

# Authorized Training Provider Handbook

VERSION 21.1







## SAFETY DOESN'T CLOCK IN AND IT DOESN'T PUNCH OUT. IT'S 24/7.

The creation of the Petroleum Industry Training Service in 1949 signaled a new day for safety in the industry. Today —recognizing that training is just one path to safety—Energy Safety Canada is advancing the work of its legacy organizations to act as a hub for safety expertise. We are continually evolving with a constant goal: zero injuries, zero incidents.

As the national voice for oil and gas safety, Energy Safety Canada advocates for those working in the industry and supports companies in their efforts to improve safe work performance.

### AT ENERGY SAFETY CANADA, WE:

- » Lead industry collaboration to develop common safety standards, making it easier for workers to move from site to site.
- » Ensure workers have the training they need to get home safe at the end of each day.
- » Help employers by providing leading-edge data and customized support for their health and safety programs.
- » Reinvest training revenues, as a not-for-profit organization, back into safety for the oil and gas industry.

### FOR WORKERS, WE:

- » Make it easier to get safety training
- » Reduce duplication of safety training
- » Make safety standards more alike from site to site
- » Make training certifications easy to access

### FOR COMPANIES, WE HELP:

- » Reduce injuries and incidents
- » Improve safe work performance faster
- » Improve access to safety data analysis
- » Save time, money and increase efficiency through shared solutions and common safety standards

### WE'RE LOCATED WHERE YOU NEED US:

#### Our Network of Authorized Training Providers (ATPs):



Energy Safety Canada works with hundreds of partners across the country to deliver safety training and services. From BC to the Atlantic provinces, you'll find ATPs close to where you work and live.

#### Energy Safety Canada has locations in:

##### Calgary

T 403 516 8000  
F 403 516 8166  
150 - 2 Smed Lane SE  
Calgary, AB T2C 4T5

##### Nisku

T 780 955 7770  
F 780 955 2454  
1803 11 Street  
Nisku, AB T9E 1A8

##### Fort McMurray

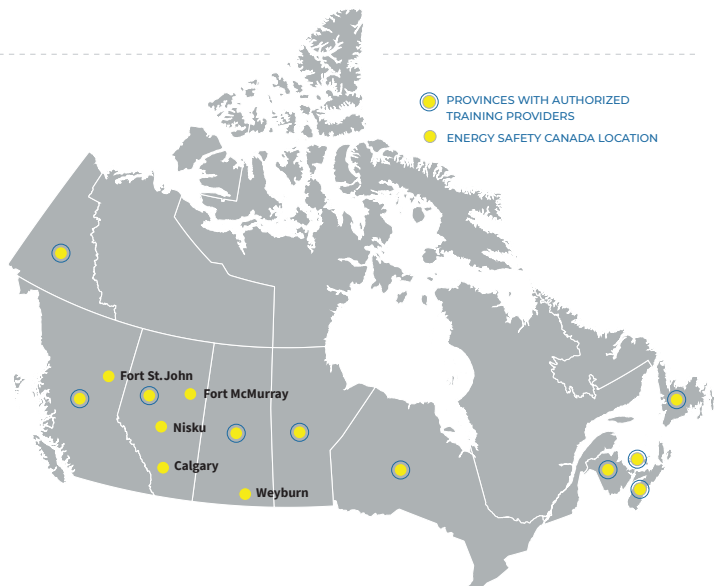
T 780 791 4944  
F 780 715 3945  
Box 13 - 8115 Franklin Avenue  
Fort McMurray, AB T9H 2H7

##### Fort St. John

T 250 794 0100  
F 250 785 6013  
2060 - 9600 93 Avenue  
Fort St. John, BC V1J 5Z2

##### Weyburn

T 306 824 9822  
F 306 337 9610  
208 - 117 3 Street  
Weyburn, SK S4H 0W3





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## 1.0 Introduction

Energy Safety Canada's (ESC) mission is to drive safe work performance through: developing and supporting common safety standards; ensuring effective learning; sharing safety data analysis and research; supporting workers and employers; and advocating for the health and safety of those working in the industry and impacted by industry activity.

As an ESC Authorized Training Provider (ATP), your role in delivering the approved training material is crucial to the overall goal of providing safety training that prepares people for work in the upstream oil and gas industry. In choosing to become an ATP you are entering into a partnership with ESC to provide a critical service to industry.

Program content is developed in collaboration with industry and approval of course-specific content involves industry certification committees. ESC produces a complete program, including Instructor's Guide, Participant Manual, PowerPoint presentation and examinations. These elements are designed to provide a balanced presentation that addresses all adult learning styles. It is essential that ATPs follow the program standards and delivery guidelines to ensure the consistent delivery of the material, as well as ensuring all students receive the industry approved content. This includes delivering ESC courses in suitable locations, with the proper equipment, in an appropriate manner, using Certified Instructors (Instructors) in compliance with the Energy Safety Canada Instructor Code of Ethics.

### 1.1 Purpose of the Handbook

The Energy Safety Canada Authorized Training Provider Handbook is a guide for suppliers of ESC courses. As an ATP, you are a key element in our effort to offer quality safety courses, hosted at quality facilities, delivered by trained Instructors. You have a direct impact on workers in the upstream oil and gas industry. This ATP Handbook will help you be efficient in organizing course delivery and will help clarify your relationship with Instructors and ESC.

The Energy Safety Canada Authorized Training Provider Handbook is:

- a statement of corporate policies to be followed by all ATPs,
- a clear reference guide to standards of practice and established procedures required of ATPs,
- a source document for the terms of the Authorized Training Provider Agreement,
- an explanation guide of the roles and responsibilities of ESC ATPs.

This Handbook goes through the steps you need to take to prepare for and successfully host any ESC course.

## 1.2 Authorized Training Provider Agreement

Providers of safety training are authorized by ESC through the signing of a mutually binding triennial **Agreement**. It is important that every potential ATP consider carefully the contents of the Agreement to ensure the business relationship is right for them. Services offered by ESC are conducted within the boundaries of the Agreement, including any disciplinary action undertaken in the event an ATP has broken the Agreement.

A signed Agreement allows an ATP to perform the following tasks:

1. Take student enrolment in an ESC course
2. Order course material from ESC
3. Submit course documents to ESC
4. Advertise the offering of ESC courses to the public

If an organization has not signed an Agreement with ESC, they may not perform any of these tasks. An unauthorized training provider may be used by an ATP as a training location, but it remains solely the responsibility of the ATP to perform these tasks.

## 1.3 Bulletins

Any course corrections or changes in policy initiated by ESC will be communicated to Instructors and ATPs by an official numbered Bulletin. It is the responsibility of ATPs to ensure their contact information is current so they receive these important Bulletins. ATPs are obligated to read each Bulletin carefully and contact ESC if they have any questions or need clarification. Failure to read and understand requirements expressed in a Bulletin or choosing to unsubscribe from future Bulletins does not absolve ATPs of their duty to abide by the communicated content.

Information in a Bulletin is considered the most current standard to follow when offering ESC courses. It is our primary method of informing ATPs of changes in course materials, administrative procedures, delivery standards or equipment/facility requirements. These changes will ultimately be included in updated versions of ESC source documents, such as this ATP Handbook. Past Bulletins are listed by date and title on the ESC website.

## 2.0 Authorized Training Provider Status

ATPs are integral to the delivery of ESC courses. By supporting regional ATPs of safety training, ESC seeks to fulfil its mandate to ensure that the training required for work in the upstream oil and gas industry is readily accessible to workers.

### 2.1 Energy Safety Canada's Role

ESC is a charitable, not-for-profit organization focused on developing safety courses that are applicable to Canada's energy industries. We act as the certifying body for courses that align with our standard of delivery. The needs of industry, as communicated by our governing industry committees, determine which courses we offer to the public. The adoption of a course as a standard requirement is determined by industry, not ESC.

The guiding principle underlying all our standards and policies is to put student needs above all else. ATPs help us ensure those needs are met. ESC's responsibilities extend to three primary constituents of safety training: Students, Instructors and ATPs.

To Students:

- Ensure ESC courses adequately satisfy industry needs
- Address gaps in safety knowledge or education
- Update course materials with content relevant to energy industries
- Make courses available and accessible to workers across Canada
- Develop course delivery strategies designed to accommodate student needs and learning styles

To Certified Instructors:

- Keep Instructors informed of changes or updates to course material
- Support Instructors in delivering a quality educational product
- Offer frequent and accessible professional development opportunities
- Provide clear, written direction of expectations relating to course delivery standards and ethical obligations

To Authorized Training Providers:

- Provide quality education products based on the requirements set out by ESC's governing association councils and industry stakeholders
- Create an efficient product ordering and delivery system
- Certifying courses submitted by ATPs in a timely manner
- Give clear, written direction on expectations relating to course delivery, course document submissions, and facility/equipment requirements
- Provide reliable support by means of seminars, webinars, and direct lines to customer service agents

## 2.2 Authorized Training Provider Application and Renewal

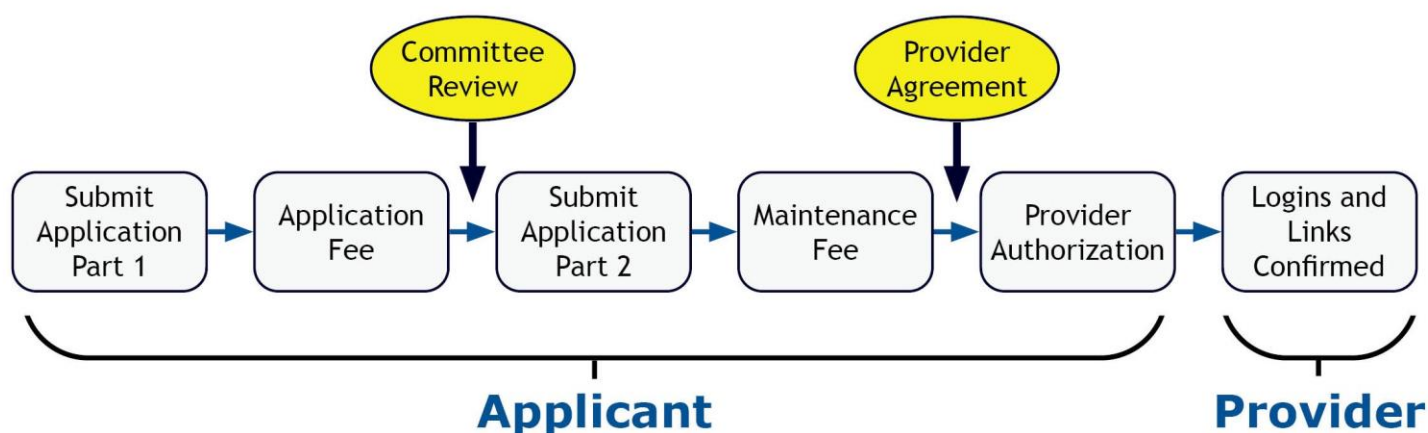
Applications to become an ATP are open to companies involved in safety training that are located in regions where there is a demonstrated need for training.

Interested companies are strongly advised to ensure that the submitted application is complete and includes the application fee. ESC's Training department managers will review an application once payment has been made.

There are four primary declarations an organization will make when completing an application:

1. Assigning staff to fulfil required ESC roles
2. Indicating where the organization intends to conduct classroom training
3. Choosing which ESC courses the organization believes to have the capacity for and required capability to offer
4. Determining the availability of Instructors that are currently certified to teach the chosen ESC courses

The ability of an Applicant to adequately meet these requirements will be taken into account when an application is reviewed, as will the quality of their current and historical interaction with ESC staff and diligence regarding document submission.



