

Oil Sands Safety Association (OSSA)

Application Guidelines
AG2010



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1. INTRODUCTION

1.1. Disclaimer

The information in this publication does not, in any way, create a business or professional services relationship between the Oil Sands Safety Association (OSSA) Members and Employees and the Training Providers, Instructors, Contract Instructors, or employees trained by Training Providers, or any other Organization.

This Guideline is not (and is not intended to be) a guide to the OH&S Act or the accompanying regulations and regardless of the Guideline set out herein, each reader and user is solely responsible for their own compliance with all applicable legislation, including the OH&S Act. The OSSA assumes no obligation to update the Guideline set out herein or advice on further developments concerning the topics mentioned herein.

The occupational health, safety and training of Organizations and their respective employees in the workplace remain the responsibility of each employer and employee.

The OSSA and its employees, agents and contractors, and the Members of the OSSA (collectively the "OSSA Members and Employees"), are not responsible for the contents of this Guideline, for any errors or omissions herein, or for the results obtained from the use of the information contained in this or any Standard or for any training or safety programs that may be developed from the use of the information in the applicable Standard. Each Training Provider is completely responsible for its own training programs, whether or not they are Training Programs approved by the OSSA. All information set out in this Guideline and related Standards is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this Standard. There is no warranty of any kind, express or implied, including, without limitation, warranties of performance, merchantability and fitness for a particular purpose. In no event will the OSSA Members and Employees, be liable to the reader, user or anyone else for any decision made or action taken in reliance on the information in this Guideline or Standard or for any consequential, special, or similar damages (including, without limitation, personal injury), even if advised of the possibility of such damages, arising or resulting from the information contained in this Guideline or Standard or for any violation by such user, reader or other person of any legislation.

Certain words, phrases, names, designs or logos used in this Guideline and related Standards may constitute trademarks, service marks or trade names of the OSSA and its Member Organizations. Unless otherwise approved, the display of any such marks or names in this Guideline or related Standards does not imply that a license has been granted by the OSSA or any of its Members to use such marks or names.

2. APPLICATION PROCESS

This document provides guidance to those requesting to become an Oil Sands Safety Association (OSSA) Licensed Provider.

The following describes the minimum expectations, systems, process or documentation required to be submitted to OSSA to determine the capability of the Provider to be able to deliver their Accredited Training Program(s) in a consistent and quality manner.

All Providers must successfully complete the Application process prior to submitting a Training Program for Accreditation.

Further information on Fees, Application, Accreditation and Licensing Processes and requirements can be found on OSSA website at www.ossa-wb.ca.

3. OSSA'S ROLE WITH TRAINING PROVIDER'S APPLICATIONS

Once all information has been received at the OSSA offices, OSSA will:

- Review Application form and Administrative Correlation Matrix, and all supporting documentation provided by the applicant to ensure all documents are complete and log the receipt of application materials.
- Notify the applying Organization that their application has been received and is being processed.
- Deposit the Application fee.
- If the Application and supporting documentation meets the minimum requirements, the OSSA will:
 - Notify the Training Provider of approval and licensure and advise that they can proceed to submit their training program(s) for Accreditation.
- If Application is NOT granted, the OSSA will:
 - Notify the applicant, in writing, of the review results listing any deficiencies.
 - Return the submission and its contents for the applicant to update as per the list of deficiencies.

4. Administrative Policies, Procedures & Process

The Oil Sands Safety Association:

- Will only evaluate Training Programs for Accreditation after a Provider has successfully completed the Application process.
- Will only Accredite in-classroom training programs that are taught by the Applying Provider.

- Requires all Training Providers to have a clear set of administrative policies, procedures and/or processes in place to assure OSSA that their accredited training programs will be delivered consistently by all Approved Instructors.
- Reserves the right (but not the obligation) to complete Program Reviews and Administrative Audits with Licensed Training Providers or their Instructors at OSSA's discretion.
- Requires all Training Providers to submit, in writing, any changes or updates to their previously approved Administrative Submission.

