



Training and Certification Standard

for Occupational First Aid Training Agencies



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Training and Certification Standard

For Occupational First Aid (OFA) Training Agencies

Introduction

The *Occupational Health and Safety Regulation* (“OHSR”) requires that a first aid attendant successfully complete the appropriate training course and/or examination developed or approved by the Workers’ Compensation Board of British Columbia (“Board” or “WorkSafeBC”), and has been issued a certificate at the required level by the Board or a person or organization recognized by the Board.

The purpose of this Training and Certification Standard for Occupational First Aid Training Agencies (“*Training and Certification Standard*”) is to establish minimum requirements for training agencies that are approved to conduct Occupational First Aid or equivalent training and certification.

WorkSafeBC developed Occupational First Aid courses and Endorsements comply with the ANSI Standard ANSI/ASSE Z490.1-2009 “Criteria for Accepted Practices in Safety Health and Environmental Training”, as well as the Institute for Credentialing Excellence Standard ICE 1100 : 2010(E) – “Standard for Assessment Based Certificate Programs”.

The requirements for persons or organizations in British Columbia to become authorized to teach Occupational First Aid (“OFA”) and/or equivalent programs, conduct the examinations and issue certificates that will be recognized by WorkSafeBC is explained in this Standard.

The general requirements for training agencies are that they register with WorkSafeBC and:

1. Sign and comply with an “Agency Registration Agreement” (“Agreement”, “Agency Agreement”)
2. Comply with the Training and Certification Standard as amended periodically
3. Ensure that acceptable course delivery, evaluation and/or examination occurs
4. Ensure that instructors are competent and certified
5. Ensure that examiners are competent and certified
6. Ensure that appropriate training and certification procedures are followed
7. Maintain OFA and/or OFA equivalent course training and certification records
8. Maintain instructor and examiner training and certification records
9. Submit to audits and inspections and
10. Ensure that training facilities, supplies and equipment meet the requirements of this Training and Certification Standard and are acceptable to WorkSafeBC

These requirements are discussed in more detail below.

Agencies that are inactive (*no training delivered*) for three years as evidenced by their agency annual training and certification report submission will be removed from the training provider list. Agencies that do not submit an annual training and certification report will be considered in breach of the Agency Registration Agreement. Agencies that are in breach of the Agency Registration Agreement with WorkSafeBC may be removed from the training provider list.

There are two types of courses that may be taught:

1. WorkSafeBC-developed courses and
2. Courses developed by others accepted by WorkSafeBC as equivalent (“equivalent” “equivalency”). Occupational First Aid course equivalency criteria are determined by WorkSafeBC. The process for determining equivalency is explained further below.

WorkSafeBC is responsible for updating standards, course content and training materials for WorkSafeBC-developed courses. WorkSafeBC intends to conduct a provincial job task analysis every 5 years or sooner if required, to determine whether the current standards meet the needs of industry.

The information will be used for course revision of WorkSafeBC-developed materials and will be forwarded to the agencies that have developed equivalent courses in order to facilitate their course revision. Approved equivalent OFA and Endorsement courses will be expected to meet the WorkSafeBC OFA course standard.

References to the Occupational Health and Safety Regulation (*OHSR*) are to Part 3, Occupational First Aid, sections 3.14 to 3.21 and Schedule 3-A, effective March 30, 2004, amended effective February 1, 2008, as amended from time to time. <http://www2.worksafebc.com/Topics/FirstAid/RegulationAndGuidelines.asp>

1. Agency Registration Agreements

To register as a first aid training agency (“agency”), a person or organization must provide:

- 1.1. The type of agency status requested (OFA or equivalent)
- 1.2. Which levels of first aid will be taught (OFA Level 1 and Transportation Endorsement or equivalent or all OFA or equivalent courses)
- 1.3. A notarized document declaring the registered owner of the company or, in the absence of a registered owner, the chief executive of the corporation or the authorized representative of the organization or society
- 1.4. A signed (by registered owner, chief executive or authorized representative of an organization or society) Training Agency Registration Agreement which includes a confidentiality agreement with WorkSafeBC that restricts the use of the examination materials to the intended purpose (**Appendix H**)
- 1.5. A copy of an organizational chart and the contact information for the agency, listing each official and position by title (e.g. Owner or CEO, Manager, Training Coordinator, OFA 3 Examiner/Instructor, Assistant or Contract OFA 3 Instructor(s), OFA 1/Transportation Endorsement (TE) Instructor(s) etc.) Proof of all required instructor and examiner certifications must be submitted with the organizational chart
- 1.6. Agency policies and procedures that are congruent with this Training and Certification Standard, including but not limited to: appeal procedures for examination results; instructor and/or examiner complaints or misconduct; student complaints or misconduct; classroom, instructor and examiner supervision procedures; instructor and examiner competency assessment procedures; acceptable standards of performance for instructors and examiners
- 1.7. A company health and safety program including written procedures as required by the Occupational Health and Safety Regulation

Furthermore, the agency must:

- 1.8. Arrange to have the agency’s facility, equipment and supplies inspected by a WorkSafeBC Officer and
- 1.9. Sign the Training Agency Registration Agreement and return it to WorkSafeBC

Where, in this Training and Certification Standard, there is a duty or obligation on the first aid training agency, WorkSafeBC will hold the agency responsible for those duties. A breach of duties or obligations may result in termination of the agency registration.

In order for an agency to purchase WorkSafeBC-developed OFA course materials or conduct courses and/or examinations of WorkSafeBC-developed courses, a signed Agency Agreement must be on file with WorkSafeBC. A breach of the Agency Agreement will result in an investigation and may result in termination of the agency registration.

In order for an agency-developed course to be recognized as an OFA course equivalency, a signed Agency Registration Agreement must be on file with WorkSafeBC. A breach of the Agency Agreement will result in an investigation and may result in termination of the registration of the agency and/or revocation of the equivalency program.

An agency with a signed Agency Agreement on file is recognized by WorkSafeBC as an authorized first aid training agency. All authorized first aid training agencies must comply with the conditions in the Agency Agreement, the Training and Certification Standard as amended from time to time and the standards set by WorkSafeBC.

Authorized first aid training agencies are responsible for ensuring ongoing compliance with this Training and Certification Standard including quality assurance for all subcontracted agency, examiner and instructor services.

Agency responsibility for quality assurance includes, but is not limited to, any OFA or equivalent course activities conducted on behalf of the authorized agency by training providers, training centres, authorized providers, partner providers, training partners, independent contract instructors and/or examiners, program monitors and/or auditors.

Agencies are responsible for informing WorkSafeBC without undue delay of a change of ownership and/or location and providing periodic updates of agency contact information as required by **1.5.** above.