### 2.2.1 Declaring Roles

Part of the application process includes assigning responsibilities to individuals within an organization such as document submitters, purchasing representatives and signing authorities. Each ATP must formally declare who on their staff will fulfil the required roles, and it is imperative that they maintain and update these roles diligently to avoid the misuse of delegated authority with ESC. It is important to note that one individual can be, and often is, assigned multiple roles.

#### (1) Owner

The Owner is the individual who has full control over company-wide decision-making, and thus accepts ultimate responsibility for the actions undertaken by ATP employees and contractors. Owners may hold many different titles within an organization but are labelled an Owner for the purpose of the ATP application.

Owners will only be contacted by ESC if there is an immediate threat to the business relationship held by the ATP.

#### (2) Signing Authority

ATP applicants need to declare an individual as the Signing Authority for their organization. This individual will be able to manage the relationship an ATP has with ESC by:

- Adding and Removing Authorized Training Provider Representatives (Provider Reps)
- Submitting requests for training locations to be recognized as permanent by ESC
- Sign off on material transfers to other ATPs
- Sign off on any contract changes made by ESC

The designated Owner is the only individual who can declare a new Signing Authority.

#### (3) Authorized Training Provider Representatives

Provider Reps are responsible for certain duties related to the business relationship with ESC. These include:

- Placing orders for course material
- Picking up course materials at ESC office front counters
- Submitting course documents online to be certified
- Exchanging old course material for updated course material
  - Note: This is not a refund. ESC will announce through bulletins when a course has entered a limited time period for ATPs to exchange old course material for the newest version available at no cost.

If a staff member who has been assigned this role leaves the company for any reason, it is the responsibility of the Signing Authority to inform ESC so that their authorization can be removed. If a staff member has not been properly declared, ESC administrators will not permit them to perform interactive tasks. Owners and Signing Authorities must formally declare themselves to be Provider Reps in order to engage in activities assigned to this role. The formal documents to complete these requests can be found within the Instructor and Provider Portal (Provider Portal).

#### **(4) Primary Contact Person**

ESC will periodically need to reach out to ATPs to discuss various matters connected to the business relationship. ESC Training department staff will consider the declared Primary Contact Person as the preferred point of contact with the ATP. If ESC needs to discuss training new Instructors, arranging evaluations, training administrators on document submission updates, offering seminars or discussing quality assurance investigations, they will contact the ATP staff member formally declared as the Primary Contact Person. ESC expects that the contact will ensure news and updates are conveyed within the ATP staff to those who need it. The ATP can declare an individual who does not hold one of the above roles to handle contact with ESC.

Your primary contact person may also be contacted for disciplinary correspondence in the event the infraction is considered minor or the Owner cannot be reached. They may also be asked to assist with any investigations ESC is conducting.

### **2.2.2 Declaring Training Locations**

ATPs must declare all physical classroom locations where they intend to deliver ESC courses. Every training location registered to ESC must meet both generic and course-specific equipment and facility requirements.

As defined by ESC, locations are either Permanent or Temporary. Permanent locations are subject to an approval process, whether declared on the original application or requested later. The approval of a Permanent location may require a Facility Review, or the submission of a photo array indicating fulfilment of requirements.

Temporary locations are facilities that need to be registered to ESC before training is conducted. A Temporary location must be declared by submitting a completed Temporary Location Notification Form to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) at least 48 hours prior to the course commencement. This notification does not require a response from ESC authorizing the use of the location; it is simply registering the location in case a quality assurance investigation is required.

ATPs can request that a frequently used Temporary location be declared Permanent and therefore be subjected to the review process. Temporary locations are typically not listed on the ATP application.

Permanent or Temporary does not indicate whether an ATP owns the property or facility. These terms are used by ESC to better understand the kind of business model our ATPs are using and where training is being conducted across the country. Regardless of the model used, ATPs are responsible for ensuring that a location meets course requirements. These requirements will be explained further in the ATP Facility section of the Handbook.

### 2.2.3 Declaring Courses to Teach

When determining which courses they would be permitted to offer, ATPs need to ensure that they have a facility that suits the course requirements and have an ESC Instructor available to instruct the course.

It is possible for an ATP to offer every licensed course that ESC certifies, but prospective companies need to keep in mind that each course has unique delivery requirements. Being approved to teach one course does not mean approval has been given for all courses. Depending on the declared training locations, demonstrated availability of equipment and the specific courses that an ATP applicant chooses to offer, approval may be contingent on a Facility Inspection.

Equipment requirement lists for each licensed course can be found within the Provider Portal.

Courses that an ATP is approved for will be displayed to the general public. If you no longer wish to offer a certain course, your Signing Authority must notify [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) in writing of the change. The display of the course will be removed from the website but your approval to offer that course will remain on record in the event you choose to offer it again.

#### (1) Adding Courses in the Future

Business needs or new opportunities may lead to an ATP requesting to increase their course offerings beyond what was originally declared on the ATP Application. ESC has made available the Additional Course Request form within the Provider Portal.

This form is designed to be used for both long-standing courses as well as new releases by ESC. It is an addition to the original courses approved when the ATP first applied, and any additional courses that the ATP is approved to offer will become linked to the ATP Agreement.

Similar requirements as the original ATP Application are required which include, at minimum, pictures of any required course equipment and the classrooms that

the course is intended to be offered in. Like the initial application, approval may be contingent on a site visit by an ESC representative on a case-by-case basis.

### **2.2.4 Maintenance Fee**

ATPs will be required to pay an annual maintenance fee. This fee subsidizes the maintenance cost associated with supporting ATP course delivery, oversight and certification. ESC is responsible for all course management, instructional material updates and data collection. ESC agents will be educating ATPs on changes to processes and products on a regular basis. ESC will engage ATPs by means of seminars, webinars, Bulletins, Facility Reviews and conducting quality assurance investigations. The fee will be paid at the end of each calendar year as part of the annual on-line ATP renewal process.

### **2.2.5 Update Profile**

It is important that ATPs regularly update their facility and staff roles with ESC. Doing so will ensure that we reach out to the appropriately authorized individuals when discussing business matters, and that your staff is able to fulfil tasks that require declared roles. It is critical that ESC and ATPs maintain a clear line of communication to ensure that an ATP is conducting training within acceptable standards.

Remember, the roles you assign to your staff members, such as ordering material using company accounts or signing authority for contracts, will remain in effect unless ESC is properly notified of changes.

### **2.2.6 Financial Account in Good Standing**

Having a healthy business relationship with ESC includes keeping financial accounts in good order. ATPs are encouraged to work with ESC's Accounting department if any prior financial arrangements need to be updated, changed, or may not be met.

ESC is willing work with ATPs to find solutions in the event that account costs are unable to be paid on previously agreed to schedules.

Delinquent accounts may prevent the purchase of instructional materials and failure to meet payment schedules may be considered a breach of the ATP Agreement.

## **2.3 Certified Instructors**

Once a safety training provider is authorized to offer courses by ESC, they must obtain the services of an ESC Instructor. An ESC course may only be instructed, graded and certified by an Instructor trained, evaluated and accredited by ESC. An ATP is required to:

- Communicate policies and procedures to Instructors
- Provide appropriate locations and equipment for each course
- Support their Instructors in abiding by the ESC Certified Instructor Code of Ethics
- Report any violations of standards by Instructors in their employ directly to ESC.
- Provide a Site-Specific Orientation for the Instructor for each training location
- Support Instructors through policy and procedures to manage difficult or unprofessional student behaviour

### 2.3.1 How to Know if an Instructor is Certified

To successfully run an ESC course, ATPs need an Instructor to teach the course. ESC maintains a current up to date list of all Instructors who instruct ESC courses.

All ATP declared Provider Reps have access to an Instructor list within the Provider Portal located on ESC's website. However, if ever you are unsure of an instructor's current status or are contracting an instructor who you have not employed before, you may contact [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) to confirm they are certified.

An instructor is considered 'Certified' by ESC if and only if:

- they have successfully completed ESC's Instructional Skills Development program,
- they have been formally Evaluated within a three-year interval,
- they are currently in good standing with ESC, meaning:
  - they are not currently under disciplinary suspension,
  - they are not suspended pending investigation,
  - they are not suspended pending remedial training,
  - they are not on a medical leave pending a fitness assessment
- they have paid their yearly maintenance fee,
- they have taught at least the minimum courses required for the year,
- they are currently fit for duty, i.e. able to meet student learning needs, demonstrate in-class skills and assist with practical components of a course normally or under conditions of accommodation authorized by ESC.

### 2.3.2 Instructor Fees

Instructors are required to pay an annual maintenance fee to maintain their certification. Although this fee can be sponsored by an ATP, it is the sole responsibility of the Instructor to ensure fees are paid within the required timelines to avoid de-certification.

### 2.3.3 Instructor Applications

ESC will accept Instructor Applications under either of two conditions:

1. ESC identifies a market need for Instructors of a specific course, opening the application process for that course to the public.
2. An ATP sponsors an Instructor Applicant (Applicant) by submitting an Authorized Training Provider Instructor Referral Form along with their Instructor Application.

If an ATP determines that there is a business need based on capacity to deliver training in an area or the need to cross train a current Instructor to offer another ESC course, they may choose to sponsor an Applicant. The Instructor applications are available within the Provider Portal on the ESC website. They are not available to the general public.

To sponsor an Applicant, an ATP representative must provide them with the appropriate Instructor Application form and complete the Authorized Training Provider Instructor Referral Form. Both documents should be submitted to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com). The referral form provides ESC with contact information for the Applicant, an account of the need for a new Instructor and a brief description of their relevant experience. The ATP may submit both documents separately or together. Instructor Applications will not be reviewed without a referral form.

The sponsored Applicant does not need to be a staff member of the ATP. A contractor who is certified as a result of an ATP sponsorship will be available to instruct for any ATP.

ESC will review the experience an Applicant has with the content and teaching adult learners. We will also contact at least 2 professional references. The application fee and all subsequent instructor training costs may be paid by the Applicant or the ATP. The division of this cost can be negotiated between the ATP and the Applicant. However, the payment made to ESC must be made in full. Application fees are non-refundable.

### 2.3.4 Instructor Candidate

If an application to become an ESC Instructor has been approved, then the Applicant is signified as an Instructor Candidate (Candidate). A Candidate must then complete the entire training program before they are certified to teach an ESC course. The Candidate has many steps to become an Instructor. If the Candidate is unsuccessful in any one of the steps, this may prevent the Candidate from becoming an Instructor.

## **(1) Comprehensive Examination and Skills Assessment**

Some ESC courses require the Candidate to write a Comprehensive Exam to ensure that they possess the requisite knowledge to teach the course effectively. Courses with substantial practical components also require a Skills Assessment prior to training to teach these elements to a class. It is recommended that the Candidate pass these assessments prior to enrolling in Instructional Skills Development (ISD).

## **(2) Instructional Skills Development (ISD)**

ISD is a 4-day course, which covers the delivery style that ESC courses are based on. This delivery method is called ROPES which stands for Review, Overview, Present, Exercise, and Summary.

It is not required to have an approved application to enrol in ISD as some trainers enrol in the course for professional development. However, it is necessary to complete ISD in order to complete subsequent training elements required for instructor certification. This means that ISD can be taken before submitting an application to become an Instructor for ESC courses. But passing the ISD course will not guarantee that an Applicant will be successful.

