

Activity Type	Activity Description	Unit Measure	Number Completed	Annual Target	% Of Target Completed	Immediate Outcome and Measurement	Time Frame	Responsible
<b>Strategic Planning – Workplans/ KPIs</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 - Ongoing	1	80%	Adjustments and new outcomes occur as a result of industry process.  Measurement: identification of new needs and/or adjustments required to current processes.  UPDATE: BC Crane Safety has documented practices and requirements in support of BC Restart Plan. A Board Strategic Planning session has been scheduled for September 2021.	Ongoing	BCACS
<b>Website</b>	Ongoing development and maintenance of BC Crane Safety website, information, and administration system.	Completed and updated website with contents that comply with the WorkSafeBC contractual requirements and provides industry-specific content for crane and hoisting stakeholders.	1 – Compliant and useable website	1 – Updated website	80%	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.  UPDATE: A new Website is being developed to better serve stakeholders and continues to meet contractual requirements.	Ongoing	BCACS
<b>Conferences</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.	0 as of July 2021	2*	0%	Crane Rental Association of Canada and WorkSafeBC Safety Conference for this year has been postponed due to COVID travel restrictions.  *Target was dependent on travel restrictions being lifted, COVID cases reduced and vaccinations reaching government threshold requirements.	Ongoing	BCACS
<b>New or transitioning full scope operator certifications</b>	Completion of qualifications for all new applicants or those applying to migrate to a higher or lower level of qualification.	Number of full scope certificates processed through the BCACS system.	263 as of August 3, 2021	450 (estimate based on previous years)	58%	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

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Administrative Records Management System	Monitoring new registrants	Functional BC Crane Operator Certification Scheme administration system, Credential Manager, and mobile logbook usage.	1,053	1,600	66%	Measurement: A functional online registration, information, and administration system and mobile logbook.	Ongoing	BCACS
	Monitoring logbook entries		15,032	20,000	75%	All apprentices/trainees can use the logbook and all operator competencies and activities are trackable for reviewer signoff as applicable. All annual renewals are completed electronically.		
	Total Number of active users in system		18,384	16,000	100%			
New operator system services	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.	0 as of August 2021	4 site visits	0%	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.  Measurement: demonstration through the BCACS administration system that operators are engaged at the correct certification level.  UPDATE: Due to COVID-19, worksite access had been restricted for half of 2021.	Ongoing	BCACS
New or renewed Provisional Operators	Provisional certificates issued to new or renewing applicants	Number of provisional certificates processed through the BCACS system.	783 as of August 3, 2021	1,000 (Estimate based on previous years)	78%	Provisional certificates are issued to eligible trainee crane operators. This certificate allows trainees to prepare for their Level A - Full Scope assessment.	Ongoing	BCACS
Crane operator practical assessment success rate data	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 2019. The goal for 2021 is 16%.	15% as of June 2021* last report from Fulford	16%	94%	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

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<b>Credential Recognition Process</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.	193 as of August 3, 2021	400 (Estimate based on previous years)	48%	<p>Qualified crane operators working at the correct certification level.</p> <p>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.</p> <p>Crane-specific BC regulations provided and confirmed as understood by operator.</p>	Ongoing	BCACS
<b>Challenge Process</b>	Ability to verify and process challenge applications in response to demand.	Ongoing adjustments made to challenge verification process because of changing federal, provincial, and interprovincial rules.	59 as of August 3, 2021	100	59%	<p>Operators tracked and serviced.</p> <p>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.</p> <p>UPDATE: Due to COVID-19, worksite access had been restricted for half of 2021.</p>	Ongoing	BCACS
<b>Assessment Development and Maintenance</b>	Review of online options and ongoing development, maintenance, review, and implementation of BC crane operator exam item bank.	<p>Crane Operator Program Standards and theory exams maintained for all eleven crane operator classification categories.</p> <p>Online exam providers comparison and evaluation.</p>	1 – Completed exam bank	1 - Underway	Some of this work is in the 2022 Workplan	<p>Maintaining the integrity and quality of the competency-based operator testing system and delivery methodology. Exam content kept up to date.</p> <p>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 to respond to industry needs and generate appropriate recommendations.</p> <p>UPDATE: This project was impacted due to COVID 19.</p>	Ongoing	BCACS

