

TRAINING OVERVIEW

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Bureau de la dirigeante principale de la gestion des risques
Office of the Chief Risk Officer

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Purpose

Health and safety training is an administrative control that can help ensure the workers assigned to tasks are able to do so safely and efficiently while being less likely to be injured in the process of performing the task. Health and safety training must be effective and appropriate for the workplace and include refresher training, as required. This document sets out how uOttawa will manage its health and safety training by establishing a framework and parameters for an effective and comprehensive training program to provide a safer and healthier working and learning environment.

Preamble

This document is based on the training requirements outlined in the Ontario Occupational Health and Safety Act and University of Ottawa Policy 77 – Occupational Health and Safety. All workers are required to attend legislated, mandatory and job-specific training sessions which apply to their status, job, tasks, workplace hazards and environment.

The Occupational Health and Safety Act and its regulations require that people performing or directing tasks receive appropriate and suitable training. The goal of the training is to assist the worker develop and apply the knowledge, skills and abilities required to perform their work or tasks safely and responsibly.

Scope

The type and level of training required will vary according to the individual's roles, responsibilities, workplace hazards, job, task or activities with the University of Ottawa. This document outlines how uOttawa manages its mandatory and job-specific training.

Responsibilities and Duties

Refer to [Procedure 14-1 – Internal Responsibility Procedure for Health and Safety Issues](#) under Policy 77 for a full list of institutional roles and responsibilities. In the context of health and safety training:

Supervisor

The supervisor must ensure that the worker is competent and establish means and measures for protecting workers or persons under his/her authority. This includes supervisor ensuring the worker or person under the supervisor's authority has:

- An appropriate understanding of the laws and regulations pertaining to the task;
- An appropriate understanding of their roles and responsibilities;

- An appropriate understanding of overall work safety practices and procedures;
- Awareness of known or foreseeable workplace hazards;
- An appropriate orientation to their workplace, including initial job instruction and emergency response procedures;
- Knowledge and safe use of personal protective equipment;
- Knowledge and safe use of workplace tools, equipment, machinery and safety devices.

Further, the supervisor must:

- Ensure that the worker is not required to execute work for which he/she has not been trained;
- Inform the worker about hazards or risks associated with tasks to be conducted;
- Review the nature of the activities to be conducted and assess the capabilities of the workers;
- Ensure that a training provider is adequate and certified, when required;
- Ensure their employees or persons under their authority receive adequate information, instruction and training to conduct tasks safely for themselves and others. This includes structured and unstructured training;
- Promote training, responsible attitudes and working habits;
- Review the effectiveness of the training and monitor the performance of the worker's safety performance.
- Evaluate the knowledge, skills and abilities and the capabilities of the worker to apply the information received;
- Request confirmation and monitor that the worker has successfully completed the required training;
- Ensure proper documentation is kept in the worker's file (both centrally and locally). The file must be maintained and relevant information transferred when the worker or person under their authority is transferred to another unit;
- Review training renewal requirements and ensure the worker or person under his or her authority completes refresher training, if/when required.

Worker

A worker must:

- Undertake and successfully complete the training indicated by his/her supervisor;
- Provide the certificate of completion to his/her supervisor or person in authority in a timely matter;
- Apply the knowledge received in his/her work environment;
- Request clarification on work practices, if/when required;
- Inform his/her supervisor when refresher training required;

Legislated and Mandatory Training

Mandatory Training

All members of the administrative, support and academic staff must complete mandatory training required by law during the first month of hire. Each of the required workshops is offered online and are [listed online](#). Mandatory training shall be completed within 30 days of commencement of employment. Supervisors will monitor workers or persons under their authority to ensure they complete the training workshops and apply the knowledge received.

Job, Task and Hazard Specific Training

Certain training workshops are mandatory according to the person's roles, responsibilities, tasks, job, hazards, and workplace. The supervisor or person having authority over the worker will assess the type and level of training required, as it will vary from one situation to another. The Office of the Chief Risk Officer has [developed a tool](#) to assist workers and supervisors to identify further training requirements and/or recommendations. To note, the tool is not intended to serve as an exhaustive list of additional training. Additional training may be required and would need to be determined by the supervisor. A person who is engaged in an activity that requires training in accomplishing his/her task shall participate to the training at the earliest possible date. The person must not be permitted to work with equipment, material or perform certain procedures without ensuring that adequate instruction and training is provided.