## **(3) Energy Safety Canada Instructor Orientation (EIO)**

All participants in ISD receive an Energy Safety Canada Instructor Orientation (EIO). EIO may also be scheduled as a stand-alone offering at other times outside of scheduled ISD sessions. EIO teaches Candidates about ethical, professional and instructional standards which must be abided when instructing an ESC course. Candidates learn the tenets of the Instructor Code of Ethics and are encouraged to ask questions for understanding to avoid future infractions that could lead to disciplinary action as set out in the Performance Management guidelines. Candidates must sign the Code of Ethics prior to instructing any part of an ESC course, even in a mentored Co-teach.

The Instructor Code of Ethics is made available to ATPs within the Provider Portal. We recommend that all ATPs review this document with their employed Instructors in order to ensure that their business decisions do not conflict with requirements of the Instructor Code of Ethics. All staff of an ATP have a duty to report any violations of the Code by an Instructor directly to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com). All reports are confidential.

## **(4) Course-Specific Delivery Tutorial**

Once a Candidate understands the delivery model and course standards, they may be required to take a tutorial on how to properly deliver the course they have applied to teach. This will show the Candidate how to apply ROPES and delivery standards to the specific course content, as well as explain how each of the practical exercises and learning activities are to be facilitated.

## **(5) Co-Teaches and Evaluations**

Once a Candidate has successfully completed ISD, EIO, and a course tutorial, they will complete, at minimum, one mentored Co-teach and an Accreditation Evaluation with a Certified Evaluating Instructor.

ESC's training department will review the report submitted by the Evaluator and either certify the Candidate or recommend additional training.

It is important to note that Candidates may take part in as many Co-Teaches as they feel is needed, at their expense, before scheduling an Evaluation. However, only Co-teaches that have been formally arranged by ESC will count towards instructor certification. If an ATP is willing, they may task any Instructor in their employ to do an informal Co-teach with the Candidate they are sponsoring. However, the Instructor must be present for the entire course content taught by the Candidate, mark all student exams, sign all course documents and certificates, and must indicate that a Co-teach occurred on the Attendance & Completion Report in the Instructor Notes.

A Candidate is usually required to perform one formally arranged Co-teach with an approved Evaluator. At the Program Manager's discretion, the Candidate may have to perform two or more Co-teaches. When an Instructor is cross training in an additional ESC course, they are only required to perform a single Co-teach.

## **(6) Scheduling Co-Teaches and Evaluations**

The primary responsibility of initiating Co-Teaches and Evaluations lies with the Candidate or Instructor. However, ESC recognizes that ATPs may prefer to play an active part in scheduling, particularly with the release of a new course or the training of a new Instructor. The following guidelines apply to accreditation, maintenance, and remedial Co-Teaches and Evaluations.

All scheduling of Co-Teaches and Evaluators must be done by the ESC Evaluations department. This ensures that our reporting will keep a Candidate or Instructor up to date in their training or maintenance, prepares ESC staff for the intake of documents for review, and prevents any double-booking of Evaluators with other ATPs and Instructors. ESC will not schedule Evaluations for a new course prior to the official release date.

ATPs that want to schedule Co-Teaches and Evaluations for their Instructors should reach out to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) with proposed dates that the applicable course will be running on and the name of the Instructor to be evaluated. ESC Evaluations will perform the work of finding an available Evaluator and send a scheduling confirmation to the ATP contact, Instructor, and Evaluator.

An official Evaluation requires that there be at least three students enrolled in the course. It is important that the Instructor has the opportunity to show a range of

skills in front of a class which may not be evident with small enrolment numbers. If the ATP is unable to meet the three-student minimum, they should contact the Evaluations department for further consultation.

Cancellation of an Evaluation by an ATP should be done no less than 24 hours prior to the class start time. A scheduled Evaluation may be cancelled by ESC if a Candidate fails to successfully complete a prior step on the instructor training process.

### 2.3.5 Instructor Training and Professional Development

From time to time ESC will offer seminars for Instructors that are designed to build on their skills for course delivery. These seminars include facilitation of practical components of courses, accommodating special student needs, new industry and educational developments relevant to course content, and observing trained Evaluators teaching the course as designed. We strongly encourage ATPs to send their staff Instructors for these seminars.

ATP representatives may also request that their staff Instructors be formally evaluated. The evaluation can be used as a collaborative learning opportunity with the Evaluator.

ESC will use Instructor evaluations data and student feedback to determine areas of need for continuous improvement. We encourage ATPs to contact [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) if they determine that the Instructors in their employ require professional development.

### 2.3.6 Communicating Policies to Instructors

Part of an Instructor's success is dependent on the ATP clearly communicating contractual expectations. It is important that ATPs communicate their internal company policies to Instructors in addition to any policies required by ESC. It is important for ATPs to discuss with their Instructors their expectations regarding course-completion document responsibilities, site-specific safety orientations, late policy, phone policy, student conduct, and any other guidelines in which the ATP is more restrictive than the minimum threshold set out by ESC.

### 2.3.7 Certified Instructor Code of Ethics

ATPs are responsible to ensure that their Instructors abide by the tenets of the Code of Ethics. It is expected that each ATP has their own internal policies for dealing with behaviours that could negatively affect student learning. These include their Instructor's punctuality, comportment, respectfulness, and fitness to instruct. While the ATP may handle the misconduct of an Instructor in accordance with their internal policies, any behaviour determined to be in violation of ESC standards or the Code of Ethics must be reported directly to ESC.

## 2.4 Relationship to Students

The relationships that Instructors, ATPs, and ESC have with each other are designed with students in mind. An Instructor's personal conduct plays a large part in engaging students in learning. Professional behaviour, personal hygiene, and attire, instructional style, and enthusiasm for course content all play a part in engaging students in learning.

### 2.4.1 Student Conduct

At times you may need to address student behaviour in the classroom. This could include disruptions, long absences, or signs of learning disabilities. No matter the situation a student must be spoken to and dealt with respectfully. Instructors do have the authority to remove a student from the room if their actions disrupt the learning of others.

It is expected that a student is given clear warning that such behaviour must cease, or they will be asked to leave the course. If after the warning is issued and the behaviour continues, the Instructor must ask the student to leave the class and report to an ATP representative. Any such altercation should be documented in the Instructor Notes on the Attendance and Completion Report.

If a student's behaviour escalates to the point where the Instructor assesses a risk to the health and safety of themselves, their students, the ATP staff, or the general public, they are advised to contact the authorities for assistance. Once the situation has been de-escalated and resolved, the Instructor should report the incident both to their ATP and to ESC.

## 3.0 Course Delivery Standards

Instructors must deliver ESC courses in the manner they were designed, including all course content and required activities and practical exercises. All courses are to be delivered using the ROPES lesson delivery model, teaching all content included in the Participant Manual.

Certain requirements must be met by ATPs so that Instructors can successfully comply with the course delivery standards.

### 3.1 Advertising of Courses

ATPs are permitted to advertise licensed ESC courses in a way that suits their business model, provided copyrights are not infringed.

Only ATPs are approved to advertise licensed courses; subsidiaries used as Temporary locations are not authorized to advertise. An ATP may only advertise the ESC courses that they have been granted authorization to offer.

By restricting the permission to advertise ESC courses, we hope to curtail fraudulent operations claiming to offer valid versions of ESC courses. These operations compromise teaching opportunities of current ATPs and put Instructors and energy industry workers at risk.

If an ATP suspects that an unauthorized organization is advertising an ESC course, contact [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) immediately.

#### 3.1.1 Brand Ambassador Kit

A Brand Ambassador Kit is available in the Provider Portal. The kit includes logos, posters and a seal that can be used to promote your status as an ATP and market your business and courses.

A guide is included with the kit that provides direction on how ESC branding may be used. Updates are made to the kit regularly with additions such as templates for digital ads, social media templates, and website banners.

#### (1) Outdated Media

Accurate representation of ESC courses is key to ensuring employers' confidence that workers are enrolled in courses required for their work sites.

To maintain authorization to offer ESC courses, ATPs must ensure that their websites, social media accounts, physical signage, and other forms of advertisement must contain up to date branding. This includes the removal of references to Enform, OSSA, PITS, or any other organization associated

with ESC's history. Using one of ESC's legacy brands without expressed authorization is considered a violation of the ATP agreement.

## 3.2 Registering Training Locations

Licensed courses have historically been taught at numerous different authorized locations. These include dedicated classrooms, hotel conference rooms, fire halls, community centres and First Nations' band offices.

Locations are approved based on whether a proposed space is conducive to student learning. Each course has specific requirements ranging from a basic classroom space to a fully equipped space with technical equipment. All classrooms where PowerPoint presentations are delivered will have a screen and projector or large flat screen television.

When a location is approved as Permanent with ESC it means that certain courses have been approved to run there without needing any further pre-registration. Temporary locations have not been vetted by ESC and must be registered each time they are used, a minimum of 48 hours prior to training taking place.

## 3.3 Night Courses and Multi-Day Courses

All of ESC's courses have been designed to be offered during regular work hours and set to a certain number of days for course delivery. Courses that include multiple days of instruction (e.g. two-day Fall Protection for Rig Work) are completed over the span of those days without being broken up in-between. A course is considered running at night if the start time is 4:00 PM or later.

However, some flexibility exists for clients that may request altering this standard of delivery. ESC has made available forms to request permission to teach a course at night or to split a single day of course into two or more sessions. Night Course and Multi-Day Course approval forms are located within the Provider Portal. The form must include client contact information so that ESC representatives can conduct a thorough review.

The following requests will generally be rejected as they are not considered satisfactory reasons for running a course at night:

- Enrolling workers in a night course or a multi-day course immediately following a work shift. This includes a situation where the worker spends the time immediately after the work shift travelling for multiple hours to the training location
- Enrolling workers in a night course or a multi-day course immediately following a different full-day training course. This includes a situation where the worker spends the time immediately travelling for multiple hours from the first course to the new training location
- Requesting a multi-day course be scheduled over two or more days that are

- not consecutive
- A client request for multi-day or night courses with the goal of skirting any form of legislation or bylaws
- Requests that require an Instructor to teach a full night course after teaching a full-day course earlier in the same day.

ATPs cannot, under any circumstance, alter course delivery without the approval of ESC. It is important that if an ATP is going to make a request to alter course delivery that it be done with enough advance notice that a decision can be communicated to the ATP. Altering course delivery without approval can put ATP status, course certification and Instructor certification at risk.

### 3.4 Third Party Training Organizations

ATPs can offer courses at Third Party Training facilities. These facilities would be registered as a Temporary location. ATPs must remember that Third Parties may not:

- Take student enrolment or registration
- Advertise the course to the public
- Order course material, or store them on location
- Submit course documentation to ESC for certification
- Sponsor instructors for certification

The above are the responsibility of the ATP. Furthermore, the ATP is responsible for the course standards being maintained at a Third Party Training facility.

Third Party training providers may choose to apply to be an ATP at any time by downloading and completing the application package from the ESC website and paying the application fee. However, a Third Party Trainer may not circumvent the responsibilities all ATPs are held to by simply using training materials purchased by an ATP.

### 3.5 Request for Accommodation

ATPs may ask ESC to permit adjustments to course delivery guidelines to meet special needs of clients or students. This is called a request for accommodation.