The following are categories of policies that are the minimum set of policies that Licensed Training Providers are expected to have in place and operational, and that are described in more detail below:

- Instructor Management;
- Program Development and Management;
- Classroom Management;
- Evaluation Management,
- Equipment and Safety Management;
- Records and Data Management.

5. INSTRUCTOR MANAGEMENT POLICIES

Policies, systems, and processes in place ensuring all instructors are qualified/approved to instruct the Safety Training Standard, are evaluated on a regular frequency and are current with the program content. Instructor Management policies and /or processes to include but not limited to:

5.1 Instructor Hiring Criteria

- 5.1.1 A documented policy clearly defining specific "Instructor hiring criteria" for each Safety Training Standard for which the Training Provider is seeking for or has been accredited.
- 5.1.2 The Training Provider must be able to demonstrate that instructors will be or have been hired having met the instructor hiring criteria for each specific STS that the OSSA has on file, as identified by the Provider. (see 5.4 for additional details)

5.2 Instructor Training

- 5.2.1 Training Providers are responsible to have an Instructor Qualification and Training Process that demonstrates how an Instructor is progressed from being hired to delivering the Accredited Training Program to the requirements set out by the Provider.

An example of a process could be:

- Watch the course being delivered by a Qualified Instructor; Co-teach the Course, Instruct the Course as the Lead and Instruct the course under observation of the Training Provider.

- 5.2.2 Training Providers must establish a minimum number of training classes that an Instructor must train before having to re-certify by retaking the Instructor training qualification program again. Unless otherwise approved by OSSA, all Instructors must at a minimum, instruct 3 Accredited courses per year for the Training Provider.

Note: Each Training Provider takes all risk, liability and responsibility of training, maintaining competency and auditing all Instructors. The OSSA Members and Employees assume no risk, liability or responsibility to provide any training of any kind to any Instructors.

5.3 Instructor Audits

Training Providers must have an Instructor audit/review policy in place. The audit/review must ensure that all Instructor audits are completed and any identified follow-ups actions are in place for each approved Instructor.

- 5.3.1 Unless otherwise approved by OSSA, all Instructors must at a minimum, have an in-classroom audit within 6 months of being approved and at least once every two years after that to maintain their approval to instruct the Accredited Course Providers must keep records of all in classroom audits.
- 5.3.2 The internal audit must demonstrate at a minimum that each Instructor **has not** altered or changed the Accredited Training Program's content, including, without limitation, the equipment requirements, testing processes and certification cards in any way that deviates from the Accredited Training Program on file at the OSSA offices.
- 5.3.3 Instructor Audit files are required to be kept by the Provider for review by OSSA for a period of no less than 2 years after the termination and/or resignation of the instructor.

5.4 Instructor Records

- 5.4.1 It is the responsibility of the Training Provider to maintain an up-to-date qualified Instructor listing for each Accredited Training Program.
- 5.4.2 Only Instructors that appear on the Instructor list are authorized to sign the "Worker Training Credential Record".
- 5.4.3 The records must contain at a minimum the following information:
- Instructor name;
 - Organization (if Contracted)
 - Training taken to instruct the accredited program;
 - Field Experience with the applicable Training Standard;
 - Length of time instructing the content of the applicable Training Standard;
 - Educational credentials (e.g. Certificate of Adult Education)
 - Training credentials as it applies to the Training Standard being taught.
 - Date Instructor was officially approved by Training Provider to instruct the course
 - In-classroom Audits and findings, related to the Instructor.

- Records maintained verifying that that all policies and/or processes have been read, understood and acknowledged by each instructor, prior to being Approved.

6. PROGRAM DEVELOPMENT & MANAGEMENT PROCESSES

The Training Provider must have documented systems and processes in place to ensure that all Instructors professionally manage classroom activities. Program Management policies and /or processes are to include but not limited to:

6.1 Instructor Training Package

- 6.1.1 A defined written lesson plan, with clear learning objective and Instructor notes for each accredited safety training program to be followed by each instructor for the purposes of training the Instructor to instruct the course.
- 6.1.2 The lesson plan should at a minimum clearly define the process each Instructor is to follow to deliver the accredited program content.
- 6.1.3 Provider must submit an example of an Instructor Training Program for review.