Further, the worker will receive information about the laws and regulations, actual and potential hazards and risks, their roles and responsibilities, the safe work practices and procedures, policies and programs, and emergency response procedure. Training will be revisited when new hazards are introduced or the hazard changes. This training may be accomplished by the supervisor or the person designated by the supervisor. The person providing the training must be a competent person, be familiar with the workplace and its hazards and be knowledgeable of the safe work procedures. The training content must have, at minimum, instructions or information about the work location, use or functionality of safety-related devices (including exits, eyewashes, emergency showers, fume hoods, etc.), proper and safe use of equipment, machinery, tools and hazards and risks associated with their use, and workplace environment.

It is also understood that, until suitable training is completed, the supervisor will ensure that necessary information and safety orientation (supervision, instruction, manuals and other documentation relevant to the activity) is provided to ensure the safety of their workers or persons under their authority. It is recognized that certain training

sessions are offered on a schedule or otherwise delayed for specific reasons, possibly reasons outside of control of the university. Nevertheless, individual workers and supervisors should complete the first available workshop available to them.

At the request of the local supervisor, the worker may be required to successfully complete additional training workshops dependent on:

- The nature of the activity;
- The hazards and/or risks the activity entails;
- The individual's experience, skills or knowledge.

Training Methodology

Training Availability and Delivery

The Office of the Chief Risk Officer offers training workshop, both in-class and on-line, and synchronously and asynchronously. The online [learning registration system \(LRS\) webpage](#) provides a list of health and safety workshops and allows a worker to register to the next available workshop (pending supervisor confirmation, where applicable). All institutional health and safety workshops are hosted centrally on the LRS, including [upcoming health and safety training](#).

Training Delivery

The training delivery method must meet the target audience and the training objectives. The design should consider a variety of methods, including lectures, video, interactive activities, hand-on demonstrations, discussions, classroom exercises, on the job training, etc. Training delivery should also allow for feedback from the worker, including questions and concerns.

- Online workshops (including all mandatory training workshops) are available asynchronously.
- In-person or synchronous workshops will have an Outlook calendar invitation attached thereto.

Workshops may be offered through providers either internal or external to the workplace. Training providers must have a suitable level of knowledge, skill, experience and ability in the subjects they deliver. The training provider must be competent and have an appropriate method of delivery techniques for the targeted audience (for example, adult learning techniques) and evaluation methods to measure the participant's knowledge retention and application. To meet legal requirements, the training provider may be required to be certified or approved by an external organization or governmental agency. The Office of the Chief Risk Officer may assist – upon request – in selecting a training provider for a particular health and safety workshop.

Training Content

The training content for all internally developed health and safety training has been thoroughly reviewed by campus health and safety resources and the joint occupational health and safety committees. Constructive criticism of the content is welcome and may be directed to the workshop content owner, as identified in the LRS (e.g., Office of Risk Management).

Training Assessment Criteria

All mandatory training workshops have a knowledge assessment that the worker is required to successfully complete. The knowledge assessments are based on the information contained within the workshop and related, linked material. The passing mark for all online workshops is 75%. Successful completion triggers the automated generation of a certificate of completion. In-person workshops have a similar knowledge assessment process; however, workshops involving credentialed training providers (e.g., Working at Heights, Forklift Operator, etc.) have their own, provider-specific knowledge assessment. Knowledge assessments are maintained by the training provider and university.

Training Documentation

All institutional health and safety training (including mandatory training and many job specific health and safety workshop) is hosted on the LRS and dates to 2012 for training organized by the Office of Risk Management. Training records are [available to each worker and student by signing-in](#) using the SSO function. External users (e.g., volunteers) may apply for a guest account with valid reasoning to participate to health and safety training.

Certificates attesting to completion of the workshop are provided for all LRS workshops and sent electronically to the participant.