These requests should be made well in advance of the starting date of a course. Once received, the Program Manager of a course will review the request, including the reasoning, and make a final determination. The ATP must abide the decision, but appeal with new information if there is sufficient time to consider the evidence prior to the course date.

Requests for Accommodation are intended to be slight deviations for course delivery. They can stem from situations affecting the ATP, Instructor, or student. Requests may include:

- Enrolling a student into H<sub>2</sub>S Alive® who is under 16 years of age
- Distributing a handout to the students which does not distract from course content, but strengthens it
- Teaching a practical component of a course in a different room or area because the lecture room does not have adequate space
- An Instructor is unable to demonstrate the practical component of a course due to an injury
- Modifications to course requirements for a student in a wheelchair

A Request for Accommodation is not a tool for changing course content or omitting practical exercises, videos, group activities, or exams. The primary considerations are whether the change is in the interest of the student, whether the addition is consistent with course content, and whether it is feasible within regular class time. An approved request may be granted under conditions such as modified rules and an explicit date range that the accommodation has been granted for.

You can submit a request to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) and highlight in the subject line 'Request for Accommodation.' Enacting the accommodation requires the written approval from a Program Manager; if no response is received, then no permission is granted.

### 3.6 Translators for EAL Students

ESC allows ATPs to accommodate English as an Additional Language students (also referred to as EAL) who request a translator be with them in the classroom. This includes sign-language. There are certain rules that need to be followed in this situation.

The learning of other students in the class cannot be unduly compromised by an in-class translator. If the translator is too disruptive to allow other students to comfortably hear and respond to the Instructor, then a granted permission must be revoked. ATPs must be assured that the translator will be discreet. It may be best to seat the EAL student and translator at the rear of the room so that they can still hear the Instructor but are offset from the other students. If a translator is permitted, it must be indicated in the Instructor notes of the Attendance & Completion Report (A&C Report).

The translator may help the student with the exam, but only under controlled conditions. This should be treated like a verbal exam, performed after other students have been marked and left the room. If at any point the Instructor determines that the translator is indicating the answers to the student, they must issue a warning to student and translator. If the suspect behaviour persists, the exam must be stopped, and the student may not be issued a certificate.

Students may also be permitted to use digital translators, though the same rules apply.

### 3.6.1 Full Class Interpreter

In cases where the entire class needs an interpreter, a Request for Accommodation must be obtained prior to the course. If permitted, the conditions required for the accommodation will be included in the written approval. ATPs should expect that a full class interpreter will add substantial running time to the course.

## 3.7 The Instructor and Provider Portal

ATP staff who have been declared as Provider Reps can access the Authorized Training Provider Resources after logging in to the ESC website. Each Provider Rep will have a unique login to access the Provider Portal. New Provider Reps will have their login information created by ESC or have their existing login information confirmed once a completed Authorized Training Provider Representative form is submitted to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com). In the event you have forgotten your login information, email Evaluations.

### 3.7.1 Delivery Standard Documents

The Provider Portal houses this Handbook as well as other documents an ATP will need to review from time to time, such as Instructor Code of Ethics, equipment requirements, and Bulletins. The most up-to-date versions of these documents will be housed here whenever a communication of change or an update is released.

### 3.7.2 Course Documents

Course kits containing student examinations and participant manuals generally house other documents required for submitting course data to ESC. Some of these documents can be found in the Provider Portal and printed off without limit, such as the A&C Report and the Confirmation of Attendance.

It is an ATP's responsibility to ensure they are using the most up-to-date course material. Out-dated documents or exams may be rejected at the discretion of the ESC Training department.

ATPs can ensure students are properly certified by using current course material. If there is any question regarding correct versions or course materials or documents, contact ESC for clarification.

### 3.7.3 Tutorials and Guides

The Provider Portal contains various guides that may answer questions about course delivery or how certain documents are to be properly employed.

Tutorials for tasks such as Online Course Submission can be found on the Provider Portal. ATPs are responsible for ensuring that their assigned staff members are

given access to training materials that could affect their declared roles and responsibilities.

Communication of new tutorials and guides will be made via Bulletins to your primary contact person.

### 3.8 Decision-Making

Not every situation will present a simple, quick resolution. We have in place measures to take if ESC cannot be reached.

If an Instructor or ATP representative makes a decision that circumvents the Code of Ethics, ATP Handbook or Instructor Handbook, it should be documented, and ESC should be contacted as soon as possible. Performance Management options are substantially more benign when problems are communicated promptly and honestly.

It is important to keep in mind what is required for students to be certified in a course. For example, some courses include videos as part of their presentation. These videos are required material. However, if the video fails to play, the Instructor can opt to demonstrate the skill or review the content; they may never opt to skip that part of the course. ESC will review these situations with ATPs and Instructors to work out a plan to ensure it does not happen again.

Although ATPs and Instructors are not permitted to alter course delivery standards, ESC Management does possess such authority. Our interest is always in providing quality education to the student. If an accommodation can be made to mitigate a problem or classroom malfunction, ESC has the authority to make an adjustment. If something goes wrong, contact ESC as soon as possible so that we can decide on the best solution.

## 4.0 Authorized Training Provider Facilities

This section will detail the requirements prior to and on the day of a course being delivered which have been outlined to ensure that ESC courses are taught only at adequate facilities.

Under no circumstance can an ESC course be taught at a place of residence or in a residential neighbourhood. Doing so will put a company's Authorized Training Provider Agreement under review.

### 4.1 Facility Requirements

ESC's goal is for professional courses to be taught at professional facilities by professional Instructors. The locations ATPs use for delivering ESC courses are integral to ensuring a positive student experience.

#### 4.1.1 Exterior

A facility should have clear signage indicating the company name so that students can be sure they've arrived at the right location. Ample parking should be available for staff and a full class of students. Also, an appropriate muster point should be identifiable and accessible. Students and faculty should have clear unimpeded access to the public entrances and exits of the building. We encourage ATPs to indicate that ESC courses are taught on the premises.

#### 4.1.2 Front Office or Lobby

It is important for an ATP to consider what students will find upon entering an approved training facility. Students should be properly greeted by front office staff and clearly directed on pre-course registration procedures.

Also, it should be clear to students where they may find the following amenities:

- First Aid Kit
- Emergency Response Plan
- Fire Extinguishers
- Washrooms
- Access to water and coffee
- Lunch area
- Designated smoking area

#### 4.1.3 Instructional Hours

ESC courses are built with minimum instructional hours for course content. This does not include breaks, administrative paperwork for student registration, or exam writing. This means that training facilities must offer an appropriate amount of time during the day so that Instructors can complete all aspects of a course. Consult the *ATP Licensed Course Descriptions* document for specific course hours.

ATPs should keep in mind that planned student accommodations or various unforeseen challenges can arise which may extend the normal running time of a course. ESC advises that ATPs plan ahead to ensure they have appropriate staff support available to meet any needs which may arise.

It is strictly forbidden for an ATP representative to pressure an Instructor to shorten course delivery in order to meet facility closure deadlines or to accommodate staffing timelines.

#### **4.1.4 Classrooms**

When designing a classroom, it is important to consider how many students can be comfortably seated, as well as able to view any electronic media the course may include. The ATP must ensure that each student has adequate personal space, at a desk or table, to enable them to focus on the lesson. A rudimentary way of measuring this is for each student to sit elbow to elbow at a minimum. Students must also have clear, unimpeded access to classroom exits.

Students should also be able to clearly see and hear the Instructor. ATPs need to consider whether practical exercises can be completed in the classroom or if a separate room should be used. Certain classes have delivery requirements that Instructors must meet if practical exercises are done in a separate room, requiring a formal Request for Accommodation. Any space used for instruction, demonstration, or practical exercise must be clean, safe, and free of uncontrolled hazards.

Audio/visual equipment can limit the number of students that can take a course. A projector screen or display monitor should be large enough to accommodate the seating arrangement that has been setup. The same applies to white boards and flipcharts. It is also imperative that ATPs keep in mind what backup equipment is available in case the equipment fails.

ATPs are required to supply Instructors with white board or flipchart markers that are appropriate for the surface they will be writing on. Students must also be provided with a pencil or pen upon request.

#### **(1) Offshore Vessels**

ESC licensed courses are approved for delivery at offshore vessels, provided the facilities meet the classroom requirements detailed in this handbook. If the vessel is not expected to be docked in port while the course is in progress, the ATP must request prior approval.

### 4.1.5 Computer Labs

ESC has a suite of online courses available to the general public. ATPs have the exclusive approval to advertise ESC online course offerings in a computer lab setting.

Like a classroom, students should have computer workstations that provide adequate working space so that each individual can focus on their online course. Hardware, such as mouse and keyboard, should be in clean, good working order and sanitized between each use. Workstations should not be located in high traffic or loud areas.

ESC licensed online courses use Integrity Advocate software for proctoring. This means that each computer station needs a functioning webcam and should be well lit. Operating systems and web browsers should be updated to their latest versions to ensure successfully proctoring. If a user encounters an issue with this proctoring system, they should contact Integrity Advocate directly for the most rapid response.

- [support@integrityadvocate.com](mailto:support@integrityadvocate.com) or call 1 (888) 395-1025

Students will be required to know their login information and student ID number in order to complete an online course. If lost, this information is not accessible to ATPs and can only be retrieved by ESC customer service staff.

### 4.1.6 Facility Inspections

ESC is continually making an effort to conduct reviews of the facilities where its courses are being taught. Although part of the ATP application process includes declaring permanent training locations, these sites may be subject to a Facility Inspection at a later date. Permanent Locations will be discussed later in this chapter.

Facility Inspections are an opportunity for ATP staff to engage one-on-one with an ESC representative. The goal is to support the relationship and identify potential opportunities to improve training locations. However, if the condition of a location does not match what was previously declared through the application, the training space may be denied for continued use until specified remedies are enacted.

## 4.2 Classroom Policies

The following are policies that must be abided by an Instructor on the day of the course. It is important to note some policies allow for the ATP to adopt a much stricter policy, but they are never authorized to have a more lenient policy. For example, an ATP may ban all phones from the classroom. This is stricter than the ESC policy, but it is well within the ATP discretion. In such cases the ATP must

make their policy very clear to students and announce it as an internal policy rather than pass it off as the policy of ESC.

No animals are permitted in the classroom while an ESC course is in progress. If a student requests an accommodation for the use of an assistance dog or comfort pet, ESC must be given reasonable advance notice.

ESC actively encourages a scent-free classroom environment. We expect ATPs to be respectful of allergies and other sensitivities.

### 4.2.1 Site-Specific Orientation

At the beginning of a day of instruction, the Instructor must present a site-specific orientation. It is the responsibility of the ATP to develop, prepare and distribute a site-specific orientation to all Instructors they employ or contract. Regardless of the location of the training, all courses must begin with an orientation that outlines at least the following safety and facility information:

- Location of facility washrooms
- Location of facility safety equipment (first aid kit, fire extinguisher, AED)
- Location of facility emergency exits and muster points
- Emergency Response Plan
- Access to food and water
- Site-specific hazards, their implemented controls and reporting procedures
- Phone use restrictions
- Student Participation in Activities, Practical Exercises and exam
- Late policy and missed instruction time
- Expectations of student conduct

### 4.2.2 Mandatory Delivery Requirements

In order to provide proper oversight of the Instructors in your employ, please review the following list of requirements.

