

Company Name:

Date:



Oil Sands Safety Association (OSSA)  
*"An Incident Free Workforce"*

### Administrative Matrix

**General Comments:**

All information is to be submitted in a tabbed three ringed binder. All sections are to be clearly labelled and all information is to be computer generated, not handwritten.

**Review Comments:**

Add if needed

5.0 INSTRUCTOR MANAGEMENT POLICIES Policies, systems, and processes in place ensuring all instructors are qualified/approved to instruct the Safety Training Standard		Location in Administrative Manual	OSSA Review – Meets, Gap or More Information Required
5.1.1.1 Instructor Hiring Criteria	Define specific "Instructor Hiring Criteria"		
5.1.1.2 Instructor Qualifications	Define policies that ensures Instructors meet hiring criteria established by Provider		
5.1.2.1 Instructor Training	Describe the process your Instructors must follow to instruct an OSSA Accredited Training Program		
5.1.2.2 Instructor Training	Describe the policy on minimum number of training classes Instructors must instruct before re-certification		
5.1.3.1 Instructor Audits	Describe the audit/review processes you have in place for your instructors that meets the minimum OSSA requirements		
5.1.3.2 Instructor Audits	Describe what audit/review processes you have in place to ensure your training program is being delivered as was submitted for accreditation.		
5.1.3.3 Instructor Audits	Describe the record keeping procedure in place for instructor records		
5.1.4.1 Instructor Records	Describe your policy for updating instructor listings		
5.1.4.2 Instructor Records	Describe your policy that ensures that only qualified instructors are signing off credentials		
5.1.4.3 Instructor Records	It is the responsibility of the Training Provider to maintain an up-to-date qualified Instructor listing for each Accredited Training Program. The list must contain at a minimum the following. Please indicate how these measures are implemented in your company		

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	<ol style="list-style-type: none"> <li>1) Instructor Name</li> <li>2) Organization (if Contracted)</li> <li>3) Training taken to instruct the accredited program</li> <li>4) Field Experience with the applicable Training Standard</li> <li>5) Length of time instructing the content of the applicable Training Standard</li> <li>6) Education Credentials (eg. Certificate of Adult Education)</li> <li>7) Training credentials as it applies to the Training Standard being taught</li> <li>8) Date Instructor was officially approved by Training Provider to instruct the course</li> <li>9) In – classroom Audits and findings, related to the Instructor</li> <li>10) Records maintained verifying that, that all policies and/ or processes have been read, understood and acknowledged by each instructor, prior to being approved.</li> </ol>		
<b>6.0 PROGRAM DEVELOPMENT &amp; MANAGEMENT PROCESSES</b> <b>The accredited training provider must have documented systems, processes in place to ensure that all Instructors professionally managing classroom activities. Program Management Policies and/or processes are to include but not limited to:</b>		<b>Location in Administrative Manual</b>	<b>OSSA Review – Meets, Gap or More Information Required</b>
<b>6.1.1.1. Lesson Plan</b>	A defined written lesson plan must be in place for each accredited safety training program to be followed by each instructor		
<b>6.1.1.2 Lesson Plan</b>	The lesson plan should at a minimum clearly define the process each instructor is to follow to deliver the accredited program		
<b>6.1.1.3 Lesson Plan</b>	Provide example of Instructor Training Program		
<b>6.1.2.1 Program Review/Revisions</b>	Describe your company's documented policy stating the processes and frequency of completing reviews and/or revisions of each safety training program		
<b>6.1.2.2 Program Review/Revisions</b>	Describe your company's policy regarding documentation demonstrating actual training program reviews for each accredited program		
<b>6.1.2.2a Program Review/Revisions</b>	Describe how your documentation includes the results of the review and how any program changes are incorporated		
<b>6.1.2.2b Program Review/Revisions</b>	Describe your documentation policy that ensures all program revisions have been sent to OSSA for approval prior to actual implementation		