Email information to: Certification@WorkSafeBC.com

2. Course Delivery and Examination

2.1 Training Agency Obligations

A training agency must:

- 2.1.1. Ensure that WorkSafeBC-developed first aid courses are taught in accordance with the training materials developed by WorkSafeBC
- 2.1.2. Ensure that agency developed (equivalent) first aid courses are taught in accordance with the training materials developed by the agency and approved by WorkSafeBC
- 2.1.3. Ensure that agency instructors and examiners are provided with up to date instructor guides and approved supplementary training and examination materials
- 2.1.4. Ensure that written examinations for all OFA and equivalent courses are invigilated by an authorized person employed by the agency
- 2.1.5. Ensure that the integrity and security of the examination materials are not compromised
- 2.1.6. Ensure that evaluation or examination of candidate competency is conducted in accordance with evaluation or examination criteria approved by WorkSafeBC
- 2.1.7. Ensure that an up to date registry of instructors and examiners, including copies of relevant current certifications, are maintained at the agency
- 2.1.8. Provide a minimum of 48 hours notice prior to conducting OFA or equivalent courses and examinations. Email information to: Certification@WorkSafeBC.com
- 2.1.9. Provide a minimum of 24 hours notice of an OFA or equivalent course and/or examination cancellation. Email information to: Certification@WorkSafeBC.com
- 2.1.10. Establish acceptable instructor and/or examiner performance standards and ensure those standards are communicated to instructors and examiners
- 2.1.11. Ensure that the instructor and examiner registry is submitted to WorkSafeBC annually with the agency training statistics by the due date indicated on the report

- 2.1.12.** Ensure that infection control procedures are practiced when conducting OFA and equivalent courses and examinations as outlined in the Occupational First Aid Reference and Training Manual, the Occupational First Aid Training Guides, the Occupational Health and Safety Regulation and all applicable manufacturer recommendations (*if any*), and
- 2.1.13.** In the event of complaints and/or perceived inappropriate conduct by candidates, instructors, examiners, employers or members of the public, investigate and if warranted, take appropriate corrective action and cooperate with any WorkSafeBC investigators. If requested, the agency must communicate directly with WorkSafeBC regarding the results of the investigation and the action taken
- 2.1.14.** The agency policies and procedures regarding the classroom code of conduct, OFA candidate complaints, instructor or examiner inappropriate conduct, violence in the workplace and subsequent investigations must be congruent with this Training and Certification Standard and the OHSR. Agencies may be required to submit a written investigation report to WorkSafeBC. Reports will be placed in the agency file at WorkSafeBC

2.2. Supervision

"Supervisor" means a person who instructs, directs and controls workers in the performance of their duties. A supervisor need not have the title "Supervisor" but will normally be appointed by an agency owner or authorized agency representative.

The agency is responsible for supervising instructors and/or examiners and for conducting routine (*e.g., daily, weekly, monthly*) instructor and/or examiner performance assessments to ensure:

- 2.2.1.** Instructors and examiners are using the appropriate version of the course instructor guide, approved supplementary training and/or examination materials
- 2.2.2.** Instructors and examiners adhere to the prescribed curriculum, agenda and examination protocol
- 2.2.3.** Instructor and examiner classroom and examination conduct is appropriate
- 2.2.4.** Instructors and examiners correctly complete the required course documentation including, but not limited to, attendance and achievement records, practical examination marking sheets and certificate numbers issued. (*Course attendance includes candidates that are receiving remedial training and/or are required to make-up missed lessons and/or are receiving "extra practice" and/or are "sitting in" on existing courses etc*)

- 2.2.5.** OFA Level 1, TE and equivalent instructors ensure candidates achieve all required competencies prior to issuing certification. (*Competency must be achieved in any objective defined as life saving as outlined in the instructor training guide*). The course skills achievement record must indicate that the candidate was successful prior to issuing certification and the certificate numbers must be recorded
- 2.2.6.** OFA Level 2, OFA Level 3 and equivalent instructors ensure candidates have met the examination eligibility requirements including attendance and all homework assignment results prior to the examination and
- 2.2.7.** OFA and equivalent examiners ensure candidates achieve all required competencies prior to issuing certification

Furthermore, the agencies have the following obligations:

- 2.2.8.** Instructor supervision must be conducted as frequently as practicable to prevent the development of unsafe conditions or inappropriate conduct. This must be accomplished by means of in-class observation by a person authorized by the agency (*e.g. owner, manager, supervisor, evaluator, examiner, senior instructor or other authorized staff member etc*). This could be as short as half an hour and the in-class observations could be distributed throughout the duration of a course
- 2.2.9.** The agency must have a policy and written procedures regarding instructor and examiner supervision outlining the frequency (*e.g., daily, weekly, monthly*) of routine in-class observations, who is authorized to supervise or observe OFA and equivalent course instructors and how the in-class observations of instructors is to be conducted and recorded
- 2.2.10.** The agency supervision policy must address the supervision of full time (*or daytime*) and part time (*or evening*) course instructors. Routine supervision required by **2.2.** is in addition to an annual comprehensive competency assessment required to maintain and renew instructor certification
- 2.2.11.** The dates, times, instructor activities and course observations must be recorded and placed in either the course or the instructor files. Observations may be informal and do not require the use of WorkSafeBC assessment of competency forms
- 2.2.12.** Documentation must include the name, title and qualifications (*if any*) of the person assigned to supervise and/or conduct the in-class observation. See **Appendix G** for an example

3. Instructor Training and Certification

3.1. Scope

- 3.1.1.** This Training and Certification Standard applies to all equivalent instructor training and certification. OFA equivalent agencies may have additional instructor training and certification requirements.
- 3.1.2.** In addition to the requirements of this Training and Certification Standard, instructor training and certification for equivalent Level 1, Level 2, Level 3 or OFA TE courses must meet the requirements of the equivalent agency.

3.2. Policy

- 3.2.1.** All agencies must have a written policy regarding instructor training requirements and expected outcomes including, but not limited to; a dispute resolution policy, agency performance expectations of instructor candidates, instructor candidate training completion expectations and quality improvement opportunities for both successful and unsuccessful candidates.
- 3.2.2.** The agency instructor training policies must be communicated to instructor candidates prior to enrollment into an instructor training course or mentoring program.
- 3.2.3.** In the event of a dispute between the instructor candidate and the agency, the agency will make every attempt to resolve the dispute relying on the agency policies and procedures for instructor training.

3.3. Instructor Prerequisites

Instructor candidates for OFA and equivalent courses must be qualified with respect to experience relevant to the subject matter of the course and must meet the prerequisites and criteria as outlined below for the level they wish to instruct.

- 3.3.1.** The agency is responsible for performing a reference and background check including the credentials and work and/or previous teaching experience prior to an instructor being approved to participate in an instructor training or instructor mentoring program.
- 3.3.2.** A written and dated record of the reference and background check that was conducted for the instructor candidate must be kept in the instructor candidate's file.
- 3.3.3.** Instructor candidates for equivalent to OFA and TE courses must meet prerequisites and criteria relevant to the equivalent course deemed to meet or exceed the OFA requirements. OFA equivalent agencies may have additional prerequisites to the requirements below.

- 3.3.4.** OFA Instructors must not conduct OFA equivalent courses and OFA equivalent instructors must not conduct OFA courses until they have been trained, assessed for competency and certified to conduct the respective courses by a training agency recognized by WorkSafeBC.

3.4. Instructor Candidates for OFA Level 1/Equivalent Courses

To be an instructor of a WorkSafeBC-developed OFA 1 course or an Agency-developed equivalent course, an instructor candidate must:

- 3.4.1.** Be at least 19 years of age prior to instructor training
- 3.4.2.** Hold a valid OFA Level 2 or OFA Level 3 or equivalent certificate or a recognized Standard First Aid certificate or higher
- 3.4.3.** Have successfully participated in a complete Level 1 or, for equivalent course instructor candidates, have successfully participated in an equivalent course and scored 85% or higher on the written examination (*i.e., achieve certification*) not more than 90 days prior to initial instructor training and
- 3.4.4.** Complete a WorkSafeBC Jurisprudence Package

The agency may:

- 3.4.4.1.** Provide the OFA jurisprudence materials to instructor candidates and have them complete it prior to instructor training

OR

- 3.4.4.2.** Recommend that instructor candidates download and complete the self study package from WorkSafeBC's website ([PDF 182 kb](#)) prior to instructor training
- 3.4.5.** Completion of WorkSafeBC OFA Jurisprudence materials must be verified by the training agency prior to initial instructor training. Evidence of completion must be included in the instructor candidate's training file (*e.g., a copy or other reasonable alternative of, pages 6 to 8, 10 to 14 and 25 to 28 from the Jurisprudence Package*)