Instructors Must:

- teach to every slide of the PowerPoint (no skipping)
- teach all content from the Participant Manual
- properly employ all elements of ROPES lesson delivery model
- perform all required Demonstrations and display all embedded videos
- facilitate all required Practical Exercises and discussion Activities as designed

Instructor Must Not:

- use profanity or obscene topics
- criticise ESC staff, policies or course materials in front of the class
- endorse some products over others
- make harassing, racist, religious, sexist, or otherwise derogatory comments
- indicate which questions are specifically on the exam
- use or threaten violence

### 4.2.3 Late and Missed Content Policy

To be certified, every student of an ESC course must be present for the instruction of all course content. No student is permitted to miss course content and still get a certificate.

The Instructor has limited discretion when dealing with students who arrive late or miss any class-time. If a student misses in excess of a half hour of course content then they *cannot be certified*, regardless of whether they would be able pass the final exam.

It is the Instructor's decision whether to permit a student missing less than a half hour to take the final exam. The Instructor should make such decisions in consultation with the ATP. *The Instructor must ensure that the missed material is thoroughly covered with the student prior to the final exam.* It is within the discretion of the Instructor to re-teach up to a half hour of missed content during a lunch or coffee break, but neither ATPs nor students have the right to demand that an Instructor make such concessions.

Once it has been determined that a student has missed too much of the essential course content to allow certification, the Instructor must ask the student to reschedule with the ATP to take the course at another time.

The *half hour criterion* is cumulative throughout the day and applies to course content that is missed *for any reason*. For example, if a student spends more than a half hour talking on their phone outside the classroom, or comes back an hour late from lunch, or sleeps through more than a half hour of the course, then the Instructor may not certify them.

The half hour criterion refers exclusively to instructional content, and not time allotted for pre-course preparations (e.g. filling out the documents, site-specific orientation or student introductions).

In the case of a multi-day course, missed material can be taught in subsequent days, but students are still limited to less than half hour per day.

If there are special circumstances that may warrant an exception, you must seek permission from ESC.

#### (1) Special Circumstances

There are times when inclement weather, unforeseen event, or catastrophe could cause an Instructor or any number of students to arrive late for a course. It is the responsibility of the ATP to determine when a class should be cancelled, rescheduled, or started late.

Students must agree to any warranted delay as this will impact the completion of the course. Under no circumstance do such contingencies warrant a reduction in mandatory course duration.

#### 4.2.4 Phone Use Policy

Absolutely no talking on a phone is permitted during a class in progress. Students who must take a call need to leave the room before answering the call. The Late Policy above applies to course content missed as a result of taking a telephone call.

An Instructor has discretion to limit texting and emailing to breaks. Phones must be turned off and put away during the final examination.

Instructors may not use their phones while instructing. This includes during videos, practical exercises or exams. An Instructor's focus should be on the students. They may, of course, use their phones during breaks.

An Instructor maintains the discretion to forbid or curtail the use of other learning devices, e.g. laptop, tablet, calculator, if they are used in a manner that distracts or otherwise impedes the learning of other students.

#### 4.2.5 Maximum Class Size

Each of the licensed courses has a non-negotiable maximum number of students that can be certified in a single class. Class maximums have been determined in consultation with industry committee representatives for each course. Student maximums are set to comfortably accommodate student learning needs, enable consistent and ongoing assessment by the Instructor and have adequate time and space to perform practical exercises. The set maximums must be adhered to. Contact the Program Managers of your courses if you are unsure what the maximum enrolment is.

Classes that exceed this limit will not be certified for any reason, under any condition. These class limits may be reduced further due to availability of functioning equipment or size of the classroom.

If an ATP has arranged a course that has students enrolled in excess of the maximum, then the Instructor must notify the ATP immediately. The ATP can set up another class in a separate room using another available Instructor or can ask a student to volunteer to reschedule training for another day. It is the responsibility of the ATP to dismiss students in excess of the maximum enrolment allowed.

#### 4.2.6 Course Duration

ESC training courses must be delivered in at least the minimum instructional time to complete the prescribed training. All objectives, including demonstrations and

performance of practical skills, must be completed during the specified time.

Each licensed course has a non-negotiable minimum number of hours of mandatory instruction (per day). This does not include the time taken for pre-course preparations and paperwork, rest breaks, lunch breaks or the final exam.

Any ESC course that there is reason to believe failed to provide the minimum required instructional hours will not be certified. Students of the de-certified class will have to be re-trained at the expense of the ATP.

For various reasons, a class can last longer than six instructional hours (e.g. students new to industry, EAL students, and students with illiteracy or learning challenges). If a pattern of excessively long classes is identified, the ATP and Instructor will be consulted to determine the cause and possible remedy.

## **(1) Consecutive Courses and Scheduling Instructors**

ATPs have many options in terms of how they wish to schedule courses (including use of Multi-Day and Night Course client requests). However, when it comes to scheduling Instructors to teach ESC courses there are certain fit for duty requirements that must be met.

Instructors are not permitted to instruct a full day ESC course immediately following teaching another full day course or long, uninterrupted periods of travel. Choosing to shorten a course with the purpose of circumventing this rule will lead to a Performance Management review.

Instructors may teach an ESC half-day course following a full day course or long period of travel. The inverse of this situation is also permitted.

ATPs and Instructors are encouraged to reach out to ESC with regards to any course scheduling that they are worried may put an Instructor's fitness for duty at risk.

## **(2) Course Duration and Verbal Exams**

Instructors have the approval from ESC to conduct verbal exams, upon a student's request, within the established standards set out in the ISD course and the Certified Instructor Handbook.

ESC recommends that ATPs make available the option for a student to request a verbal exam at the point of registration. This practice can help the ATP and Instructor plan for additional time in the classroom as necessary.

ATPs are not required to offer verbal exams. If this is the business policy of an ATP, they must be very clear with Instructors so that there is no confusion if a request comes up in the classroom.

If time is allotted, Instructors may announce at the start of the class that any students wishing for a verbal exam should request one during the first break in the course. If the time allotted allows for a maximum number of verbal exams, this should be very explicit to the students and a first come first serve format may be used.

If a request for a verbal exam is granted at any time prior to the grading of the exam, regardless of time allotted or miscommunication between the ATP and Instructor, it must be followed through on to meet human rights requirements.

All verbal exams must be carried out by the certifying Instructor. They may not be conducted by ATP staff or other instructors.

#### **4.2.7 Mandatory Breaks**

Students must be given the opportunity to break at appropriate intervals. Taking breaks throughout the day help students to maintain focus and results in a more positive learning environment. The minimum requirement for breaks is:

- 10 minutes in the first half of the course
- 30 minutes at the midpoint of the course
- 10 minutes in the second half of the course

These minimum breaks must be given, regardless of whether the students request to forego them. ESC recommends two 15-minute breaks and an hour for lunch for each day of the course.

Instructors are not permitted to teach new content or materials from another course during the break. The Instructor may, however, reteach content missed by students from earlier in the day.

It is a breach of the Certified Instructor Code of Ethics to reduce the time it takes to deliver a course by skipping breaks and lunch (or alternative midpoint break).

#### **4.2.8 Course Equipment**

Each course includes equipment that is required to supplement the content taught. The equipment may be used as part of a demonstration, practical exercise, or to facilitate PowerPoint and videos.

ATPs are expected to maintain all course related equipment in good condition. This includes proper cleaning and regular inspections for damage or excessive wear. Some equipment that is expired or tagged out can be used for training purposes as long as the compromised status is clearly labelled (e.g., “For training use only”).

It is not acceptable for an Instructor to skip part of a course due to faulty or missing equipment. The correct response would be to engage the ATP for an

immediate fix and then contact ESC for further advice. If neither party can be reached then Instructors may continue the course and document how the situation was dealt with. ESC will review the report and determine the course of action. Failure to notify ESC can be grounds for performance review.

### **(1) Equipment Cleaning**

ESC does not restrict what brands of equipment are used for classroom demonstrations or practical exercises. However, equipment must be cleaned and stored in accordance with the manufacturer's specifications for that equipment.

If an ATP wishes to try an alternative cleaning method for equipment, they must contact the manufacturer to determine if the method meets or exceeds the current specifications.

## **4.2.9 Disparaging Energy Safety Canada**

ESC invests heavily to improve on our reputation and brand. It is our intent to have respectful relationships with our stakeholders, where two-way communication is welcomed.

Under no circumstance may an ATP disparage ESC's policies, course content, or staff members in front of students, Instructors, or other ATP's. If you have comments or concerns with ESC course content or other related business matters, please communicate directly in a maturely and appropriate manner to the Evaluations Department at [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com). It is not appropriate to disparage ESC offerings to market alternative products.

Instructors are not permitted to criticize the content, design or administrative procedures of ESC courses when teaching an ESC class. Remarks that discredit the reputation of ESC, its staff or its courses, whether explicitly or implicitly, are in direct violation of the Code of Ethics. Any report of disparaging remarks will warrant a warning letter and continued public criticism will result in suspension of the Instructor's certification. If an Instructor has concerns about the accuracy of course content, efficiency of procedures or the competency of staff, they should communicate the issue to ESC's Evaluations Manager.

It is important to note that Instructors are likewise forbidden to criticise their ATP or their course offerings in front of the class, or vice versa.

### **(1) Social Media Use**

ATP staff and Instructors are not prohibited from using social media as a forum for discussing safety and training. However, it is important to recognize how personal social media accounts are setup for public view. If an individual chooses to use a title or job description, viewable by the public, that references ESC, then ESC strongly recommends exercising caution when posting online.

In the event that someone chooses to publicly title themselves as associated with ESC, they must refrain from any social media activities that could be considered harmful to ESC's reputation, including but not limited to:

- Threatening or intimidating another person or figure
- Promotion of racist, sexist, or homophobic content
- Using influence as an educator to encourage unsafe behaviour on industry work sites or posting content or views that are in direct contradiction to ESC's safety goals

#### **4.2.10 Dealing with Disruptive Students**

If for any reason the behaviour of a student significantly impedes the ability of other students to learn, whether due to bullying, harassment, drug or alcohol impairment, or any other disruptive conduct, the Instructor must take reasonable actions to remedy the situation. If the behaviour persists or cannot be curtailed, the disruptive student may be asked to leave the class, forfeiting certification. ATPs must have a clear process for managing disruptive students and share this process with all contract Instructors and staff.

Regardless of the situation, ATP staff may never threaten or cause violence to students. Any incidents resulting in a student being removed from a class due to disruptive behaviour must be reported to ESC under Instructor Notes on the A&C Report.

At no time should Instructors tolerate intimidating or threatening behaviour toward them or other students. No Instructor should put themselves in harm's way if a student is displaying aggressive behaviour. The ATP should have a policy and procedure in place to support Instructors should they encounter a student acting inappropriately. It is the responsibility of the Instructor to identify and address such behaviour in a professional manner. Any threats or similar behaviour must be reported to the ESC Evaluations manager for follow-up investigations.

#### **4.2.11 Student Fitness for Duty**

ESC has no tolerance for drug and alcohol use by students attending ESC courses. If an Instructor or ATP has reason to suspect that a student is under the influence of alcohol or drugs that significantly impair learning, then they may ask the student to leave the course. The ejection of a student under the influence must be recorded on the Attendance & Completion Report.

If the student is unable to perform participation elements of the course due to injury, illness or disability then the Instructor may seek to accommodate within the discretionary limits established during their accreditation training. Any accommodation beyond these limits must be authorized directly by ESC.

Students are encouraged to request accommodation prior to the course date or at the point of registration.