6.2 Program Review/Revisions

- 6.2.1 The Training Provider must have a documented policy stating the process and frequency of completing reviews and/or revisions of each Accredited training program.
- 6.2.2 The documentation must detail how a review is done. (include a copy of your template)
- 6.2.3 The documentation must include the results of the review and any program changes incorporated.
 - 6.2.3.1 There must be documentation that all program revisions have been sent to OSSA for approval prior to actual implementation.

6.3 Test Questions

- 6.3.1 The Training Provider must have a documented policy stating the process and frequency of evaluating test question.
 - 6.3.1.1 The purpose of the evaluation is to determine if the training program content and/or test question and/or program delivery requires review and revision based on the success or concern of any test question.
- 6.3.2 The Provider must have documentation in place demonstrating that actual test question reviews have occurred for each program, and are to include the results of the review and any changes incorporated with appropriate resubmission to OSSA.

6.4 Program Changes & Instructors

- 6.4.1 The Training Provider must have a clearly documented process of providing Instructors with any training program process or content updates or changes.
- 6.4.2 The process must have a system to validate that each and all instructors of the specific standard have received the updates and/or changes.

6.5 Participant Feedback

- 6.5.1 The Training Provider must have a documented policy stating the process and frequency of reviewing the participant feedback forms and evaluating for possible program changes.
- 6.5.2 The Provider must have a system for maintaining the feedback forms, and able to provide them on request of the OSSA.

7. CLASSROOM MANAGEMENT

The 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:

7.1 Validating Prior Learning

- 7.1.1 A documented policy/process in place to ensure that all training program pre-requisites are verified prior to the start of the training session. (E.g. Fall Protection certificates, if required)
- 7.1.2 Process to confirm participant's prior learning level as it relates to the Accredited Training Program.

7.2 Late Arrivals / Early Departures

- 7.2.1 A 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 end of training session, which would result in the participant not being allowed to attend the course or not able to receive a credential.

7.3 Class Size

- 7.3.1 A documented policy in place stating the maximum and minimum class size for each Accredited program.
- 7.3.2 The policy must also state actions required of the instructor should the class size not meet the policy set by the Provider.

7.4 Student Testing Integrity

- 7.4.1 A documented policy and/or process describing the actions required by Instructors, to ensure the integrity of the theory and practical testing processes during the training program.
- 7.4.2 The Provider must also maintain copies of the completed written exams on file.

7.5 Tracking Failures or Incompletes

- 7.5.1 A documented process of tracking and reporting students that fail the program as the result of not passing the practical or theory tests or not completing the training program.

7.5.2 The Training Provider must be able to demonstrate that all Instructors are following the tracking process.

7.6 Learning Concerns

7.6.1 A documented policy and/or process in place clearly describing the process for Instructors to follow to effectively manage any and all participant learning concerns. The learning concerns may include such things as language barriers, reading or writing challenges, etc.

8. SAFETY & EQUIPMENT MANAGEMENT

Documented safety systems, policies and processes 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 Training Provider must be able to demonstrate they are fulfilling the Employer responsibilities as defined at a minimum in the OH&S Act, Code and Regulations.

8.1 Worksite Safety

8.1.1 A 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.

8.1.2 The policy must also have a process defined to validate that the safety rules have been reviewed during the training session, including any PPE requirements, etc.

8.2 Equipment Inspections

8.2.1 A documented policy/process in place, requiring Instructors to inspect: all tools, material and equipment prior to classroom training and/or participant use.

8.2.2 The policy must include maintaining the inspection records and demonstrate that all equipment, materials and tools have been inspected.

8.2.3 Records must also be maintained demonstrating that any equipment that is provided to the Training Provider (i.e. elevated work platforms) is inspected prior to training participants.