3.5. Instructor Candidates for Transportation Endorsement and Equivalent Courses

To be an instructor of a WorkSafeBC-developed Transportation Endorsement (TE) course or an Agency-developed TE equivalent course, a candidate must:

- 3.5.1.** Hold a valid OFA Level 1 instructor or equivalent instructor certificate
- 3.5.2.** Hold a valid OFA Level 3 or equivalent certificate and

- 3.5.3.** Have successfully participated in a complete TE or, for equivalent course instructor candidates, have successfully participated in an equivalent TE course not more than 90 days prior to initial TE instructor training (*i.e., achieve certification*)

3.6. Instructor Candidates for OFA Level 2, Level 3 and Equivalent Courses

To be an instructor of a WorkSafeBC-developed OFA Level 2 or Level 3 course or an Agency-developed Level 2 or Level 3 equivalent course, a candidate must:

- 3.6.1.** Hold a valid OFA Level 3 certificate or a current emergency pre-hospital care attendant certificate or license (*course consisting of 70 hours or more*) and have held it for at least the preceding four years
- 3.6.2.** An agency may give consideration to candidates who have not held an OFA Level 3 or equivalent certification for the preceding four years provided the candidate(s) meet all of the following criteria
- 3.6.2.1.** Have held an OFA Level 3 certificate or a current emergency pre-hospital care certificate or license (*course consisting of 70 hours or more*) for at least the preceding two years
- 3.6.2.2.** Have been employed as a designated OFA attendant or pre-hospital responder (*advanced level first aid volunteer, ambulance etc.*) together with verifiable significant patient contacts for the preceding two years (*the instructor file will contain relevant first aid field experience with references checked and verified including supporting documentation*) and
- 3.6.2.3.** Have taught more Level 1 or equivalent courses than the minimum required for instructor recertification and
- 3.6.2.4.** Hold a current Level 1 instructor certificate or, for equivalent course instructors, hold a current Level 1 equivalent instructor certificate and have taught the minimum number of Level 1 or equivalent courses in the preceding year and
- 3.6.3.** OFA 3 and equivalent Instructor candidates must participate in a complete Level 3 or, for equivalent course instructor candidates, must successfully participate in a complete Level 3 equivalent course. Instructor candidates must successfully complete the examination achieving not less than 85% (*i.e., achieve certification*), not more than 6 months prior to participating in the initial instructor training process

3.7. Instructor Certification Terms and Conditions

- 3.7.1.** To ensure a high standard of instructor conduct, instructors must sign a standard application or agreement with the certifying agency.

- 3.7.2.** The agreement must include the terms and conditions as set out in the OFA Instructor guides for Level 1, Level 2, Level 3, Level 3 Refresher, OFA TE or equivalent courses and any other terms and conditions required by the Agency.
- 3.7.3.** The ability to instruct WorkSafeBC-developed courses may be denied or restricted by the agency or WorkSafeBC for a breach of a term or condition of the instructor agreement.
- 3.7.4.** The agency must document any situation in which an instructor's conduct was inconsistent with required procedures and record what corrective action was taken, or the reasons if none was taken, and how improvement is to be measured.
- 3.7.5.** Investigations conducted by agencies must be documented and placed in the instructor's file in accordance with **3.17**. A copy of an investigation report may be requested by an Officer of WorkSafeBC.

3.8. Initial Instructor Training Notification

- 3.8.1.** WorkSafeBC must be notified a minimum of 30 days in advance of all Initial OFA and TE and/or equivalent to OFA and TE course instructor training. Notification must be in writing and must include the training dates, times, locations, the names and qualifications of the instructor trainers and any other relevant details regarding the training.
- 3.8.2.** Email notifications to Certification@WorkSafeBC.com

3.9. Initial OFA Instructor Training and Certification Outline

“Qualified Person” means an experienced instructor or examiner of equal or higher level of certification who has received training and has demonstrated the knowledge, skills, attitude and abilities to conduct instructor and/or examiner training and competency assessments.

The following standard applies to all instructor training and certification programs for courses developed or recognized by WorkSafeBC.

- 3.9.1.** This outline provides an overview of the minimum content for all Occupational First Aid and/or equivalent instructor training and certification. The focus is on participants becoming familiar with the OFA and Endorsement or equivalent course content, the presentation of the courses and the evaluation of first aid skills.

- 3.9.2.** The content must be delivered, and the candidates evaluated, by a qualified person. The agency policies and procedures must establish the qualifications of instructor trainers (*IT*). It is expected that the agency *IT* will meet the definition of a qualified person.
- 3.9.3.** Qualified persons must have adequate training and relevant experience to effectively instruct the OFA or equivalent instructor course.
- 3.9.4.** The agency must have supporting documentation of all *IT* training, qualifications and certification in the agency files.
- 3.9.5.** Prior to initial Instructor training, the agency facilitating the Instructor Training and Certification must ensure that all candidates meet the minimum prerequisites required by section **3.3.** of the Training and Certification Standard.
- 3.9.6.** If an instructor mentoring program is utilized to train and certify OFA or equivalent instructors the agency must document the methods used to assess instructor competency.

3.10. Initial Instructor Training

Instructor training can be accomplished by two different methods; agencies may train instructors by completing either:

- 3.10.1.** A formal WorkSafeBC-developed OFA instructor training program or a formal Agency-developed OFA equivalent instructor training program, either Level 1 and TE or Level 3. A formal instructor training program must have no fewer than 7 candidates enrolled to ensure adequate practice by each potential instructor, or
- 3.10.2.** A structured mentoring process as outlined in the Instructor Training Home Study Guide. An agency that chooses this option must have a written instructor mentoring plan and procedures that includes how the specific instructor training competencies listed in section **3.11.4.** will be achieved.
- 3.10.3.** Furthermore, an instructor candidate trainer or mentor must be a qualified person.
- 3.10.4.** The mentoring plan and procedures required by **3.10.2.** must be submitted to the Manager of Certification Services with the written notification of initial instructor training. The notification must include the completed instructor candidate prerequisite checklist.

- 3.10.5.** The mentoring plan and procedures must be detailed and must include the identity, qualifications, training and experience of the instructor mentor(s).
- 3.10.6.** The Manager of Certification Services reserves the right to reject mentoring plans.
- 3.10.7.** The instructor mentoring plan, including completion of all instructor competencies must be kept in the instructor candidate's file at the agency in accordance with **3.17.**
- 3.11.** Prior to an agency issuing initial instructor certification the agency will ensure individuals have demonstrated all required competencies listed in section **3.11.4.**

The agency will have a separate file for each instructor candidate that includes:

- 3.11.1.** Documentation of all prerequisites (as outlined in **3.3.**)
- 3.11.2.** A signed and dated copy of the Instructor Agreement that includes the instructor's concurrence with the instructor terms and conditions (as outlined in **3.7.**)
- 3.11.3.** A copy of the written notification provided to WorkSafeBC (as outlined in **3.8.**)
- 3.11.4.** Documentation that during instructor training the instructor candidate has demonstrated competency in each primary skill area listed below
- 1) effective time management and class control
 - 2) lecture technique
 - 3) media technique
 - 4) demonstration technique
 - 5) questioning technique
 - 6) critique/positive corrective feedback
 - 7) military drill
 - 8) student practice
 - 9) competency assessment skills
 - 10) priority action drill (*Level 2, Level 3 and equivalent only*) and
 - 11) situation practical (*Level 2, Level 3 and equivalent only*).
- 3.12.** Prior to an agency issuing initial instructor certification authorizing the instructor to start teaching on their own, all instructor candidates must be assessed for competency.

