

FINAL REPORT – BC Crane Safety (BCACS) HSA Activities and Measures - 2019

3.3.3 Activity Type	3.3.3 Description of Activity	3.3.4 Unit Measure	3.3.4 Number Completed	3.3.4 Target for Year	3.3.4 % of Target Completed	3.3.5 Immediate Outcome and Measurement	Time Frame	Responsible
<b>Conferences (A)</b>	Development and delivery of message regarding the requirements and benefits of a crane operator qualification program to all stakeholders, including operators, owners, industry and the public.	Presentation at one or more relevant conferences.	2	2	100%	Crane Rental Association of Canada Conference 2019  Conference invitations for safety-related messages continue to be received and responded to.	Ongoing	BCACS
<b>New or transitioning crane operator certifications (A)</b>	Completion of qualifications for all new applicants or those applying to migrate to a higher or lower level of qualification.	Number of operators processed through the BCACS system	600	500 (estimate based on previous years)	100% (within acceptable range)	Seamless, efficient completion of certifications from initial registration through to full qualification.  Measurement: historical average processing timelines continue to be met and exceeded. No significant lag times occur for unidentified reasons.	Ongoing	BCACS
<b>Crane operator practical assessment success rate data (A)</b>	Monitoring and addressing any issues with Operators' practical assessment success rate.	Percentage of operators not successful in the practical assessment on the first attempt averaged 17% in 2018. The goal for 2019 is 16%.	15%	16%	100% (within acceptable range)	Certification of only qualified operators. Unqualified operators are kept off the equipment until they upgrade their skills and pass the assessment.  Measurement: percentage of operators not successful on first attempt is in the historical range.	Ongoing	BCACS
<b>Credential Recognition Process (A)</b>	Ability to process credential recognition applications in response to demand. Ability to identify and match crane operator credentials from jurisdiction to jurisdiction.	Ongoing adjustments made to credential recognition process based on adjustments in certification parameters in other jurisdictions.	962	100	+100%	Qualified crane operators working at the correct certification level.  Measurement: operators tracked and serviced. All operators applying for credential recognition are registered in the BCACS system as members and are certified at the current level. Crane-specific BC regulations provided and confirmed as understood by operator.	Ongoing	BCACS
<b>Challenge Process (A)</b>	Ability to verify and process challenge applications in response to demand.	Ongoing adjustments made to challenge verification process as a result of changing federal, provincial, and interprovincial rules.	70	100	70% (within acceptable range)	Operators tracked and serviced.  Measurement: all operators applying for the opportunity to write a challenge exam are registered in the BCACS system and processed within two weeks and receive an opportunity to challenge the exam in a timely manner.	Ongoing	BCACS

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<b>New operator system services (A)</b>	Working with training providers and employers to advise on the use of the Crane Operator Certification Program and the BCACS system.	Training site visits to instruct on the use of the Crane Operator Certification Program and mobile logbook use.	4	4 site visits	100%	Greater understanding of the crane operator certification program by training providers, trainee/apprentices, and employers. New training provider relationships established to maintain quality and standards. Stakeholders visited include OE school, Yukon College and Bigfoot Academy  Measurement: demonstration through the BCACS administration system that operators are engaged at the correct certification level.	Ongoing	BCACS
<b>Assessment Development and Maintenance (M)</b>	Review of online options and ongoing development, maintenance, review and implementation of BC crane operator exam item bank.	Crane Operator Program Standards and theory exams maintained for all eleven crane operator classification categories.  Online exam providers comparison and evaluation.	1	1 audit	100%	Maintaining the integrity and quality of the competency based operator testing system and delivery methodology. Exam content kept up to date.  Measurement: the correct theory exam and exam items are deployed and measured for every exam situation and individual. Comparison and evaluation of online exam providers is ongoing in order to respond to industry needs and generate appropriate recommendations.	Ongoing	BCACS
<b>Website (M)</b>	Ongoing development and maintenance of BC Crane Safety website, information and administration system.		1	1 update cycle completed	100%	A public website that services industry at all levels. Maintains industry awareness and relationships. Provides a portal to the crane operator registration system including the mobile logbook.  Measurement: continue to fulfill the mandate of the Association with a relatively low staff number and overhead in an effective, responsive, and timely manner.	Ongoing	BCACS
<b>Administrative Enterprise System, Mobile Logbook, and Credential Manager (M)</b>	Administration and registrant system with mobile logbook and Credential Manager.	Functional BC Crane Operator Certification Scheme administration system, Credential Manager, and mobile logbook usage.	*See Target Section for update	5000 (based on graduated implementation of renewal)	Metric recalibration identified upon operational use. Change to % usage.	Measurement: A functional online registration, information, and administration system and mobile logbook.  All apprentices/trainees are able to utilize the logbook and all operator competencies and activities are trackable for reviewer signoff as applicable. All annual renewals are completed electronically.	Ongoing	BCACS