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Certification Scheme Oversight	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 – Updated agreement with ITA	1 – Updated	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.  Agreement has been updated.	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.	1 – Revise the ARP committee	1 – Hold first meeting to restart group	100% -	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.  UPDATE: Assessment Review Panel has been updated and the first meeting was held June 2021.	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.	6 staff members (two new as of Aug 2021)	4 staff members have finished privacy course	67%  Any new BCACS staff will complete provincial Privacy course by end of 2021	Development and implementation of privacy policy to comply with Provincial and Federal legislation and consider 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

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<b>ISO 17024 Accreditation Monitoring and Alignment</b>	ISO 17024 alignment and accreditation monitoring. <i>Year 4 – underway</i>	Based on internal audit devise a work plan to review options for recertification.	1 – Workplan created	1 – Workplan built	90%	Based on the internal audit, create and implement workplan reviewing options for recertification program implementation.  UPDATE: Due to COVID-19, planned operations and projects have been significantly impacted, causing many projects to be delayed.	7 years	BCACS
<b>Jurisdictional Review and Liaison</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.	0 as of August 2020	2 visits	0%	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.  UPDATE: Due to COVID-19, travel to other jurisdictions has been restricted for at least half of 2021.	Ongoing	BCACS
<b>Crane Operator Credential Renewal</b>	Renew recognition of credential from other jurisdictions one year and notify the operator of the new expiry date and/or request updated information required prior to renewing.	Confirm all requirements are met and current. Allows an opportunity to contact operator, ensuring contact information is up to date. This is completed with no cost to the operator.	570 as of August 3, 2021	1,200 (estimate based on previous years)	48%	Each credential recognition is issued for one year. It is renewed providing the original certificate is still valid. This process is to prepare holders of the credential recognition for an eventual renewal process that will be the same as for operators certified in BC.	Ongoing	BCACS

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<b>Research and Development: Lift Director</b>	Research and compare draft Assembly/Disassembly Director standard to other existing Assembly/Disassembly standards	Complete research on Assembly/Disassembly Director standard from international research.	1 – Complete field research	1 – Finished research	100%	Collaborate with WorkSafeBC Prevention of development and requirements.	1 year	BCACS
	Draft Lift Director Standard <i>Year 2 - underway</i>	Lift Director standard drafted, learning outcomes drafted.	1 – Standard completed	1 - Drafted standard	10%	A lift director certification scheme process is underway.  UPDATE – Initially aiming to publish safe work practice on assembly/disassembly roles.	3 years	BCACS
<b>Rigger/Signalperson</b>	Rigger/Signalperson Certification Scheme <i>Year 3 - completed</i>	Rigger/Signalperson standard established, learning outcomes drafted.	1 – Complete report	1 - Underway	95%	The establishment of a rigger/signalperson (for crane operations) certification scheme process is in place and has been trialed. Still to come is a summary report including appropriate recommendations.  UPDATE – Report was impacted due to COVID 19.	3 years	BCACS
<b>Telescopic Handler (with hoist)</b>	Telescopic Handler Certification Scheme <i>Year 3 - completed</i>	Telescopic Handler standard established; assessment methods drafted.	1 – Complete standard	1 - Underway	100%	A telescopic handler certification scheme process is in place ready for testing.  UPDATE – Implementation was impacted due to COVID 19.	3 years	BCACS

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Next Practices and Learning Aids	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 Math Aid	1 – Underway	80%	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 Next Practices is a repetitive cycle with 3 steps:  <ul style="list-style-type: none"> <li>• Step 1: A need is identified.</li> <li>• Step 2: A Next practice identified. be</li> <li>• Step 3: Training and resource materials are developed.</li> </ul>	Ongoing identification of need through industry consultation and review of incidents.	2 – Safe work practices	2 – Underway	20%	Review of Next Practices in place and implementation of new identified Next Practices. Measurement: Industry participates in need identification, building the Next Practice, and demonstrates adoption. Ultimate outcome is reduced frequency of incidents as Next Practices are available and implemented.  UPDATE – Two safe work practices are being drafted for publishing in the third quarter 2021 (Crane Hazard Assessment, lift director roles and responsibilities.	Ongoing	BCACS

\*Colour Legend (coding) denotes the alignment of our projects’ and services’ activities and measures with our [Association’s Organizational Objectives](#) posted on our Association website, [www.bccranesafety.ca](http://www.bccranesafety.ca)