- 3.12.1.** All formal competency assessment (*long*) forms and candidate performance evaluations as outlined in **3.14.** must be included in the instructor candidate's training and certification file at the agency. Formal competency assessment sample (*long*) forms that are required for initial instructor certification may be found online at [Monitoring Forms - Sample](#).
- 3.12.2.** Upon successful completion of **3.9.** the agency will issue initial instructor certification (*either in certificate or letter form*) to the instructor candidate indicating:
- 1) the name of the agency granting the certification
 - 2) the full legal name of the candidate (*name on their photo ID*)
 - 3) the instructor level (*L1&TE or L3 or equivalent courses*)
 - 4) the issuance and expiry date three (3) year instructor certification and
 - 5) a reference to the acceptance of the terms and conditions of instructor certification
- 3.12.3.** A copy of the instructor certificate or letter issued to the instructor candidate confirming instructor status will be added to the agency instructor file.
- 3.12.4.** In the event that a candidate did not successfully complete the initial instructor training course (*e.g., inadequate demonstration of required competencies indicated in 3.11.4. in the time allocated during the instructor training*), a letter stating that the candidate did not successfully complete the course and/or did not meet the training objectives must be issued to the candidate without undue delay.
- 3.12.5.** The letter required by **3.12.4.** above must provide an explanation regarding the difficulties the candidate had that led to the decision (*e.g., candidate did not adequately demonstrate some or all of the competencies required by 3.11.4.*) and should include the recommendations presented to the instructor candidate by the course instructor trainer(s) and training agency.
- 3.12.6.** The letter required by **3.12.4.** must detail the course dates, times, location(s), the name(s) of the instructor trainer(s) and whether the agency is capable and/or willing to provide any remedial training (*or team teaching opportunities to achieve the required competencies*) to the instructor candidate.
- 3.12.7.** Agencies are not obliged to offer remedial training or team teaching opportunities to instructor candidates. The agency instructor training policies and procedures should reflect what options are available to instructor candidates. A copy of the letter must be kept on file by the agency.
- 3.12.8.** All agencies must ensure that an instructor is competent before an instructor is permitted to teach on his/her own.

- 3.12.9.** If the agency did not initially train and certify the instructor, the process used to ensure instructor qualifications and competency is the responsibility of the agency.
- 3.12.10.** The process used will typically include a review of the instructor's certificate(s) and documentation from the initial certifying agency (*if any*) or a current (*i.e., within the past 365 days*) assessment of competency report.
- 3.12.11.** If a current competency assessment report is not available or the competency report issued by the previous agency is nearing expiration (*e.g., is more than 300 days old*) the agency will be required to assess the competency of the instructor on the first course conducted by that instructor for that agency.
- 3.12.12.** Copies of all instructor certificates, licenses, qualifications, competency assessment reports and/or letters, evidence of reference verification and any other relevant documentation supporting the qualifications and competency of the instructor must be placed in the instructor's file in accordance with **3.17**.

3.13. Competency Assessments

“Competency Assessment” means the specific standards of performance in terms of a set of outcomes which must be achieved in order to be deemed competent and is utilized by assessors to judge whether the instructor has performed to the required standard for the purpose of certification.

- 3.13.1.** Instructors must be assessed for competency prior to initial instructor certification and subsequently not less than once per year thereafter.
- 3.13.2.** The agency must have a policy that outlines how they will manage serious candidate complaints or instructor competency issues that may arise between assessments required by **3.14**. If an agency-becomes aware of a problem with a certified instructor (*e.g. competency issues, challenges discovered during exam analysis required by 5.1.3. or serious complaints*) one or more in-class assessments of competency must be conducted without undue delay.
- 3.13.3.** Pending competency assurance or the satisfactory resolution of the problem that led to the serious complaint, the instructor must not be authorized to instruct OFA or equivalent courses. The instructor will be required to co-teach with a competent certified instructor in good standing until they have been deemed competent in accordance with **3.14**. by an agency recognized by WorkSafeBC.
- 3.13.4.** Annual competency assessments for OFA 2, OFA 3 and equivalent instructors must include instructor exam analysis in accordance with **5.1.3**.

3.13.5. The agency must provide instructors with either a letter or a competency report indicating that the instructor was assessed for competency as required by **3.13.1.**

3.13.6. A letter written on agency letterhead stating that the instructor was assessed for competency may be provided to the instructor.

The letter must indicate:

- 1) The full name of the instructor
- 2) The name of the course
- 3) The lesson(s) observed
- 4) The assessor's full name
- 5) The assessor's qualifications (*e.g., OFA 3 instructor etc*)
- 6) The assessor's signature or equivalent
- 7) Whether or not the instructor was deemed competent on the date the assessment was conducted
- 8) The name and address of the agency (*if not on letterhead*) and
- 9) The full name and signature or equivalent and the title of the authorized agency representative (*e.g., Agency Owner, Director of Training, CEO etc.*)

3.13.7. As an alternative to the letter indicated by **3.13.6.** a copy of the competency assessment report must be provided to the instructor.

3.13.8. The original competency assessment documentation required by **3.14.** and letter (*if a letter was provided*) indicated in **3.13.6** must be kept in the instructor file in accordance with **3.17.**

3.13.9. The agency must have thorough documentation supporting the competency of instructors and/or the satisfactory resolution of serious complaints (*if any*) in each instructor file.

3.14. All competency assessments must be conducted as follows:

“Qualified Person” means an experienced instructor or examiner of equal or higher level of certification who has received training and has demonstrated the knowledge, skills, attitude and abilities to conduct instructor and/or examiner competency assessments.

3.14.1. Competency assessments must be conducted by a qualified person trained and authorized by an agency recognized by WorkSafeBC.

3.14.2. The specific competencies that must be demonstrated by all instructors are listed in section **3.11.4.**

- 3.14.3.** The agency must have a policy and written procedures for the training and authorization of qualified persons who are assigned to conduct competency assessments.
- 3.14.4.** For all assessments of instructor competency a certified instructor of record must be immediately available to assume responsibility for instructing the remainder of the course if the instructor being assessed does not initially demonstrate competency.
- 3.14.5.** If a competent certified instructor of record who possesses an equal or higher level of instructor certification is not immediately available, the course must be discontinued.
- 3.14.6.** For initial and for renewing OFA 1 and/or TE or equivalent instructor certifications, to ensure competency, an in-class observation of a minimum of 7 hours (*one full course*) must be completed on the first course and, provided no competency issues or serious complaints arise, not less than once per year thereafter.
- 3.14.7.** In the event that the OFA 1, TE or equivalent instructor being assessed does not demonstrate competency within the first 4 hours of the course, the instructor of record must assume responsibility. OFA 1, TE or equivalent instructors who do not initially demonstrate competency should be encouraged to team teach the remainder of the course with the instructor of record.
- 3.14.8.** For initial OFA Level 2, OFA Level 3 or equivalent instructor certifications, to ensure competency is demonstrated by the instructor candidate, the initial competency assessment must be an in-class observation of a minimum of 14 hours of instruction or longer and must include at least one review lesson. To ensure an accurate assessment is conducted the first 7 hours of the course must be observed and unless the complete course is being observed, the review lesson selected for observation should be at or near the end of the course.
- 3.14.9.** A certified instructor of record must assume responsibility for instructing the remainder of the course in the event that the instructor being assessed does not initially demonstrate competency (*i.e., in the first 7 hours of the course*). OFA 2, OFA 3 or equivalent instructors who do not initially demonstrate competency should be encouraged to team teach the remainder of the course with the instructor of record.
- 3.14.10.** Competency assessments for all certified OFA 2, OFA 3 or equivalent instructors (*renewals and/or remedial*) must be achieved by means of in-class observation of a minimum of 7 hours or longer. To ensure an accurate assessment, it should include a review lesson. A certified instructor of record must assume responsibility for instructing the remainder of the course if the instructor being assessed does not initially demonstrate competency.

