and a group of key industry stakeholders from different industry sectors, encompassing safety associations, government organizations, training providers and union representation.

The consensus made within the construction industry states that all participating training providers must submit their current working at heights training program to CSAM for review under the guidelines of the *Working at Heights Training Program and Provider Standard* in order to meet the Manitoba Working at Heights “Best Practice” training for construction environments.

1. Introduction

The *Working at Heights Training Provider Standard* sets a guideline for training providers to follow when delivering a Working at Heights training program.

The *Working at Heights Training Provider Standard* applies to all individuals, sole proprietors and corporations of not-for-profit organizations that are interested in providing a Working at Heights training program that meets the minimum requirements under the *Working at Heights Training Program Standard*.

This Provider Standard should be read in conjunction with the *Working at Heights Training Program Standard*, which outlines the minimum requirements to be met by Working at Heights training programs.

In order to comply with the *Manitoba Workplace Safety and Health Act and Regulation* or other regulatory requirements, employers shall supplement any training program that meets the requirements of the *Working at Heights Training Program Standard* with additional information, instruction or training in workplace-specific policies and procedures, workplace-specific equipment or hazards related to working at heights.

2. Purpose

The purpose of the *Working at Heights Training Provider Standard* is to establish a minimum standard for basic Working at Heights training in the Province of Manitoba.

Having a Working at Heights Training Provider Standard will:

- a) Ensure that workers that are exposed to the potential hazards from working at heights receive high quality and consistent training;
- b) Strengthen workplace safety culture by elevating the profile and importance of preventing falls from heights; and
- c) Reduce the number of fall-from-heights incidents, injuries and fatalities.

3. Training Provider Requirements

3.1. Legislative and Insurance Requirements

Training providers must comply with all relevant provincial workplace legislation, including, but not limited to, *Manitoba Workplace Safety and Health Act and Regulation*.

In addition, training providers 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. Advanced Course Materials

Training providers should ensure the following course materials are provided to the learners prior to delivering a training program.

Course materials include:

- a) The purpose, format, and content of the approved training program, including the type and methods of evaluation and requirements to successfully complete the program;
- b) The process whereby the learner can comment on the training they receive;
- c) All costs involved for successful completion of the approved course; and
- d) Requirements for personal protective equipment or other equipment that is to be brought by the learner, if necessary.

3.3. Learner Needs

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

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

3.4. Alternative Delivery Methods

When eLearning is combined with face-to-face training, the result is referred to as blended learning. For a blended learning training program, the training provider must meet the requirements of the *Working at Heights Training Program Standard*.

The eLearning and blended learning component of the *Working at Heights Basic Theory* module will be consistent with The Ministry of Ontario's *eLearning Instructional Design Guidelines*.

3.5. Program Materials

Training providers can provide materials for an approved Working at Heights training program that are:

- a) Appropriate for targeted learner language and literacy levels;
- b) Legible and of good reproductive quality;
- c) Available in sufficient quantity (this includes all learning materials, equipment and learning aids);
- d) Free of bias, including but not limited to gender;
- e) Free from defamatory statements, including but not limited to products and equipment;
- f) Compliant with copyright rules;

3.5.1. Personal Protective Equipment and Other Equipment

Training providers must ensure that all personal protective equipment (PPE) and other required equipment used in the approved Working at Heights training program:

- a) Complies with the requirements of the *Manitoba Workplace Safety and Health Act and Regulation* as applicable;
- b) Complies with or exceeds equipment-specific National Standards of Canada / Canadian Standards Association technical standards referenced within the above, as applicable;
- c) The equipment must indicate the technical standard with which it complies on a décor or through other means;
- d) Is regularly maintained and in good working order as per manufacturer's specifications and regulatory requirements; and
- e) Clearly identified and labelled as damaged or deficient if used only for training demonstration purposes.

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

In addition, all personal protective equipment and other equipment used in the approved training must meet the requirements in the *Working at Heights Training Program Standard*.

3.6. Learning Environment

Trainer providers must provide 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 Working at Heights training program, training providers must provide learners and their employers (with the learner's consent) a document showing successful completion that includes the following information:

- a) Learner's name;
- b) Name of the approved Working at Heights training program;
- c) Program identification number;
- d) Date of successful completion;
- e) A statement that the learner has successfully achieved the learning outcomes of the approved training program;
- f) Name of approved training provider;
- g) Signature of the evaluator;
- h) Wallet card with expiry date; and
- i) Other information as required by *the Working at Heights Training Program Standard*.