## 4.3 Permanent and Temporary Training Locations

ESC courses can only be taught at facilities which meet the requirements of each individual course. This includes aspects such as space, technical equipment, structural safety of a building, and student comfort.

### 4.3.1 Declaring Training Locations

New ATPs initially declare where they conduct training on their applications. Any location listed may be subject to a formal Facility Inspection by an ESC representative.

When completing a Renewal Application, approved Permanent locations still need to be declared for the purpose of updating records. Locations previously not declared will be subject to the same review.

A declared location, whether Permanent or Temporary does not need to be owned by the ATP. However, the ATP is responsible for all of the training and standards for the course that is conducted at these locations.

### 4.3.2 Permanent Location Declaration Form

Housed within the Provider Portal is a declaration form for Permanent Locations. This form supplements new locations declared on the application or can be submitted throughout the course of the agreement if an ATP would like to declare more locations as Permanent.

The form is submitted to ESC along with required pictures. This information is reviewed by the Training Department and the determination will either be made that a Facility Inspection needs to be conducted, a photo array submitted, or the location will receive a probationary approval to be affirmed by a Facility Inspection scheduled at some point in the future.

### 4.3.3 Temporary Location Registration Form

If an ATP intends to use a facility that has not yet been approved as a Permanent site, they may register it as a Temporary location. Different business models will dictate how often an ATP uses Temporary locations versus Permanent.

For every course taught at a Temporary location, a form found on the Provider Portal must be completed and submitted to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) no less than 48 hours before the course takes place. Submitting this form serves to register that the ATP plans to offer the course at that location. If there is an issue with the location, ESC will contact an ATP for consultation.

As with any location, the ATP should inspect a Temporary location before committing to conduct training there. It is an ATP's responsibility to ensure that

the location meets all course requirements. Testimony of a third party or client that a training location is adequate does not absolve the ATP of responsibility. If it is determined that a site used by an ATP fails to meet basic standards, it may result in a suspension of authorization to use that location or offer ESC courses.

## 4.4 Equipment Lists

Either during the application process or at any point of the agreement period, an ATP can apply to teach any of ESC's licensed courses.

Each course has a list of required equipment located on the Provider Portal. It is recommended that these lists be consulted before an ATP decides to apply for certain courses.

As the equipment differs from course to course, ATPs offering a new course may be required to have a Facility Inspection prior to offering training. A Facility Inspection may be warranted for previously approved Permanent locations to ensure Energy Safety standards are maintained.

Once an ATP application has been approved, ESC will communicate which declared facilities are suitable for which courses that were applied for. Declared locations will remain labelled as Temporary until either a Facility Inspection or request with photographs of the site has been completed. ESC will specify what is needed for each location.

Student Feedback Surveys are monitored to ensure that training facilities provide a positive learning experience. A trend of negative feedback may provoke a visit from an ESC representative to ensure facility standards are being maintained.

## 4.5 Exam Protocol

Examinations and Answer Keys must be kept secure at all times. ATPs are responsible for the security and storage of the examinations and must not leave them unattended. Instructors must not allow a student to remove them from the classroom or allow any students to view the exam prior to writing the exam.

If an Instructor is travelling with exams, they must be stored discreetly and kept in a locked space such as a hotel room or a locked briefcase. It is also in an ATP's interest to develop a protocol that ensures an Instructor is travelling with enough exams to meet student enrolment.

Unless specifically identified otherwise, all ESC examinations are closed-book. This means that the student does not have access to a Participant Manual, class notes or other information mistakenly left present in the learning environment.

An Instructor must be present at all times during exam writing unless alternative invigilating arrangements have been made with ESC's prior approval. Exams have a time limit which students may use entirely, therefore ATPs should account for this when scheduling a course.

#### 4.5.1 Exam Rewrites

Exam rewrites may not be independently authorized by an ATP or Instructor for any reason. Once an exam is graded, the result is considered final. In the case of exam failure, the student must retake the full course before writing the exam again. If an Instructor believes that a student examination was graded incorrectly, they should contact [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) with the details. The Program Manager for each course has the authority to change the result of an exam.

The Oilfield Driver Awareness course is an exception to this rule: one rewrite may be offered if requested by the student.

## 5.0 Ordering Course Material

Provider Reps can order course material for the courses they are approved to offer which are listed on Schedule A of the ATP Agreement. An ATP may apply to offer additional courses during the 3-year agreement period.

It is important to note that approved courses also dictate what an ATP can advertise publicly or submit to ESC. An ATP will not be able to submit a course for which they were not approved.

### 5.1 Authorized Training Provider Representatives

One of the functions of a Provider Rep is to order materials. Only Provider Reps for your company can order course material. ATPs should ensure they have enough Provider Reps to meet their business needs. That means planning for sick-days and vacation coverage, who will be given access to credit accounts, and whether owners/managers should be given the Provider Rep role.

There is no limit to the number of Provider Reps an ATP can have. However, it is the responsibility of the ATP to keep ESC updated when Reps should be removed or added. The document for adding and subtracting Provider Reps is located within the Provider Portal.

### 5.2 Placing an Order

Provider Reps can order course material via the following methods:

1. Phone 1.800.667.5557, choose option '2'
2. Email [CustomerService@EnergySafetyCanada.com](mailto:CustomerService@EnergySafetyCanada.com)
3. ESC's online Store

Material orders can be shipped or picked up at ESC's Calgary or Nisku facilities. Pick-up orders are by appointment only. There is no limit to the amount of course material a Provider Rep can order. However, large orders may incur shipping delays or need to be reduced depending on the stock available at any given time.

#### 5.2.1 Delivering Course Material

Course materials are shipped directly to the ATP from ESC. ESC's warehouse requires up to 3 days to process a shipping order. Standard delivery timeframes will then apply once an order has been shipped. ATPs should plan ahead to ensure they order material in time for scheduled courses. Standard shipping rates apply.

Express shipping options are available at the cost of the ATP. ESC will accommodate the shipping needs of ATPs so long as they are in accordance with our shipping policy, which can be found on the ESC website within the Provider

Portal. Express shipping still requires 3 days to process. ESC is not obliged to conduct “rush orders.”

## 5.2.2 Picking Up Course Material

ATPs can pick up pre-ordered course material from ESC’s Calgary or Nisku facilities. An appointment time will be given to the Provider Rep for when the material is ready.

If the course material is not being picked up by the same person who placed the order, then the name of the individual must be provided at the time of ordering. ESC staff will ask for the individual’s photo identification when they arrive to pick up the material.

Unscheduled counter orders may be permitted, for Provider Reps only, at ESC’s Calgary, Nisku, and Fort St. John locations. However, it is strongly recommended that you call these offices first to confirm availability of course material. There may be a delay in the processing.

## 5.3 Payment Options

Orders can be paid for using a variety of methods such as credit card, money order, or cash. Available methods will be dependent on whether the order was picked up at a counter or pre-ordered by another method.

### 5.3.1 Credit Account

A Credit Application form is available within the ATP Resources in the Provider Portal. A complete application can take up to four weeks to process. If approved, Provider Reps will be able to pay on account when ordering course material. For more information please contact [Accounting@EnergySafetyCanada.com](mailto:Accounting@EnergySafetyCanada.com).

#### (1) Outstanding Credit Account

Credit accounts shall be maintained in good standing and in accordance with agreed terms outlined in the credit application and approval. Deviation from these agreed terms may result in an escalation ranging from contact from ESC representatives, interest charges, service fees, account holds/restrictions, suspension of ATP status and legal action to collect delinquent accounts.

## 5.4 Receiving an Order

Upon receipt of a material order, ATPs should immediately check the contents of a package to make sure that the material within is complete and undamaged. The full package must be sent back and a new package will be mailed to the ATP. ESC does not refund material.

## 5.5 Online Course Codes

Some of ESC's online courses can be purchased as codes which can then be shared with any individual. The codes can be purchased by anyone, not just Provider Reps. The purchase of online course codes can only be done online.

Online course codes are a final sale and cannot be refunded. However, these codes never expire (unless ESC decommissions the online course in question). Once purchased, the codes can be shared with any individual. Bulk discounts may be available from time to time.

ATPs have the opportunity to purchase course codes and provide them to students in a computer lab. Available courses can be found at ESC's online Store.

## 5.6 Course Material Transfer

There is one additional way that an ATP can acquire course material. Within the Provider Portal is a form for ATPs to move materials between ATPs.

The form asks for the transfer date and the number of kits transferred, as well as the code attached to each kit. The kit code can be found in:

1. The original box that the kit was mailed in
2. The invoice for the original order
3. The top right-hand corner of an exam

The transfer will not be valid without this information. Only full kits, all containing the same kit code, can be transferred between ATPs. Individual exams and kits with mixed codes may not be transferred.

Once completed, the Material Transfer form must be submitted to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com). The completion of a material transfer can take up to 48 hours. If this is not done the order will remain tied to the original ATP and the new holder of the material will be unable to submit the course online to ESC.

The form is to be signed off by the Signing Authority for both organizations. ATPs may keep a copy of the form for their own records. Financial terms of a transfer are negotiated between the ATPs and do not need to be disclosed to ESC.

## 5.7 Other Material

There are various extra course documents (aside from Participant Manuals and exams) ESC can add to an order upon request such as Attendance & Completion Reports and Confirmation of Attendance forms. Other course material can be found within the Provider Portal that have no printing limit.

## 6.0 Online Course Submission

On May 28, 2018, Online Course Submission (OCS) was released to all ATPs to coincide with the launch of the first ESC-branded licensed course. At the same time, ESC transitioned to distribute permanent certificates to students at the completion of a course. All in-class licensed ESC courses utilize OCS.

Instructors play a role in OCS by ensuring course documents necessary for student certification are completed in a way that allows the ATP to submit them to ESC.

One of the primary roles of an Instructor is to assess student learning. That assessment is communicated to ESC through the completion and submission of the following documents by Provider Reps.

### 6.1 Attendance & Completion Report

The Attendance & Completion Report is a record of the students that are present on the day a course is run. Instructors are solely responsible for:

- Checking student government ID
  - Ensure that the legal first and last name matches the A&C Report
- Declaring whether each student has completed the requirements of the course being taught, including:
  - Participation in all required practical exercises
  - Viewed all required videos
  - Took part in all required group or individual activities
  - Present for course content conveyed during the instructional hours of the course
- Signing the Attendance & Completion Report
- Indicating whether each student passed the final exam

The reason ATP staff members cannot complete these fields is because they tie into the declaration an Instructor makes by signing off on the A&C Report. For the purpose of certifying a student, ESC will only accept declarations made by instructors it has certified. As such, it is considered a breach of the Code of Ethics if an Instructor signs off on student certification data they cannot attest to.

The remaining fields on the report can be a shared responsibility between Instructors and ATPs. Regardless of how this responsibility is shared, the form must be complete before it is submitted to ESC. It is incumbent upon an ATP to discuss and clarify the document completion responsibilities with each of their hired Instructors.

### 6.1.1 Checking Photo ID

Instructors are required to check government issued photo ID for each student present in a class. It is extremely important that the legal name on a student's government photo ID matches the name on the A&C Report at the beginning of the class. By ensuring students have registered with their legal name, ATPs can be confident that they are submitting information to ESC that matches what was written on the permanent certificate. ATPs may include checking photo ID as part of their student registration process. Students who do not provide an adequate form of identification may not write the exam and should be excused from class.