- 3.14.11.** The competency assessments required by **3.14.9.** must include exam analysis in accordance with **5.1.3.** for courses conducted since the previous competency assessment.
- 3.14.12.** Instructor competency assessments must include completion of assessment of competency form(s). Documentation must be sufficient to provide satisfactory evidence of all required instructor competencies listed in section **3.11.4.** Sample competency assessment forms are available on-line [Monitoring Forms - Sample](#) and [2005 Instructor Evaluation Forms - Sample](#).
- 3.14.13.** Long forms must be used for initial instructor training and certification. An Agency may develop alternatives to WorkSafeBC competency assessment reports. Agency developed assessment reports must be approved by the manager of Certification Services prior to use and
- 3.14.14.** Competency assessments must include a review of the performance of the instructor's classes and feedback from students and agency staff.

3.15. Instructor Certificate Renewal

- 3.15.1.** All levels of Instructor certificates must be renewed every three (3) years.

To renew an OFA Level 1 or equivalent instructor certificate, the instructor must:

- 3.15.2.** Teach a minimum of two OFA 1 courses annually or, for instructors that teach OFA 1 equivalent courses, teach two OFA equivalent courses every year
- 3.15.3.** Hold an OFA Level 2 or Level 3 certificate (or a recognized Standard First Aid or higher level certificate) as indicated in **3.4.**
- 3.15.4.** Maintain acceptable OFA candidate performance standards established by the agency
- 3.15.5.** Attend instructor updates required by WorkSafeBC and/or the certifying agency
- 3.15.6.** Be assessed for competency conducted over a full course of instruction by a qualified person on behalf of the agency as outlined in section **3.13.** and **3.14.**
- 3.15.7.** Keep a copy of the competency assessment forms or competency assessment letter that the training agency presents to the instructor available for inspection upon request from an Officer of WorkSafeBC

To renew a TE instructor certificate or TE equivalent instructor certificate, the instructor must:

- 3.15.8.** Teach a minimum of two TE courses annually or, for instructors that teach TE equivalent courses, teach two TE equivalent courses every year
- 3.15.9.** Hold an OFA Level 1 instructor certificate or, if instructing equivalent courses, hold an OFA Level 1 equivalent certificate
- 3.15.10.** Hold an OFA Level 3 certificate or OFA 3 equivalent certificate if instructing equivalent courses
- 3.15.11.** Attend instructor updates required by WorkSafeBC or the agency
- 3.15.12.** Be assessed for competency conducted over a full course of instruction by a qualified person on behalf of the agency as outlined in sections **3.13.** and **3.14.** and
- 3.15.13.** Keep a copy of the competency assessment forms or competency assessment letter that the training agency presents to the instructor available for inspection upon request from an Officer of WorkSafeBC

To renew an OFA Level 3 or an OFA 3 equivalent instructor certification, the instructor must:

- 3.15.14.** Instruct a minimum of one OFA Level 2 or OFA Level 3 annually with no fewer than 6 candidates participating in the course. For instructors that conduct OFA equivalent courses, instruct a minimum of one OFA 2 or OFA 3 equivalent course per year with no fewer than 6 candidates participating in the course
- 3.15.15.** Maintain an OFA Level 3 certificate or, for instructors that conduct OFA equivalent courses, maintain an OFA Level 3 equivalent certificate
- 3.15.16.** Attend instructor updates required by WorkSafeBC or the Agency
- 3.15.17.** Maintain acceptable OFA or equivalent candidate performance standards established by the agency
- 3.15.18.** Be assessed for competency by a qualified person on behalf of the agency as outlined in sections **3.13.** and **3.14.** and

- 3.15.19.** Keep a copy of the competency assessment forms or competency assessment letter that the training agency presents to the instructor available for inspection upon request from an Officer of WorkSafeBC.

For renewal of any and all Levels and all types of instructor certificate:

- 3.15.20.** The agency is responsible for instructor certificate renewal preferably prior to the expiry of the instructor certificate. Instructors must be assessed for competency as outlined in sections **3.13.** and **3.14.** The competency assessment for OFA 2, OFA 3 and equivalent course instructors must include exam analysis.
- 3.15.21.** The agency is responsible for performing and documenting a background check of credentials and work/teaching experience, ensuring that the requirements for renewal are met and first aid certification is continuous.
- 3.15.22.** If irregularities and/or inconsistencies are found during the verification of instructor references, background, documentation and/or instructor credentials, the agency must not issue a renewal letter or certificate to that instructor. If the agency intends to renew the instructor's certificate, the agency must conduct a follow up interview with the instructor and the irregularities and/or inconsistencies must be satisfactorily explained. The agency must have documentation in the instructor's file satisfying the requirements of **3.15.23.**
- 3.15.23.** Irregularities and/or inconsistencies include but are not limited to: credentials that appear to be uncharacteristic, abnormal or unusual, certifications that appear to have been altered, the work or other references checked conflict considerably with what was purported to be fact, the agency and/or instructor is unable to substantiate the information provided on a resume regarding the training, certification, qualifications and/or relevant experience etc.
- 3.15.24.** If an instructor chooses not to cooperate with the agency or a satisfactory explanation cannot be provided, the agency must report the findings in writing to WorkSafeBC, Certification Services at Certification@WorkSafeBC.com without undue delay.
- 3.15.25.** The agency must only issue instructor re-certification (either in certificate or letter form) to the instructor who is deemed competent.
- 3.15.26.** If an instructor is not deemed competent and the employing agency intends to continue employing the instructor, the agency must develop and initiate a remediation plan.
- 3.15.27.** The remediation plan must be communicated in writing to WorkSafeBC, Certification Services at Certification@WorkSafeBC.com not less than 48 hours prior to the implementation of remedial training and

3.15.28. An assessment of competency must be conducted if issues of conduct arise, if performance standards deteriorate or if requested by an Officer of WorkSafeBC.

3.15.29. Following a successful competency assessment as required by **3.13.** and **3.15.** a new instructor certificate or letter must be issued to instructors every three (3) years.

3.16. Instructor Re-instatement

Instructors who do not renew their certificates within 6 months from the date of expiration and wish to be re-instated must be assessed by the agency as follows:

3.16.1. The agency must ensure knowledge of current standards and course materials and must document the process used

3.16.2. Agencies must consider the length of time since the last course taught by the instructor and must require team teaching as often as necessary to determine readiness to be assessed for competency

3.16.3. In-class observation as outlined in **3.13.** and **3.14.** for all OFA and/or equivalent instructors (a minimum of 7 hours or longer to ensure an accurate assessment)

3.16.4. If competency is not initially demonstrated and an instructor of record with certification that is equal to or higher than the instructor being assessed is not readily available to complete the remainder of the course, the course must be discontinued

3.16.5. Assessment of competency forms must be completed thoroughly with sufficient text that clearly establishes the competence or incompetence of the instructor

3.16.6. Successful completion of a full course and exam analysis for OFA 3 instructors as outlined in section **5.** and **Appendix E** and

3.16.7. Maintain acceptable candidate performance standards established by the agency

3.16.8. A letter (*similar to the letter required by 3.13.6.*) stating that the instructor was assessed for competency and was either deemed competent on that date or will require reassessment prior to being deemed competent.

3.16.9. As an alternative to the letter required by **3.16.8.**, the agency must provide the instructor with a copy of the competency assessment documents generated during the assessment.

3.17. Instructor files

3.17.1. Agencies must maintain up to date and accurate instructor files.

3.17.2. Active instructor training, certification and renewal files are to be maintained, kept up to date and held in confidence by the agency. Instructors who have conducted OFA or equivalent courses within 1096 days (3 years plus one day) of the last course conducted for the agency are considered active.

3.17.3. Instructors may request (in writing) that an agency, provide an opportunity for the instructor to access and review the contents of their personnel file(s). Written requests to access and review instructor personnel files must not be unreasonably withheld.