8.2.4 There should be a formal inspection sign off and these records maintained on file.

9. RECORDS MANAGEMENT

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.

9.1 Consent Forms

- 9.1.1 The Training Provider must utilize and maintain all Consent forms for the purposes of obtaining necessary participant approvals to keep and upload training records into the Provider's database and/or that required by OSSA.

9.2 Training Provider Database

The Training provider must have a current database utilized to maintain all student records. The database must include at a minimum the student's name, birth date, course name, training date and expiry date.

9.3 Replacement Student Credentials

A defined documented process for issuing replacement cards to participants. The process must be reviewed during each training program.

9.4 Search Capabilities

The Training Provider's database must have the ability to be searched to validate if students have received previous training.

9.5 Training Credential

The Training Provider must have training credentials meeting the minimum standard as defined in the "Training Credential- Proof of Proficiency" document (see website).

10. TRAINING RECORDS DATABASE

10.1 Student Records

Training Providers must maintain records, on file, assigned to each participant by the Training Provider, of all candidates who successfully or have not successfully completed the Accredited Program.

10.2 Identification Validation

Providers should validate attendee's identity by collecting proper and full: first & last name and birth date as found on a government issued or site provided ID.

10.3 Location

The Training Provider and/or Instructors have a responsibility to notify the successful candidates of the location of the training records and the process of retrieving their information if they so desire.

10.4 Availability

The records must be available to the candidates in the event of loss of individual training validation up to and including the training expiry date.

The Training Provider will be required to submit and/or upload all successful candidate training records into any electronic database required by OSSA.

11. ACCREDITED PROGRAM INFORMATION FOR OSSA

Unless otherwise directed, the Training Provider **must send** 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.

Failure to report this information may result in a loss of the Training Provider License.

11.1 Quarterly Submission of Information Requirements

- Number of courses instructed for each Accredited Program
- Total number of successful participants per Accredited Program
- Total number of non- successfully participants per Accredited Program.
- Location where training took place for each quarter (i.e. total students =55; 40 in Edmonton, AB; 15 in Fort McMurray, AB)
- Current # of Approved Instructors on File.
- # of New Instructors approved to Instruct each Accredited Program
- # of Instructors losing their approval to Instruct an Accredited Program
- # of credential security labels used (included those damaged or issued on re-printed credentials).

11.2 Advertising

All advertising mentioning OSSA programs must be submitted to OSSA for written approval prior to public release.

12. ORGANIZING AND SUBMITTING THE APPLICATION

The OSSA requires the materials being submitted be collated and presented in a tabulated format in a 3-ring binder, sectioned and titled appropriately or otherwise identified on the OSSA Website.

12.1 Sending Materials to OSSA

Material **mailed** should be addressed to:

Oil Sands Safety Association (OSSA)
Box 13, 8115 Franklin Ave.
Fort Mc Murray, AB T9H 2H7
Phone: (780) 791-4944 Fax: (780) 715-3945

Material that is submitted by **courier** should be addressed to:

Oil Sands Safety Association (OSSA)

Room 130 Bob Lamb Industry Education Centre
8015 Franklin Avenue
Fort Mc Murray, AB T9H 5B9
Phone: (780) 791-4944 Fax: (780) 715-3945

12.2 Further Information

If this document does not provide sufficient guidance for your needs, please contact the Oil Sands Safety Association (OSSA) at (780) 791-4944.

Additional information such as Application form, Application Correlation Matrix, etc will be located on the OSSA Website.