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<b>6.1.3.1 Test Questions</b>	Describe your companies documented policy stating the process and frequency of evaluating test questions		
<b>6.1.3.1a Test Questions</b>	Describe how your company evaluates the test questions to determine if the training program content and/or test question / program delivery requires review and revision based on the success or concerns of any test question		
<b>6.1.3.2 Test Questions</b>	Describe what documentation is in place that demonstrates that actual test question reviews have occurred for each program, and include the results of the review and any changes incorporated with appropriate resubmission to the OSSA		
<b>6.1.4.1 Program Changes &amp; Instructors</b>	Describe your company's process of providing Instructors with any training program process or content updates or changes		
<b>6.1.4.2 Program Changes &amp; Instructors</b>	Describe your company's system/process to validate that each and all instructors of the specific standard have received the updates and/or changes		
<b>6.1.5.1 Participant Feedback</b>	Describe your company's process that is in place to receive participant feedback forms and evaluating for possible program changes		
<b>6.1.5.2 Participant Feedback</b>	Describe your system that is in place for maintaining the feedback forms and have them available for review by the OSSA if required		
<b>6.2 CLASSROOM MANAGEMENT</b> <b>The Accredited Training Provider must have documented systems, policies and processes in place that direct and provide guidance to Instructors to ensure that classroom activities are managed consistently and similarly by all Instructors of each accredited training program. Classroom management policies and/or processes are to include but not limited to:</b>		<b>Location in Administrative Manual</b>	<b>OSSA Review – Meets, Gap or More Information Required</b>
<b>6.2.1.1 Validating Prior Learning</b>	Describe your process that is in place to ensure that all training program pre-requisites are verified prior to the start of the training session		
<b>6.2.1.2 Validating Prior Learning</b>	Describe your process for confirming participant's prior learning level as it relates to the Accredited Training Program		
<b>6.2.2.1 Late Arrivals / Early Departures</b>	Describe your documented policy/process for all instructors to follow in the event participants arrive late for the start of the training program or leave prior to the end of the training session		
<b>6.2.3.1 Class Size</b>	Describe your policy that is in place stating the maximum and minimum class size for each		

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	Accredited Program		
<b>6.2.3.2 Class Size</b>	Describe your policy that states actions that may be required of the instructor should the class size not meet policy		
<b>6.2.4.1 Student Testing Integrity</b>	Describe your documented policy and/or process in place describing the actions required by Instructors to ensure the integrity of the theory and practical testing processes during the training program		
<b>6.2.4.2 Student Testing Integrity</b>	Describe your procedure that is in place for the accredited provider to maintain copies of the completed written exams		
<b>6.2.5.1 Tracking Failures or Incompletes</b>	Describe your documented process in place for tracking and reporting students that fail the program due to not passing the practical or theory tests or not completing the training program		
<b>6.2.5.2 Tracking Failures or Incompletes</b>	Describe the process in place that can validate that all instructors are following the tracking process		
<b>6.2.6.1 Learning Concerns</b>	Describe your documented policy and/or process which clearly describes the process for Instructors to follow to effectively manage any and all participant learning concerns. (i.e. language barriers, reading or writing challenges, etc)		
<b>6.3 SAFETY &amp; EQUIPMENT MANAGEMENT</b> <b>Documented policy and/or processes must be in place that direct and provide guidance to Instructors to ensure that all training activities associated with the training program are completed in a safe environment. The Accredited Training Provider must be able to demonstrate they are fulfilling the Employer responsibilities as defined at a minimum in the current OH &amp; S Act, Code and Regulations.</b>		<b>Location in Administrative Manual</b>	<b>OSSA Review – Meets, Gap or More Information Required</b>
<b>6.3.1.1 Worksite Safety</b>	Describe your documented policy ensuring instructor's review with all participants at the beginning of the training program, all worksite safety requirements for both classroom and field training that states at a minimum that no safety infraction would be tolerated during any program		
<b>6.3.1.2 Worksite Safety</b>	Describe your process that validates the safety rules have been reviewed during the training session, including any PPE requirements, etc.		
<b>6.3.2.1 Equipment Inspections</b>	Describe your documented policy requiring Instructors to inspect all tools, material and equipment prior to classroom training and/or participant use		
<b>6.3.2.2 Equipment</b>	Describe the policy that includes maintaining the inspection records and demonstrate that all		