3.17.4. The agency must maintain documentation on all instructors in their employ, either full-time or part-time including but not limited to: qualifications, certification history and other authorizations, a record of any contact with the instructor's previous employment references or an explanation if the previous employment references were not reviewed, exam analysis, competency assessments, courses conducted and candidate performance standards (pass/fail ratios).

3.17.5. All instructor files must be available for inspection upon request from an Officer of WorkSafeBC.

3.17.6. The criteria used by the agency to determine an instructor's competency must be kept in writing, must be maintained by the agency in the instructor's file, must be congruent with this Training and Certification Standard and **Appendix D** and/or **E**, (exam analysis) and must be available for inspection upon request from an Officer of WorkSafeBC.

4. Examiner Training and Certification

4.1. Scope, Policy and General Comments

- 4.1.1. This Training and Certification Standard applies to all OFA and OFA equivalent examiner training and certification. OFA equivalent agencies may have additional examiner training and certification requirements.
- 4.1.2. WorkSafeBC must be notified a minimum of 30 days in advance of all Initial OFA and/or equivalent examiner training. Notification must be in writing and must include the training dates, times, locations, the names and qualifications of the examiner trainers and any other relevant details regarding the training.
- 4.1.3. Email notifications to Certification@WorkSafeBC.com
- 4.1.4. Examiner certification will be issued by the agency in accordance with WorkSafeBC Training and Certification Standard and the training agency policies and procedures.
- 4.1.5. OFA Level 2, Level 3 and equivalent agencies must have a written policy regarding examiner training requirements and expected outcomes including but not limited to; a dispute resolution policy, agency performance expectations of examiner candidates, examiner candidate training completion expectations and quality improvement opportunities.
- 4.1.6. The agency examiner training policies must be communicated to examiner candidates prior to enrollment into a training program.
- 4.1.7. In the event of a dispute between the instructor candidate and the agency, the agency will make every attempt to resolve the dispute relying on the agency policies and procedures for examiner training.
- 4.1.8. The content for examiner training and certification must be delivered, and the competency of candidates assessed, by a competent certified examiner in good standing. The purpose of the training is to provide participants with the knowledge, skills and hands-on experience necessary to examine candidates for Occupational First Aid Level 2 and Level 3 or equivalent certification.
- 4.1.9. Examiners must apply practical examination methods, standards and exam best practices developed or approved by WorkSafeBC. The participant will examine OFA or equivalent candidates in simulated scenarios based on the Standard Grading Criteria for OFA and equivalent examinations.

- 4.1.10.** OFA equivalent examination standard grading criteria must meet WorkSafeBC OFA Standard Grading Criteria.
- 4.1.11.** Examiner candidates must be provided with opportunities for individual study, observation of OFA or equivalent candidates, competent certified examiners, role play, co-marking OFA 2 and OFA 3 or equivalent exam performances and marking complete exam performances.
- 4.1.12.** Initial OFA examiner certification must be based on a competency assessment conducted during an OFA Level 3 examination (*or equivalent*) with 4 to 6 candidates participating in the examination.
- 4.1.13.** OFA or equivalent examiner certification will be renewed according to re-certification requirements listed in **4.6**. Candidates must meet the requirements outlined in sections **4.5.6** through **4.5.12** of the Training and Certification Standard before re-certification will be granted.

4.2. Examiner Training, Certification and Performance Criteria

“Competency Assessment” means the specific standards of performance in terms of a set of outcomes which must be achieved in order to be deemed competent and is utilized by assessors to judge whether the examiner has performed to the required standard for the purpose of certification.

All OFA and equivalent examinations must be conducted by persons certified in accordance with this process.

- 4.2.1.** Examiner competency assessments must be conducted by certified examiners in good standing who have been adequately trained to conduct examiner competency assessments.
- 4.2.2.** Agencies must not permit OFA equivalent examiners to conduct OFA examinations until competency has been assessed and confirmed by an OFA training agency recognized by WorkSafeBC.
- 4.2.3.** Agencies must not permit OFA examiners to conduct OFA equivalent examinations until competency has been assessed and confirmed by an OFA equivalent training agency recognized by WorkSafeBC.
- 4.2.4.** Documentation of all competency assessments conducted must be kept in the examiner’s file by the training agency in accordance with **4.8**.

- 4.2.5. Examiner certification must be provided to the examiner, either in letter or certificate form and must be presented for inspection upon request by an Officer of WorkSafeBC.

4.3. Prerequisites

- 4.3.1. The agency is responsible for ensuring that examiner candidates meet the prerequisites. Candidates must be recommended by a training agency recognized by WorkSafeBC and must:
 - 4.3.2. Have first aid field (*work or volunteer*) experience substantiated by references provided by the examiner candidate and verified by the training agency. The examiner candidate may provide an affidavit attesting to their relevant field experience
 - 4.3.3. Hold a valid OFA Level 3 instructor certificate or, for OFA 3 equivalent examiner candidates, hold an OFA 3 equivalent instructor certificate for the previous two (2) years
 - 4.3.4. Have taught at least 6 OFA Level 2 and/or Level 3 or equivalent courses with at least 5 candidates in each class within the previous 24 months. Three of the courses must have been OFA level 3 or equivalent courses
 - 4.3.5. Have supporting documentation in the examiner candidate's file including exam analysis for instructor competency as outlined in **Appendix E** for OFA or equivalent courses instructed by the examiner candidate over the previous 24 months
 - 4.3.6. Maintain acceptable candidate performance standards established by the agency
 - 4.3.7. Score 90% or higher on an OFA or equivalent examiner grading criteria examination developed or approved by WorkSafeBC and
 - 4.3.8. Must successfully complete the grading criterion written exam before being authorized to interact directly with (*i.e., start grading*) OFA or equivalent candidates during an exam.
 - 4.3.9. Grading criterion written examinations must be invigilated by an Officer of WorkSafeBC or a WorkSafeBC delegate.
 - 4.3.10. At the discretion of the manager of Certification Services, depending on the request details, grading criterion written exams may be invigilated at a WorkSafeBC area office or at an Agency.

4.3.11. Grading criterion written examination requests must be forwarded to WorkSafeBC not less than thirty (30) days in advance of the preferred exam date (*the submission of alternative dates is suggested*). The exam request must include the full name of the examiner candidate(s), the preferred date(s) and time(s) of the exam and the exact location of the agency.

4.3.12. The agency must provide a minimum of 72 hours notice (3 business days) of any exam cancellation.

4.3.13. Email notifications to: Certification@WorkSafeBC.com

4.4. Examiner Training Goals:

- 1) examine candidate performances
- 2) develop examiner communication techniques
- 3) explain elements of professional, non threatening behavior
- 4) manage examination processes

4.4.1. Examiner Training and Certification Content:

The following list provides agencies with an overview of the minimum content for OFA or equivalent examiner training and certification. The focus is on examiner candidates becoming familiar with the OFA Level 2 and OFA Level 3 or equivalent practical examination content and process, the consistent application of the Standard Grading Criteria and the evaluation and examination of candidate first aid skills.