3.7.2. Providing Proof of Completion

Training providers must be able to confirm that a learner has successfully completed an approved Working at Heights training program, within seven days of completion, by providing the following list of information:

- a) Learner's name;
- b) Learner's address and contact information;
- c) Name of the approved Working at Heights training program;
- d) Program identification number, if applicable;
- e) Date of successful completion;
- f) Name of approved training provider;
- g) Provider identification number, if applicable; and
- h) Other information, as requested

3.8. Support Transfer of Learning

Training providers must support the transfer of learning by evaluating the learner's successful achievement of learning outcomes in the approved training program.

- a) The learner's identity is verified;
- b) The methods of evaluation are clearly communicated so that learners understand the performance expectations and how they will be assessed;
- c) The evaluation activities are bias-free, valid, reliable, and lead to appropriate decisions regarding the learner's achievement 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 *Working at Heights Training Program Standard* and the *Working at Heights Provider Standard*.

4. Training Instructor Requirements

4.1. Instructor Qualifications

A training provider must ensure that their instructor's qualifications are valid and current before he or she delivers an approved Working at Heights 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:
 - 1. A professional occupational health and safety designation;
 - 2. Three years of recent occupational health and safety experience;
 - 3. A degree, diploma or certificate in occupational health and safety from a recognized post-secondary institution;
 - 4. Three continuous years of experience as a joint health and safety committee member; or
 - 5. Practical work experience
- b) Combination of adult-education delivery experience and knowledge of principles obtained through **at least one** of the following:
 - 1. More than 100 hours of adult education delivery experience in the last five years;
 - 2. A degree, diploma, or certificate in adult-education principles from a recognized post-secondary education institution;
 - 3. A professional training and development designation; or
 - 4. Successful completion of an instructor training program based on adult learning principles.
- c) Knowledge of the approved working at heights training program topics obtained through **at least one** of the following:
 - 1. More than five years of recent delivery experience on the approved training program topic(s);
 - 2. Successful completion of a train-the-trainer session for an approved training program as evaluated by the approved training provider; or
 - 3. Successful co-facilitation of a minimum of two sessions of the approved training program as evaluated by the approved training provider.

In addition, training providers must demonstrate that all approved Working at Heights training programs will be delivered by instructors with all of the following qualifications:

- d) Knowledge about:
 - 1. The Manitoba Workplace Safety and Health Act and Regulation relating to Working at Heights;
 - 2. Codes, standards and guidelines related to Working at Heights in general and the specific equipment to be used in delivering the training program;
 - 3. The hazards of Working at Heights;
 - 4. The hierarchy of controls as it applies to working at heights; and
 - 5. Work access, fall prevention and personal fall protection equipment referred to in the approved training program, and the limitations of this equipment.
- e) Advanced knowledge in the correct use and application of equipment referred to and used in the approved Working at Heights training program.

In addition, for any approved Working at Heights training programs that are delivered via eLearning, blended learning or distance learning, the training provider must ensure that the program will be delivered by qualified instructors who are proficient in the use of the software, platform, or other information technology that is to be used.

4.2. Instructor Delivery Expectations

Effective instructors create positive learning environments, engage learners and assess the achievement 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 that the instructor:

- a) Is knowledgeable about the content of the approved Working at Heights training program;
- b) Adheres to the instructional design of the approved Working at Heights training program;
- c) Communicates expected learning outcomes of the approved Working at Heights 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 and the approved training program;
- i) Models respectful and professional behavior; 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 learners' workplace;
- 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 evaluation methods that are appropriate to learner's language, literacy and accommodation needs;
- c) Monitors and evaluates individual and group performance throughout the program delivery;
- d) Assesses achievement of an approved working at heights training program's learning outcomes in accordance with *the Working at Heights Training Program Standard*; and
- e) Reviews incorrect answers or practices with the learners.

5. Evaluator Requirements

5.1. Evaluator Outcomes

The training provider must ensure that the evaluator for the approved Working at Heights training program has the following qualifications:

- a) Knowledge about:
 - 1. The Workplace Safety and Health Act and regulations relating to Working at Heights;
 - 2. The specific equipment to be used for delivery of the training;
 - 3. The hazards of Working at Heights;
 - 4. The hierarchy of controls as it applies to Working at Heights; and
 - 5. Work access, work positioning, fall prevention and personal fall protection equipment referred to in the approved Working at Heights training program, and the limitations of this equipment.
- b) Advanced knowledge in the correct use and application of equipment referred to and used in the approved Working at Heights training program.