Content of the training record

Where training records are maintained outside of the LRS (e.g., for workplace-specific training), the training record must include certain minimum information, as prescribed in Appendix 1.

The Office of the Chief Risk Officer maintains records for legislative and administrative requirements only. The Office of the Chief Risk Officer is not responsible to ensure that worker's individual training files are updated and/or maintained.

Evaluation

The person organizing the training must assess and review the content of the training provided and evaluate its effectiveness to ensure the learning objectives were efficiently presented and meet applicable requirements. The evaluator will provide the training provider with commentary. This will allow for opportunity for improvements and will ensure that the next training sessions are updated accordingly.

Training Renewal

The University of Ottawa requires that a person be retrained, when one of these situations applies:

- As per the legislative requirements;
- When the legislation governing the work is updated and the changes affect the workplace;
- When the certificate expires;
- Whenever new hazards are introduced in the workplace (ex: new substances, processes, or equipment.)
- As deemed necessary by the supervisor or the faculty/service;
- When workers are transferred, promoted or reassigned and the individual does not have the proper level of training;
- A worker has been on extended leave from the workplace (six months or more);
- On recommendation from a worker's/supervisor's faculty/service or the Office of Risk Management;

Training Format for the Renewal

The training renewal format can vary according to the legislative requirements and the individual's needs. It could consist of one, or more of, the following:

- Repeating the same training or the updated version of the original training;
- Refresher training;
- Additional or specific training;
- Revision of the required information with the individual; or
- Confirmation by a written evaluation that the individual still has the adequate knowledge.

Compliance

Supervisors have access to their worker's individual training records through the "my employees" tab in their profile and can easily and quickly assess mandatory training compliance of their personnel through the colour-coded chart. The chart displays all mandatory training and shows green shading when the workshop is complete and

orange shading when the training is incomplete. This allows the supervisor to follow-up with individual workers on their mandatory training compliance. Where a worker is uncertain of their completion status for a particular health and safety workshops, the direct supervisor can inform him/her of their training status (e.g., when the worker last completed a particular health and safety workshop). The completion of mandatory training is further tied to probationary goals for all workers.

While records for health and safety training are centrally managed in the LRS, the supervisor is encouraged to retain copies of training records for their personnel, especially for those workshops conducted outside of the LRS (e.g., workplace-specific training, training on local procedures, etc.). No matter the type of training (either formal/informal, specific/general), a record of training must be maintained. The individual work unit and/or supervisor must be able to demonstrate training records for all his/her staff or persons under their authority.

Where the LRS is not used as the source of training records (e.g., for mandatory, job-specific or other training workshops), supervisors may use Appendix 1 to document the record of training required for workers or personnel under their authority.

Controls

Several faculties and services have tied the completion of mandatory – and in some cases, job-specific – training to their key control systems. For example, prior to a new worker receiving access to restricted spaces on campus (such as buildings, secure facilities, laboratories, etc.), a worker in the Faculty of Medicine is required to complete and submit an [Orientation Form](#) and an [Access Form](#). Both forms are signed by the supervisor and sent, along with the worker's [mandatory training certificates](#) to their respective departmental administrative office. Instructions are [available online](#).

LRS System Support

Resource materials to assist workers and supervisors navigate the LRS and its features are available in an extensive [online reference manual](#). The manual resides within the toolbar at the top of all LRS webpages.

Appendix 1 – Local Training Record

Where local training is conducted, an appropriate record must be maintained by the work unit and/or supervisor. The record shall contain the prescribed particulars, namely:

- The name of the training company and contact info;
- Name of the instructor and credentials to provide the training;
- Course title;
- Duration;
- Date of expiry and required frequency of refresher training (if/where applicable);
- Course material, training manual and/or topic(s) covered;
- Name of worker having successfully completed the training;
- uOttawa worker or student identification number;
- Date(s) the training workshop(s) were completed;
- Pass/fail results and copy of worker evaluation means (where applicable);
- Copy of the certificate and level of training or type of certificate awarded (if applicable);
- Any other information required by law;