Examiner candidate training must include activities and competencies that will allow them to:

- 1) prepare a personalized examination preamble
- 2) describe OFA examination and certification prerequisites
- 3) introduce examination procedures/expectations (preamble)
- 4) implement examiner positioning techniques
- 5) implement examiner observational techniques
- 6) identify OFA candidate performance errors
- 7) adhere to Standard Grading Criteria
- 8) apply Standard Grading Criteria consistently
- 9) examine a single performance
- 10) examine multiple performances

- 11) communicate accurate scenario information effectively
- 12) use probing questions
- 13) use non-disclosure language
- 14) use respectful language
- 15) communicate examination results to candidates
- 16) plan examination physical layout
- 17) master examination scenario details
- 18) identify critical steps in examination scenarios
- 19) plan timing of examination scenarios to achieve flow
- 20) manage flow of examinations¹
- 21) administer examinations
- 22) document time and action observations
- 23) record analysis of overall performance
- 24) justify examination decisions
- 25) relate real-world consequences to examination performance
- 26) describe ways to reduce subjectivity
- 27) describe techniques for managing OFA candidate emotions
- 28) discuss professional ethics
- 29) recognize potential ethical conflicts
- 30) discuss the significance of examiner integrity
- 31) explain the importance of maintaining examination integrity
- 32) discuss the consequences of examiner error
- 33) explain the examiner's responsibility to report errors
- 34) explain the procedure for certifying OFA candidates
- 35) explain how exam analysis relates to instructor performance
- 36) explain how exam analysis relates to examiner performance

4.5. Examiner Initial Certification

The agency must ensure that examiners are competent before allowing them to certify OFA and/or equivalent attendants. A person may qualify to be trained as an examiner by:

¹ Flow refers to the assignment of scenarios to individual candidates to maximize observation and minimize time e.g. six students examined in 3.5 hours, with all critical elements of scenarios observed and documented.

- 4.5.1. Successfully completing an examiner training program that includes the training goals and content identified in 4.4. and 4.4.1. developed by or acceptable to WorkSafeBC; OR
- 4.5.2. Participating in a mentoring program with a competent certified examiner in good standing. The mentoring program will include the examiner training goals and content identified in 4.4. and 4.4.1. in addition to activities designed to meet examiner competencies. Not less than 30 days prior to initial examiner candidate mentoring, the examiner mentoring plan must be submitted to Certification@WorkSafeBC.com.

Prior to issuing initial examiner certification the agency must:

- 4.5.3. Ensure documentation is on file that provides evidence that the candidate has the prerequisites identified in section 4.3. and has successfully demonstrated the activities and competencies identified in section 4.4.1.
- 4.5.4. The documentation must include the dates, times and locations, the identity and qualifications of the examiner trainer(s) and/or mentor(s) for all training sessions. Achievement and assessment checklists including explanatory notes, the number of OFA or equivalent candidates being examined in each session or block of exams, the length of participation in each activity, how verification of competency was ultimately made and when the examiner was permitted to start examining on his/her own must also be included in the examiner file.
- 4.5.5. The agency must ensure OFA or equivalent examiner competency assessments are conducted as follows:
- 4.5.6. The examiner candidate must conduct a complete practical examination from introduction to conclusion
- 4.5.7. The examiner being assessed for competency must interact with and grade 4 to 6 OFA candidates, while an examiner of record simply grades the candidates with no interaction. *(For initial examiner certification and for expired examiner reinstatement, examining 6 OFA 3 c candidates in one session, allowing the examiner to demonstrate effective time management and exam flow is considered agency best practice)*

- 4.5.8.** The certification (*pass/fail*) responsibility for all OFA candidates lies solely with the examiner of record. In the event that the examiner being assessed is not able to initially demonstrate competency or is unable to demonstrate adequate exam flow² to facilitate the completion of an exam within the time limits set by WorkSafeBC, the examiner of record must assume responsibility and complete the remainder of the examination
- 4.5.9.** The deductions taken by the examiner being assessed and the certified examiner of record must be within 15% (i.e., all of the deductions taken during the exam must be the same deductions, made for the same infraction(s) for both examiners) and the failure or success of the OFA candidate's must be consistent overall
- 4.5.10.** All deductions taken must be congruent with the Standard Grading Criteria. The original completed practical examination marking sheets for the examiner of record and the examiner that was assessed must be clear, legible and must be filed in accordance with **4.8**
- 4.5.11.** Grading error(s) on the original practical exam marking sheets may be corrected by drawing a single line through the centre of the error with the initials of the examiner above or to the right but the error(s) must remain visible and legible on the original document
- 4.5.12.** The examiner of record must provide concise and accurate written details of all error(s) and correction(s). The report generated by the examiner of record must be kept in the examiner file in accordance with **4.8**.
- 4.5.13.** The agency must ensure the examiner that was assessed for competency has signed an agreement with the agency agreeing to preserve the security and integrity of the exam materials and to act as an examiner and
- 4.5.14.** Ensure the examiner candidate agrees to abide by the terms and conditions in the examiner agreement and the Training and Certification Standard

Upon successful completion of **4.5.** the agency will issue initial examiner certification (*either in certificate or letter form*) to the candidate indicating:

- 4.5.15.** The name of the agency granting the certification
- 4.5.16.** The full legal name of the candidate (*name on their photo ID*) and
- 4.5.17.** The issuance and expiry date

² Refer to footnote 1 on page 30

4.6. Re-certification of Examiners

In order to maintain OFA or equivalent examiner certification all examiners must:

- 4.6.1. Maintain OFA Level 3 instructor certification or, for examiners that conduct equivalent examinations, OFA equivalent instructor certification
- 4.6.2. Conduct 2 or more OFA examinations per year or, for equivalent course examiners, conduct 2 or more equivalent examinations per year. One examination must be an OFA Level 3 exam or, for equivalent courses, one must be an OFA level 3 equivalent exam with at least 4 candidates in each session or examination block
- 4.6.3. Be assessed for competency not more than 12 months from the previous competency assessment by a certified competent examiner of record (*examiner of record*) as outlined in sections 4.5.5. through 4.5.9. and
- 4.6.4. Maintain acceptable performance standards as defined in the exam analysis for examiner competency as outlined in **Appendix D**
- 4.6.5. Examiners who have not been assessed for competency in any 12 month period must not conduct examinations until an assessment of competency has been conducted in accordance with sections 4.5.5. through 4.5.9.

4.7. Examiner Reinstatement

Examiners who have *not* renewed their examiner certificate and wish to be re-instated must be assessed by the agency as follows:

- 4.7.1. The agency must ensure the examiner seeking reinstatement meets the examiner certification prerequisites outlined in section 4.3.
- 4.7.2. The agency must ensure examiner knowledge of current examination best practices, Standard Grading Criteria and examination materials and must document the process used
- 4.7.3. The agency must consider the length of time since the last examination conducted by the examiner and should require mentoring as often as necessary to determine readiness to be assessed for competency
- 4.7.4. In-class (*exam*) observation as outlined in sections 4.5.5. through 4.5.9. An examiner of record must be readily available to complete the remainder of the examination if competency is not initially demonstrated

- 4.7.5. Assessment of competency forms must be completed thoroughly with sufficient text that clearly establishes the competence or incompetence of the examiner being assessed
- 4.7.6. Upon completion, a copy of the competency assessment documents must be provided to the examiner
- 4.7.7. Alternatively, a letter similar to the letter issued to instructors as outlined in section 3.13.6. may be issued stating that the examiner was assessed for competency and was either deemed competent on that date or will require reassessment prior to being deemed competent
- 4.7.8. Successful completion of an examination and exam analysis as outlined in **Appendix D** and
- 4.7.9. Maintain acceptable candidate performance standards established by the agency

4.8. Examiner Files

Agencies must maintain accurate examiner files.

- 4.8.1. Active examiner training, certification and renewal files are to be maintained, kept up to date and held in confidence by the agency. Examiners who have conducted OFA or equivalent course examinations within the previous 1096 days (3 years plus one day) of the last exam conducted for the agency are considered active.
- 4.8.2. Examiners may request (in writing) that an agency, provide an opportunity for the examiner to access and review the contents of their personnel file(s). Written requests to access and review examiner personnel files must not be unreasonably withheld.
- 4.8.3. The agency must maintain documentation on all examiners in their employ, either full-time or part-time; including but not limited to, qualifications, certification history and other authorizations, a record of any contact with the examiner's previous employment references or an explanation if the previous employment references were not reviewed, exam analysis, competency assessments, examinations conducted and candidate performance standards (pass/fail ratios).
- 4.8.4. All examiner files must be available for inspection upon request from an Officer of WorkSafeBC.