5.2. Evaluator Expectations

The training provider 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 learner's language, literacy and accommodation needs;
- c) Assesses achievement of an approved training program's learning outcomes in accordance with the *Working at Heights 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

A training provider must adhere to the high ethical standards of practice when providing an approved Working at Heights training program.

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

- a) Comply with all relevant provincial workplace legislation;
- b) Maintain high standards of honesty, integrity, and trust;
- c) Ensure that 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 conflict of interest, including:
 - 1. Accepting a financial or non-financial advantage or award with respect to the approved training provider's duties over and above regular compensation for work done;
 - 2. Giving preferential treatment to individual learners;
 - 3. Engaging in outside activities that conflict with their training provider duties; or
 - 4. Other actions or activities that create a real or perceived conflict of interest.

7. Administration

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

7.1. Approvals Process

Each application must demonstrate how the training provider meets the requirements outlined in the *Working at Heights Training Provider Standard* and how the training program meets the requirements outlined in the *Working at Heights Training Program Standard*.

As part of the application process, the training provider must submit a written program delivery plan, consistent with requirements in Working at Heights Provider and Program standards, which includes (but not limited to):

- a) Copies of all program materials;
- b) Description of the learning environment; and
- c) Example of a proof-of-training completion document

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 Working at Heights 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) Learner names and contact information;
- c) Employer names and contact information, as applicable;
- d) Confirmation of learners' successful completion of the approved training program's learning outcomes, including final test results and the results of any other tests or evaluations;
- 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 current and past instructors and evaluators; and
- h) An annual report to be submitted for review/approval (see section 7.4 below).

In addition to the reporting requirements in section 3.7.2, approved training providers must provide training records listed in this section, upon request.

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

7.3. Maintenance of Instructor Qualifications

Training providers must ensure that each of their instructors delivers at least two sessions, per year, under the approved training program.

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

All approved training providers must ensure that their instructors stay up-to-date with his/her professional occupational health and safety and adult training, knowledge and skills.

7.4. Maintenance of Training Provider Approval

To maintain approval, the training provider must submit a report annually that includes the following information about the approved training program:

- a) A summary of any changes or revisions to the approved Working at Heights training program with a declaration, indicating whether the program continues to meet requirements of the *Working at Heights 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:

- c) Maintain a list of current and past instructors and evaluators, including their qualifications and any upgrading activities that current instructors have undertaken;
- d) Establish a system to maintain instructor qualifications in accordance with the *Working at Heights Training Provider Standard* (see Section 7.3 above);
- e) Establish a system to monitor and evaluate instructional delivery and to provide feedback to instructors for continuous improvement;
- f) Establish a system to monitor and evaluate learner evaluation activities; and
- g) Establish a system for removing from their roster those instructors or evaluators who demonstrate poor performance or those who are no longer working for them.
- h) Comply with the designated quality assurance process, which will include all requests related to verification of approved program content and delivery.

If the approved provider makes changes to its training operation, or decides to withdraw its training services/cease operation, then the training provider must notify the Workplace Safety and Health branch within 30 business days of the above changes.

The Chief Prevention Officer may revoke the approval of a training provider under certain circumstances (e.g. an approved training provider fails to comply with the requirements of the Working at Heights program and provider training standards).

Glossary of Terms

Approved Working at Heights Training Program

A training program that has met the minimum requirements set out in the *Working at Heights Training Program Standard*.

Approved Working at Heights Training Provider

A training provider that meets the minimum requirements set out in the *Working at Heights Provider Standard*.

Blended Learning

Describes the practice of using several training delivery methods in a single training program. This refers to the combination of classroom instruction and eLearning.

Distance Learning

An educational scenario where the instructor and students are separated by time, location or both. Education and training courses are delivered to remote locations via asynchronous instruction (ASTD definition).

eLearning (Electronic Learning)

A term covering a wide set of applications and processes that includes web-based learning, computer-based learning, virtual classrooms, and digital collaboration.

Evaluator

A person who evaluates learners.

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 synonymously with on-site training and classroom training and instructor-led training (slightly modified from ASTD definition).

Instructor

A person who delivers training programs.

Module

A unit of instruction that can be measured, evaluated for change, assembled to form complete courses, or bypassed as a whole, and usually is intended to teach one or a group of skills or areas of knowledge (slightly modified from ASTD definition).

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 that offers and delivers training.