### 6.1.2 Instructor Notes

The Instructor Notes section of the A&C Report is a mode of communicating unique aspects of a course with ESC. It is an optional resource, which can be used by Instructors or ATPs.

There are some conditions that must be recorded in Instructor Notes:

- Notification that an Evaluation or Co-Teach has taken place
- Naming students who were given verbal exams
- Voiding a certificate due to an error while filling it out
- If a different Instructor took over a class due to the first Instructor leaving (illness, family emergency, etc.)
- Any student failed for cheating, misbehaviour, or drug/alcohol abuse
- Any accommodations for injury or disability

Examples of other uses for Instructor Notes include disruptive students, reasons why a student left the class before it was completed, explanations for a very long class or students who expressed offense at the behaviour of the Instructor or classmates. If any accommodation was requested and approved by ESC for the course, it should likewise be recorded in Instructor Notes.

### 6.1.3 Signing and Copying the A&C Report

All A&C Reports should be signed before they are given to an ATP by an Instructor. Student information sent to ESC that is missing an Instructor signature will not be certified. Instructors are strongly encouraged to make a copy of the A&C Report prior to submitting it to the ATP for processing.

## 6.2 Confirmation of Attendance

The Confirmation of Attendance is a component of a course package that is used by ESC to meet privacy legislation and verify the presence of the student. Private student information cannot be used for certification unless ESC has received explicit consent from students to use that information. These forms are required to be submitted. If a form or signature is missing, ESC cannot certify the student.

The form that is found in kits has space for basic information about the student and the course. It is most important that the student uses their legal name and signs the form. The ATP or Instructor can fill in the course information.

To certify a student, ESC requires:

- Legal First and Last Name
- Birth Date
- Signature of Consent

The Confirmation of Attendance contains the fields to capture the above information. Whether ATPs choose to use their own additional registration forms is up to them, but completion of the Confirmation of Attendance form remains mandatory.

### 6.2.1 Confirmation of Attendance & Oilfield Driver Awareness

The reverse side of the Confirmation of Attendance includes additional fields that are required to be submitted. These are based on Alberta Transportation requirements for auditing. They include:

- Mailing Address
- Alberta Driver's License Number

If successful, a resident of Alberta will be mailed a demerit reduction form. The mailing address ensures we can complete our duty in partnership with Alberta Transportation. A demerit form can also not be made valid without the driver license number.

The mailing address and driver license number should be capture on the Confirmation of Attendance so that the information will be available for the submission of the course data online.

Residents with licenses registered to a province other than Alberta are not eligible to receive this form. However, they must still record their driver license number.

## 6.3 Student Course Evaluations

Students have the opportunity to complete a Student Feedback Survey for all ESC courses. A copy of the survey is emailed once they have been certified by ESC.

ATPs must make an effort to collect email addresses for all students who attend their ESC classes. ESC recommends these addresses be captured on the Confirmation of Attendance, but alternative methods can be used. Instructors are required to introduce the Student Feedback Survey at the beginning of class. The announcement can be included as part of the site-specific orientation. ATPs and Instructors may never direct a student on what answers to give on their course evaluation.

We ask that Instructors strongly encourage all students to take the time to respond to the Student Feedback Survey that they receive by email following course completion. Students who would like to provide course feedback immediately can be directed to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com).

## 6.4 Completing Permanent Certificates

ESC permanent Certificates are given to students upon the completion of a course. They are fixed to the bottom of our exams and can be torn off along a perforation and given to the student upon successful completion of the course.

ESC has set standards of completion, which must be met by Instructors and ATPs to ensure the validity of our certificates across industry. Fraudulent certificate activity is a threat to the safety of workers in our industry and the integrity of the course delivery process. We are depending on Instructors and ATPs to fully implement ESC's standardized processes to maintain the integrity of our certificates. Working together is a requirement to maintain confidence from employers and employees within our industry.

Permanent certificates can only be completed by the Instructor or ATP staff. The student must never fill out any part of the certificate. Instructors are permitted to sign the certificate after the student has passed the exam.

Certificates must be completed in ink. White-out, stickers, labels, stamps, and electronic printing must not be used. This ensures that every Instructor and ATP is offering the same, standardized, permanent certificate. Erasable ink is not allowed, since it may rub off in transit, or disappear entirely under certain forms of lamination.

ATPs may offer lamination as a service. However, it is not required.

ESC will not reimburse ATPs for exams that were prefilled for students who leave a class before it is completed or who do not show. It is permissible for ATPs to use this practice in order to save time at the end of class as long as the risk of voiding a certificate is understood.

ATPs must have student consent to withhold Certificates after the Instructor signs it, for any reason. Whether it is to laminate, photocopy or send to the employer, the ATP cannot perform any of these tasks without student consent. Under no circumstance may an ATP withhold a certificate in lieu of payment.

### 6.4.1 Student Legal Name

Within the white space at the top of the certificate is where the student's legal name will be written. Instructors have been asked to verify government photo ID to confirm student identity before class begins. This same photo ID can be used to confirm the correct spelling of a student's name for their certificate. It is

important that their legal name is used because attempts to verify their certificate in the future will be done so against their legal name. Checks against nicknames, middle names, and shortened names will not validate results to employers.

Occasionally, students may request something different from their legal name. Instructors should make it clear to students that their training history with ESC is tied to their legal name only and that something other than their legal name will not be validated. Instructors and ATPs may encourage students to contact ESC after the fact if they would like more clarification. If the student persists however, write the name they want and notify us using the Instructor Notes section of the A&C Report. The Evaluations Department may contact you afterwards to debrief the situation before addressing the student. You should not escalate an argument with the student especially if it may affect the exam writing other students are currently engaged in or the safety of staff and students.

### 6.4.2 Completed Date and Expiry Date

The completed date is the day of a course that the exam was written on. The expiry date is three years to the same day as the completed date. For example:

**Completed:** 15 AUG 2021

**Expires:** 15 AUG 2024

If a course awards students a certificate that does not expire, the space for an expiration date can be filled with N/A.

ESC's expectation is that all Instructors follow the date format of DD MMM YY. By maintaining standard formatting, Instructors and ATPs can help us further combat fraudulent activity.

### 6.4.3 Instructor Signature and ID Number

The bottom line on the new certificate is for the Instructor's signature. No other individual may sign an ESC certificate; this includes Candidates and ATP staff. The certificate must be signed by the Instructor who is responsible for the class. In the case of a Candidate who is not yet certified, but teaching the students, the certificate will be signed by the Evaluating Instructor. Instructors also need to add their 7-digit ID number either beside or underneath their signature - whichever fits best.

Instructors can find their 7-digit ID within their online profile when logging into ESC's website. If an Instructor is unsure what their ID number is, they should email [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com).

## 6.5 Temporary Certificate Letter

If a permanent certificate is incorrectly filled out or ripped, a Temporary Energy Safety Canada Course Completion Letter needs to be issued to a student who successfully completed the course. This can only be done **on the day of the course**. Problems include:

- Legal Name was not used
- Incorrect course date or expiry date
- Spelling mistakes
- Torn certificate during removal from exam
- Information written on the wrong line

ESC has made the temporary letter available in the Provider Portal on our website. This letter can be given to the student on the day of the course, by the Instructor only, if there is a problem with their certificate.

The letter is valid for 30 days. It is imperative that the paperwork is submitted to ESC within 3 business days of the course date so a new certificate can be mailed to the student. When submitting the class information, add a mailing address for students who receive the letter.

ESC does not require a copy of the letter. When a course is submitted to us with a voided certificate, we will check to see that each student has passed the course. Students who pass the course and have a scanned copy of their permanent certificate attached to the submission will be mailed a new certificate. The Instructor should use the Instructor Notes section of the A&C Report to provide quick details of the certificate issue.

Note: ESC will only replace a certificate if the original on the exam has been VOIDED. Simply ensure that “VOID” has been written across the certificate before it is scanned and submitted.

### 6.5.1 Student Replacement Requests Following Class Date

If a student contacts an Instructor or ATP about replacing a permanent certificate with a mistake on a day after the course took place, you should direct them to ESC for a replacement. ESC will confirm the student’s information in our system and issue a replacement. The student also has the option of requesting a replacement online if they have been certified. Temporary letters can only be offered on the day of the class by the Instructor and not any day following.

## 6.6 Returning Documents to the ATP

ATPs have three business days to submit a course to ESC. Instructors play a part in ensuring they meet that requirement.

Once a course is completed, Instructors are required to submit completed paperwork as soon as possible to the ATP.

Completed paperwork means:

- Accurately graded exams and properly VOIDED certificates if necessary
- A&C Report with ID Checks and Course Requirement columns completed
- A&C Report signed
  - This is a declaration that an Instructor has awarded or voided certificates based on the results of the examinations and course requirements.
- Completion of other A&C Report fields agreed to between Instructors and ATPs
- Confirmation of Attendance's have been completed by the students
  - Legal Name and Signature present on the form

If an Instructor is unable to return paperwork to the ATP within the required timeframe, a Request for Accommodation must be made to ESC by the ATP. ESC will review the request and make notes on record for students who attempt to validate certificates after the class has been completed. Requests can be sent to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com).

### 6.6.1 Records Management

ATPs need to retain the physical course documents for a period of 3 months after a course has completed. This includes:

- A&C Report
- Confirmation of Attendance
- Exams
- VOIDED Certificates

For privacy concerns, they must be kept in a secure location. If you choose to dispose of course documents after the 3-month retention period, you must do so that renders the information indiscernible (e.g. secure shredding).

ESC representatives must have access to these archives in the event of a Facility Inspection or for an unforeseen loss of electronic data.

## 6.7 Submitting Courses Online

Once a course has been completed and the ATP has possession of the information, course documents can then be submitted online through the Provider Submission section of the Provider Portal. ESC requires the information to certify students.

### 6.7.1 Provider Rep – Submitter Access

The form used by ATPs to declare Provider Reps includes two options per individual: ordering material and submitting courses online. As with material ordering, ATPs should ensure they declare enough Reps with course submitting

access so that course submission deadlines will be met regardless of vacation coverage, staff illness, etc.

Each declared Provider Rep will need their own login information for the Provider Submission section of the Provider Portal. Anyone who has even taken an ESC (or Enform) course, been an Instructor, been a COR contact person, or been a Designated Representative for a company will have profile data in our system which may only need login information attached to it. Login information will be communicated to Provider Reps once they have been given the role.

It is very important that Provider Reps communicate with ESC if they do not know their login information rather than trying to create a new account. ESC attaches Provider Rep roles to pre-existing profiles and will reset login credentials to ensure the correct profiles are being used. Provider Rep login questions should be directed to [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com).

### 6.7.2 Online Course Submission Training Resources

Within the Provider Submission and the Provider Portal are various kinds of training materials that will explain how to submit a course online. From time to time ESC may run webinars or seminars to highlight changes and enhancements to the OCS system.

To achieve success using the system, ATPs should keep in mind what has been discussed and ask themselves the following questions before running a course:

1. Have I collected the student information ESC requires to certify students?
2. Is the course paperwork completed, including grades and signatures?
3. Do I have a way to turn the A&C Report, Confirmation of Attendance forms, Exams, and any voided certificates into a single PDF file?
4. Have I declared a Provider Rep with submitter access and do they know their login information for the Provider Portal?

ESC recommends that Provider Reps review their PDF files to verify completeness prior to submitting. An incomplete PDF file can prevent student certification and may require resubmission.