13. APPENDIX A - DEFINITIONS

- 1) **"Accreditation"** or **"Accredited"** means authorization, in writing, from the OSSA that a Training Provider's In-Classroom Training Program meets the minimum requirements of a particular Safety Training Standard and the administrative processes to ensure consistent quality delivery. Accreditation may be withdrawn by the OSSA and at any time;
- 2) **"Accreditation Guidelines"** means the guidelines to obtain Accreditation status for a Training Standard, as established, amended and published, from time to time, by the OSSA;
- 3) **"Licensed Provider"** means an organization has been authorized by OSSA to deliver either their Accredited Training Program(s) in the capacity of a Training Provider or an OSSA Program in the capacity of a Service Provider.
- 4) **"Accreditation Team"** means a group of individuals established by the OSSA, from time to time, to review and evaluate a training program of any Training Provider;
- 5) **"Administrative Audit"** means a program audit process as set out under the OSSA document entitled "Program Review/Administrative Audit Process" RA2005-01.
- 6) **Administration Processes / Policies** – are those policies and processes developed and implemented by the Training Provider to assure OSSA of consistent classroom management, content delivery with each Instructor, and which are required for licensure of the Training Provider. (Examples of administrative policies and processes expected are: the management of late participants, managing ESL or any communication issues in the classroom, managing written communication concerns, managing classroom and equipment safety, inspection of equipment prior to participant usage, etc.)
- 7) **"Board of Directors"** mean the Board of Directors of OSSA, consisting of representatives of the Owners of the OSSA that provide, in writing, endorsement status and approval for any revisions or exceptions to a Safety Training Standard and/or a Regional Code of Practice.
- 8) **"Instructors"** means individuals that are employees of the Training Provider and are providing training of their Accredited Training Program;
- 9) **"Legislation"** means all municipal and local laws, statutes, ordinances, by-laws and regulations, orders, directives and decisions rendered by any ministry, department or administrative or regulatory agency relating in any way to the health and safety of workers in the Province of Alberta;
- 10) **"License"** means authority to use the OSSA trademarks and deliver Accredited training programs.
- 11) **"Members"** means the member or subscriber Organizations of the OSSA and includes their respective employees, officers, directors, shareholders, ownership groups and successors and

assigns, including, without limitation, Shell Albian Sands Energy Inc., Canadian Natural Resources Ltd., Suncor Energy Inc., and Syncrude Canada Ltd.;

- 12) **"OH&S Act Regulation, and Code"** means the *Occupational Health and Safety Act* of the Province of Alberta (RSA 2000, Chap. O-2, as amended) and includes all of the regulations and amendments thereto passed under the OH&S Act from time to time;
- 13) **"Organization(s)"** means and includes any individual, corporation, partnership, firm joint venture, syndicate, association, government, governmental agency or board or commission or authority, and other forms of entity or organization;
- 14) **"OSSA"** means the Oil Sands Safety Association (OSSA);
- 15) **"OSSA Members and Employees"** has the meaning set out in Section 1.1 hereof;
- 16) **"Program Review"** means the program review process as set out under the OSSA document entitled "Program Review/Administrative Audit Process";
- 17) **"Program Review and/or Administrative Audit Report"** means the report produced as a part of either the Program Review or Administrative Audit process;
- 18) **"Provider(s)" or "Training Providers"** means those Organizations that are seeking Licensing status, in writing, from the OSSA to deliver Accredited Programs;
- 19) **"Regional Code of Practice (RCOP)"** means a Code of Practice, endorsed by the OSSA, governing the practices, procedures and safety training standards, to be followed at each of the OSSA Owner respective sites. These codes can be amended by the OSSA from time to time;
Note: At any time should Legislation requirements change they shall take precedent over the Regional Code.
- 20) **"Safety Training Standard" or "Training Standard"** means the training standards approved, from time to time, by the Steering Committee of the OSSA and published as a training standard of the OSSA. Each training standard is subject to review and amendment by the OSSA from time to time;
- 21) **"Standard"** means the minimum acceptable content requirements for an end user that is set out in an OSSA Safety Training Standard, as amended by the OSSA from time to time;
- 22) **"Steering Committee"** means the committee appointed by the OSSA to provide, in writing, Accreditation status to an Organization;
- 23) **"Training Program"** means a safety training program submitted to the OSSA for Accreditation status in relation to a particular Training Standard that will be taught in a classroom setting by an Instructor.