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<b>Inspections</b>	equipment, materials and tools have been inspected		
<b>6.3.2.3 Equipment Inspections</b>	Describe how your records are maintained demonstrating that any equipment that is provided to the Training Provider (i.e. elevated work platforms) is inspected prior to training participants		
<b>6.3.2.4 Equipment Inspections</b>	Describe your formal inspection sign off and how these records are maintained on file		
<b>6.4 RECORDS MANAGEMENT</b> Documented records management systems, policies and processes in place that direct and provide guidance to Instructors to ensure that all training records are maintained as required by the OSSA.		<b>Location in Administrative Manual</b>	<b>OSSA Review –</b> Meets, Gap or More Information Required
<b>6.4.1.1 Consent Forms</b>	Describe how your company utilizes and maintains all consent forms used for obtaining necessary participant approval to retain and upload training records into your database that may or may not be required by the OSSA		
<b>6.4.2.1 Training Provider Database</b>	Provide details on the database you currently are using to maintain student records. (i.e. Students name, DOB, training date, retraining date)		
<b>6.4.3.1 Replacement Student Credentials</b>	Provide details on how you search the database to relocate the student if you had to re-issue his/her training credential		
<b>6.4.4.1 Search Capabilities</b>	Provide details of how you search the database to verify training that the participant has obtained previously		
<b>6.4.5.1 Training Credential</b>	Provide your company's training credentials meeting the minimum standard as defined in the "Program Submission Guidelines"		
<b>7.0 TRAINING RECORDS DATABASE</b>		<b>Location in Administrative Manual</b>	<b>OSSA Review –</b> Meets, Gap or More Information Required
<b>7.1 Training Records Database</b>	Describe the processes your company utilizes in maintaining student records		
<b>7.2 Training Records Database</b>	Describe the process in place to validate attendee's identity		
<b>7.3 Training</b>	Process in place to notify the successful candidates of the location of the training records and the process of retrieving their information if they so desire		

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<b>Records Database</b>			
<b>7.4 Training Records Database</b>	Process in place to make records available to the candidates in the event of loss of individual training validation up to and including the training expiry date.  *The Training Provider <b>will be required</b> to submit and/or upload all successful candidate training records into any electronic database required by OSSA.		
<b>8.0 ACCREDITED PROGRAM INFORMATION FOR OSSA</b> Unless otherwise directed, the Training Provider <b>must send</b> at a minimum the following information for each Accredited Training Program and from each Instructors of each accredited program to the OSSA for every quarter of the calendar year. <b>**Failure to report this information may result in a loss of the Training Provider License</b>		<b>Location in Administrative Manual</b>	<b>OSSA Review – Meets, Gap or More Information Required</b>
<b>8.0 Accredited Program Information for OSSA</b>	Provide your process that will ensure you will meet the Quarterly Submission Requirements for the following: <ul style="list-style-type: none"> <li>• Number of courses instructed for each Accredited Program</li> <li>• Total number of successful participants per Accredited Program</li> <li>• Total number of non successful participants per Accredited Program.</li> <li>• Location where training took place for each quarter (i.e. total students =55; 40 in Edmonton, AB; 15 in Fort McMurray, AB)</li> <li>• Current # of Approved Instructors on File.</li> <li>• # of New Instructors approved to Instruct each Accredited Program</li> <li>• # of Instructors losing their approval to Instruct an Accredited Program</li> </ul>		
<p><b><i>The Licensed Training Provider is responsible to collect the information from all Instructors and send to the OSSA on time.</i></b></p> <p><b><i>The information gathered will be utilized as a measurement of the effectiveness of the OSSA in meeting objectives.</i></b></p> <p><b><i>Failure to report this information may result in a loss of Licensing.</i></b></p>			