### 6.7.3 Online Course Submission Support

If ATP staff are having technical difficulties with the OCS system or it does not seem to be accepting information you know is correct, please contact [Certifications@EnergySafetyCanada.com](mailto:Certifications@EnergySafetyCanada.com). Your message will be relayed to an individual who can answer your questions. Alternatively, ATPs can call our customer service line at 1-800-667-5557 and select option 5 for support.

## 7.0 Performance Management

Organizations who choose to become ATPs accept the roles and responsibilities described within this Handbook. Related information ATPs are bound to are the Authorized Training Provider Agreement, Bulletins, training or resource updates described during seminars, webinars, or information provided through the Provider Portal.

This section details the Performance Management process that has been put in place to educate or discipline ATPs that fail to meet the requirements necessary for properly administering ESC courses. Performance Management can ultimately lead to a termination of the Authorized Training Provider Agreement if coaching and disciplinary measures fail to remedy the performance of an ATP.

### 7.1 Investigative Process

Each allegation received by or initiated by ESC is reviewed against this Handbook and the Authorized Training Provider Agreement prior to an investigation being launched. ESC takes allegations seriously and will contact numerous sources to confirm the validity of any claim.

ESC staff or representatives may consult with and consider information from multiple sources, including, but not limited to:

- Instructors who have previously taught courses for the ATP
- ATP staff
- prior filed complaints
- student testimony or student course evaluations
- telephone calls to students, Instructors and clients
- historical experiences with ESC, Enform, or OSSA

If an allegation is deemed to be credible then the Performance Management process is used.

### 7.2 Types of Violations

There are three basic categories of infractions, which are measured against the performance of the ATP.

- 1) **Administrative**
- 2) **Course Delivery**
- 3) **Ethical**

Each infraction type can be measured against an Ethical Standard or a Quality Standard. Any allegation reported against an ATP is reviewed against the ESC Authorized Training Provider Agreement prior to an investigation being launched.

### 7.2.1 Administrative

Student certification is dependent upon various administrative processes. ATPs must be able to follow the current administrative processes ESC requires so that students can be certified and enter worksites without issue. Examples of administrative processes include:

1. Submitting complete course material within the appropriate timeline and with accurate student information
2. Ordering course material ahead of time so that students who have registered for a course are not being turned away
3. Updating the information supplied in the ATP application as necessary to ensure the proper individuals hold the correct roles
4. Paying the annual maintenance fee and completing renewal requirements on time to ensure a smooth transition each year
5. Notifying ESC when course material has been transferred from one ATP to another prior to course submission
6. Ensure that Instructors are properly completing certificates

### 7.2.2 Course Delivery

Student certificates represent a standard of training ESC has promised industry. ATPs agree to uphold that standard and work with ESC in the event these standards may be at risk. Examples of course delivery standards include:

1. Properly declaring training locations as Permanent or Temporary and updating ESC when a change to one of those facilities will affect the delivery of one or more courses
2. All Requests for Accommodation, Night Course requests, Multi-Day requests, and any other change to course delivery is communicated prior to the course is run and the change is not made without approval
3. Site Specific Orientations are provided to students before every ESC course regardless of whether the training location is Permanent or Temporary
4. ATPs are able to accommodate the full instructional time required of each course
5. Equipment for practical exercises are properly serviced, cleaned and maintained for class, and is safe for students to use
6. Audio/Video equipment is serviceable for course delivery
7. Employing only instructors that are currently certified to teach an ESC course

### 7.2.3 Ethical Violations

Ethical violations are taken very seriously and depending on the gravity of the situation may lead directly to a termination of the Authorized Training Provider Agreement and/or legal action.

Examples of ethical violations include:

1. Verbal abuse, physical abuse, or other harassing behaviour toward students by ATP staff

2. Knowingly using unsafe or unclean course equipment
3. Selling certificates without providing a course
4. Pressuring Instructors to circumvent parts of an ESC course
5. Registering Temporary Locations to ESC that have not been vetted by ATP staff for suitability
6. Duplicating ESC course material for means of sale to any individual
7. Colluding with fraudulent training operations of any kind
8. Conducting illegal business or activities on the premises where courses are delivered
9. Failure to report knowledge of violations by Instructors or staff
10. Fraudulently altering course document information
11. Knowingly scheduling a course in a classroom that is not suitable for ESC course delivery

## 7.3 Investigation Outcomes

The outcome of an investigation considers the present issue with all supporting verifiable evidence as well as the history of non-compliance situations an ATP has on file.

### 7.3.1 Coaching

ESC will reach out to the declared Contact Person to make them aware of the issue. Remedies will be suggested and if they are not feasible then further discussion will take place to find a mutually agreeable solution that fits within ESC's policies and standards.

### 7.3.2 Education Letter

In some cases, coaching may be paired with an official Education Letter detailing what happened and what the solution will be going forward. Both the ATP and ESC will keep a copy of the letter for their records.

Education Letters may still include actions that must be completed by an ATP within a certain timeframe. Failure to do so may escalate your status to Probationary Authorization.

Issues with Course Delivery usually warrant an Education Letter, regardless of the circumstances.

### 7.3.3 Probation

Administrative or Course Delivery problems that have become a recurring issue and have not been able to be solved by coaching can lead to the ATP being put into a period of probationary review.

During probation, if the non-compliance continues ESC will review the ATPs file

and determine if a termination of the Authorized Training Provider Agreement is warranted. Probationary review may include Facility Inspections, Evaluation of Instructors, equipment maintenance checks and quality assurance calls to students and clients.

Issues of an Ethical nature will start with probationary review at a minimum.

### **7.3.4 Termination**

ATPs will be notified by ESC's Contracts department in the event the agreement has been terminated. Upon termination, all unused material must be returned to ESC. A reimbursement of material costs may be given with any applicable restocking fees subtracted. Maintenance fees will not be refunded.

The ATP must cease delivery of all ESC courses and any courses taught after the termination date will not be honoured or accepted for certification. Advertisement of ESC courses must be removed from all physical and digital sources associated with the ATP. Accounts with outstanding credit must be cleared.

ESC reserves the right to terminate the ATP Agreement at its discretion at any time.

#### **(1) Self Termination**

Any ATP wishing to end its partnership with ESC may do so at anytime during the valid period of the ATP Agreement. This should be done by submitting the request in writing to the Evaluations department.

The letter must be signed by the signing authority or owner listed on the ATP Agreement. In the event that the names do not match, ESC will reach out to the ATP to confirm with the owner that there is intent to end the relationship.

Confirmation will be sent that the agreement has been terminated and the requirements outlined above must be completed.

## **7.4 Decertifying Students**

Depending on the type of infraction, the investigation may determine that a threshold for student learning was not met and that the students cannot be certified. It is possible that investigations also lead to past students losing their certification due to the results of an investigation.

In the event that a student is decertified, regardless of who is at fault within the ATP organization, the ATP will be responsible for the cost of retraining. This includes if the student must take retraining at a different ATP because it is no longer convenient to travel to the original ATP.

## 8.0 Conclusion

The direction provided in this document is intended to explain the many responsibilities ATPs have when facilitating ESC courses. However, this is not the only resource available. The Provider Portal has many of the tools ATPs will need to be successful.

Regular communication will also be sent out in the form of Bulletins to the email of the designated Contact Person. It is important that this information be shared with whoever it may apply to within an ATP's organization. From time to time this document may be rereleased with updates to processes or standards as ESC sees fit.

As an ATP you are also expected to abide by any conditions agreed to by email with ESC Managers, included but not limited to Requests for Accommodation, Education Letters, training of Instructors, hosting Evaluations or Seminars, or schedule of payment. We urge you to keep a copy of all such communications.

### 8.1 Contact Emails

Contact [Training@EnergySafetyCanada.com](mailto:Training@EnergySafetyCanada.com) for inquiries related to:

- course content

Contact [Evaluations@EnergySafetyCanada.com](mailto:Evaluations@EnergySafetyCanada.com) for inquiries related to:

- course delivery standards
- Instructor conduct standards
- Request for Accommodation
- reporting allegations of misconduct or non-compliance
- scheduling Evaluations for Certified Instructors or Facility Inspections for training locations
- questions related to Bulletins, Handbooks, or the Agreement
- declaring updates to staff roles
- submitting Permanent Location Requests or registering Temporary Locations
- material transfer questions
- questions related to the website portals
- Evaluations Hotline: 780-819-2998 (**text only**)

Contact [CustomerService@EnergySafetyCanada.com](mailto:CustomerService@EnergySafetyCanada.com) for inquiries related to:

- course material orders
- website navigation
- retrieval of student login information
- Online Course Submission troubleshooting
- the use of course paperwork and required student information



# LIFE SAVING RULES



## CONFINED SPACE

### Obtain authorization before entering a confined space

- I confirm energy sources are isolated
- I confirm the atmosphere has been tested and is monitored
- I check and use my breathing apparatus when required
- I confirm there is an attendant standing by
- I confirm a rescue plan is in place
- I obtain authorization to enter



## WORKING AT HEIGHT

### Protect yourself against a fall when working at height

- I inspect my fall protection equipment before use
- I secure tools and work materials to prevent dropped objects
- I tie off 100% to approved anchor points while outside a protected area



## WORK AUTHORIZATION

### Work with a valid permit when required

- I have confirmed if a permit is required
- I am authorized to perform the work
- I understand the permit
- I have confirmed that hazards are controlled and it is safe to start
- I stop and reassess if conditions change



## ENERGY ISOLATION

### Verify isolation and zero energy before work begins

- I have identified all energy sources
- I confirm that hazardous energy sources have been isolated, locked, and tagged
- I have checked there is zero energy and tested for residual or stored energy



## LINE OF FIRE

### Keep yourself and others out of the line of fire

- I position myself to avoid:
  - Moving objects
  - Vehicles
  - Pressure releases
  - Dropped objects
- I establish and obey barriers and exclusion zones
- I take action to secure loose objects and report potential dropped objects



## BYPASSING SAFETY CONTROLS

### Obtain authorization before overriding or disabling safety controls

- I understand and use safety-critical equipment and procedures which apply to my task
- I obtain authorization before:
  - Disabling or overriding safety equipment
  - Deviating from procedures
  - Crossing a barrier



## DRIVING

### Follow safe driving rules

- I always wear a seatbelt
- I do not exceed the speed limit, and reduce my speed for road conditions
- I do not use phones or operate devices while driving
- I am fit, rested and fully alert while driving
- I follow journey management requirements



## HOT WORK

### Control flammables and ignition sources

- I identify and control ignition sources
- Before starting any hot work:
  - I confirm flammable material has been removed or isolated
  - I obtain authorization
- Before starting hot work in a hazardous area I confirm:
  - A gas test has been completed
  - Gas will be monitored continually



## SAFE MECHANICAL LIFTING

### Plan lifting operations and control the area

- I confirm that the equipment and load have been inspected and are fit for purpose
- I only operate equipment that I am qualified to use
- I establish and obey barriers and exclusion zones
- I never walk under a suspended load



## FIT FOR DUTY

### Be in a state to perform work safely

- I will be physically and mentally in a state to perform my assigned duties
- I commit to not being under the influence of alcohol or drugs
- I will inform a supervisor immediately if I or a co-worker may be unfit for work

Training Services:  
[customerservice@energysafetycanada.com](mailto:customerservice@energysafetycanada.com)  
1 800 667 5557

Evaluations:  
[evaluations@energysafetycanada.com](mailto:evaluations@energysafetycanada.com)  
Text Only: 780 819 2998

**EnergySafetyCanada.com**