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<b>Certification Scheme Oversight (M)</b>	Ongoing monitoring of registration, processing, and completion of certification of individuals in relation to the services required and provided by BCACS's partners in certification.	Changes to provincial, federal legislation, apprenticeship guidelines and CCDA Red Seal standards require review and coordination of any corresponding BC certification scheme changes. Also any changes to business processes of BCACS's certification system partners require monitoring to ensure there is no negative impact.	1	1 Discussion	100%	Provides the opportunity to modify the business processes of service providers and BCACS, as well as the communication between all parties to better serve the industry and ensure a safe workplace.  Measurement: identification of any areas that require modification and/or addition of new services.	Ongoing	BCACS
	Ongoing monitoring of the BC certification scheme including theory and practical testing for all 11 crane classifications.	Regular Quality Management Review Committee meetings to monitor the BC Crane Operator Certification Scheme. The Committee reports at each Board meeting.	0	1 Complaint	100% (within acceptable range)	Review of any formal complaints filed, review of any noted system deficiencies, audit of certification scheme process.  Measurement: identification of any areas for correction and proactive action that may lead to changes to theory exam and/or practical test processes and content.	Ongoing	BCACS
	Ongoing monitoring and maintenance of privacy and usage policies to comply with Provincial and Federal legislation.	Policies in place and available online with clear procedure to respond to enquiries.	1	1 policy	100% (additional support measures being updated)	Development and implementation of privacy policy to comply with Provincial and Federal legislation and take into account BCACS business processes and operator and industry needs.  Measurement: policy is up to date, and relevant and available with clear procedure to respond to enquiries.	Ongoing	BCACS
<b>Strategic Planning – Workplans/KPIs (M)</b>	Identifying and developing responses to industry changes that potentially impact safety in the workplace.	Documenting industry changes and needs as they occur that influence and change new work within the current funding cycle and identifying what might be a need for the next funding cycle. For example, new hoisting equipment, new technology, changing work practices.	1	1 session	100%	Adjustments and new outcomes occur as a result of industry process.  Measurement: identification of new needs and/or adjustments required to current processes.	Ongoing	BCACS

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<b>Jurisdictional Review and Liaison (M)</b>	Consultation with jurisdictions to facilitate understanding and acceptance of respective credentials.	Clearer path for resolving certification questions and issues when they arise.  The legal requirement based on CFTA is met.	5	2 visits	+100%	Harmonization nationally and internationally is occurring and ongoing. Mobility is increased. A deeper resource pool becomes available to safely draw skilled trade workers who already meet BC standards.  Measurement: BC credentials are matched accurately to other jurisdiction certifications ensuring a safer workplace. Requests for information and advice regarding implementation of operator standards and certification protocol are handled efficiently and accurately.	Ongoing	BCACS
<b>Crane Operator Credential Renewal (P)</b>	Establish and test the 1-year online renewal protocols and process flow for BC crane operator card. (Year 4 of 7)	20% of registered, certified BC crane operators to renew their BC crane operator certification online at no cost to them for a 1-year term.	30%	20%	+100%	Process flow and renewal protocols created and implemented to test stage. New BC compliance verification model electronic statement designed and tested.  Measurement: online one-year renewal with no fee is implemented for 20% of crane operators in 2019.	7 years	BCACS
<b>Research and Development (P)</b>	Research Lift Director standards and certification schemes in other jurisdictions.	Document outcomes of research.	1	1 Presentation	100%	A report documenting outcomes of research with appropriate recommendations from the BC Crane Safety Lift Director Project Committee.	1 year	BCACS

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<b>Better Practices and Learning Aids (P)</b>	Identification, development, and maintenance of resource materials and aids.	Research design and develop a crane operator specific math aid primer and make available online for download.	1	1 Product	100%	Math aid identified through industry consultation and developed and made available for download on BCACS website as per industry's communicated need.  Measurement: Operators are better prepared for math areas of theory exams.	Ongoing	BCACS
	BCACS' development of Better Practices is a repetitive cycle with 3 steps: • Step 1: A need is identified; • Step 2: A better practice identified; • Step 3: Training and resource materials are developed.	Ongoing identification of need through industry consultation and review of incidents.	2	2 Best Practices	100%  Being finalized with WCB Crane Team and BC Crane Safety	Review of Better Practices in place and implementation of new identified Better Practices.  Measurement: Industry participates in need identification, building the Better Practice, and demonstrates adoption. Ultimate outcome is reduced frequency of incidents as Better Practices are available and implemented. For example, Tower Crane Better Practice – pre-operations (four checklists) are currently in use.	Ongoing	BCACS
<b>Rigger/Signalperson (P)</b>	Rigger/Signalperson Certification Scheme (year 2 of 3 years).	Rigger/Signalperson standard established, learning outcomes drafted.	1	1 Standard	100%	The establishment of a rigger/signalperson (for crane operations) certification scheme process is in place and ready for piloting.	3 years	BCACS
<b>Telescopic Handler (with hoist) (P)</b>	Telescopic Handler Certification Scheme (year 1 of 3 years).	Telescopic Handler standard drafted and learning outcomes drafted.	1	1 Standard	100%	A telescopic handler standard drafted and learning outcomes drafted.	3 years	BCACS
<b>ISO 17024 Accreditation (P)</b>	ISO 17024 alignment and accreditation audits	Audit completed for BC Crane Operations Certification Scheme	1	1 Internal Audit	100%	External audits Audit for BC Crane Operations Certification Scheme show full compliance areas	Ongoing	BCACS