- 4.8.5.** The criteria used by the agency to determine an examiner's competency must be kept in writing, must be maintained by the agency in the examiner's file, must be congruent with this Training and Certification Standard and **Appendix D**, (exam analysis) and must be available for inspection upon request from an Officer of WorkSafeBC.

4.9. Conducting the Practical Examination

- 4.9.1.** At the beginning of any OFA or equivalent practical examination, candidates must be informed of the certification requirements, the expectations of the candidates during the assigned exam scenarios and the practical examination procedures. During the exam preamble examiners must remind exam candidates to conduct themselves in as near a field-like manner as possible. *(i.e., equipment such as their PPE donned, the first aid/jump kit and oxygen therapy unit in hand and/or brought to the scene by helpers, not spread out all over the exam room floor, refer to the examination guidelines in **Appendix G**).*
- 4.9.2.** The Agency must have exam equipment and supplies that meet or exceed the OFA exam supplies listed in **Appendix B** of the Training and Certification Standard for conducting OFA and/or OFA equivalent practical examinations.
- 4.9.3.** Examiners are expected to position themselves accordingly in the practical exam room while the examination is underway. The primary objective of examiner positioning is to facilitate clear observations of candidate performance while several scenarios may be underway concurrently. Examiners must be particularly attentive throughout the practical examination in order to maximize critical observations of all candidates and to provide timely feedback to candidates who are demonstrating their knowledge, skills, aptitude and are being graded. Examiners must be prepared to intervene promptly during a practical scenario *(for health and safety reasons)*.
- 4.9.4.** Examiners are expected to maximize the activities of all candidates during the practical examination to ensure candidates are kept busy, *(e.g., actively engaged in playing the part of the attendant, a patient, a helper, completing examination documents (first aid records etc), cleaning up from the last scenario and/or preparing the first aid equipment and training space including restocking the first aid/jump kits for the next scenario)*.
- 4.9.5.** Examiners are required to demonstrate effective time management regarding the assignment and timing of practical examination scenarios *(referred to as the flow of the exam)* so that no time is wasted waiting for the examiner to assign roles, tasks or waiting for the examiner to provide feedback.

- 4.9.6.** Examiners are required to interact with, to observe, to assess activities, to respond to candidates in a timely manner and to grade multiple candidates simultaneously. The examiner is expected to manage the assignment and timing of the practical examination scenarios and to ensure that all candidates are examined on all required scenarios and skills in a reasonable amount of time.
- 4.9.7.** A single examination block or session must not exceed 5 hours. An OFA or equivalent examination for as many as 6 candidates in one exam session should be completed in 3.5 to 4 hours including any one on one debriefing upon the conclusion of the exam.
- 4.9.8.** Additional time must be considered to communicate the success or failure of each candidate and to explain how errors made may relate to real world consequences and explain marks assessed against them (*if any*) as a result of the errors made. Debriefing must be conducted confidentially.
- 4.9.9.** For all candidates, the examiner must ensure that each candidate understands the rationale for any deductions, must allow time for questions and the options for appeals, remedial training (*if available*) and re-examination.
- 4.9.10.** The Agency must have a written policy that addresses OFA and/or OFA equivalent candidate and examiner conduct and expectations during a practical examination.
- 4.9.11.** Examiners must ensure the integrity and protection of the practical examination and other examination materials. The examiner must ensure that candidates are aware that the use of any electronic device of any kind is prohibited during an examination.
- 4.9.12.** Candidates must be informed that unnecessary items are not authorized in the examination room. (*Unnecessary items include but are not limited to; training guides, textbooks, crib notes, electronic devices of any kind etc*).
- 4.9.13.** Cheating during any examination must not be tolerated. Invigilators and examiners must caution candidates about the consequences of cheating and must be wary of candidates who appear to be cheating. (*E.g., providing written examination solutions, providing solutions to a practical examination scenario, candidates coaching each other, reviewing textbooks, training guides or electronic devices etc*).
- 4.9.14.** The examiner must advise the candidates during the introduction of the exam session that the examination will be terminated for any candidate(s) discovered cheating.

- 4.9.15.** Examiners must inform candidates that, except for brief biological breaks or personal emergencies, they must not leave the exam room prior to the conclusion of the practical exam.
- 4.9.16.** Except as noted above, after being informed of the consequences a candidate who elects to leave the practical exam room prior to completing all required examination scenarios must be informed that the examination will be deemed incomplete.
- 4.9.17.** The examiner must inform the Agency of terminated examinations without undue delay. The agency should ensure that there is a written account from the examiner regarding the occurrence of terminated examinations.
- 4.9.18.** It is expected that all examiners will demonstrate the training and certification goals and content listed in **4.4.** and to be perceptive, to use discretion, non disclosure language and to encourage candidates to complete the full examination regardless of their performance in any single scenario.
- 4.9.19.** Examiners must be cognizant regarding anxiety that can be experienced by candidates during examinations. The examiner must be aware of critical triggers that may seem insignificant and/or routine to the examiner but may be very complex and stressful to the candidates.
- 4.9.20.** Examiners must be attentive to their tone and inflection of voice, their body language including eye contact and their positioning in the exam room.
- 4.9.21.** Except for experiential learning debriefing following a single exam scenario (*allowing the participant to reflect on what happened*), the examiner should not discuss the success or failure of the examination or the probability of candidate certification until all examination scenarios have been completed.

5. Examination Analysis

“Competent Person” means someone employed by, designated by and authorized by the agency, with sufficient knowledge of the approved examination protocol to effectively analyze practical examination grading sheets.

“Employed by” means to hire or engage the services of a person or persons.

5.1. The practical exam marking sheets for every Level 2 and Level 3 or equivalent class must be analyzed.

There are 2 types of exam analysis that are to be conducted; the agency will have a policy that addresses each type of analysis.

5.2. Type 1 is a routine administrative analysis of every exam marking sheet. This type of routine analysis would help the agency to quickly identify and if necessary, to correct any obvious examination challenges.

5.2.1. This analysis may be conducted by any competent person (*e.g., an authorized agency representative, administrator, instructor, examiner etc*). A person designated by the agency that has been trained to scrutinize the documentation for the required administrative information and recognizes the agency obligation for confidentiality and protection of information.

5.2.2. Type 1 analysis would be conducted following each set of exams for a single course or when the course files are being closed (*e.g., daily, weekly, and/or monthly*) and would focus on the appearance of the exam marking sheets and other exam documents.

For example; the agency representative should do a quick scan of the examination documents to determine if they are all accounted for and if the marking sheets are clear and legible. Exam documents should be reviewed to establish whether there are times indicated when and where required, whether marking sheets were completed appropriately and with due care and attention to detail. The examination marking sheets must indicate a pass or fail, the final examination results must be recorded and a certificate number must be recorded on the document(s) etc.

5.3. Type 2 examination analysis will be a comprehensive investigation conducted by a qualified person (*for initial examiner certification and for examiner recertification, the qualified person must be a certified examiner*) and will accompany the annual instructor or examiner assessment of competency.

- 5.3.1. The qualified person conducting this analysis must carry out a complete review of a random but representative sampling of exam marking sheets since the previous assessment of competency.
 - 5.3.2. The qualified person will review the examination documents to determine whether there appears to be consistent instructional errors. This is usually characterized by several candidates from the same course or several candidates from several courses making the same error(s) (e.g., *incorrect measurement of OP Airways, delayed vital signs, incomplete head to toe examination, collars loose and coached to self correct, etc*).
 - 5.3.3. The exam analysis will also establish whether deductions assessed against candidates are congruent with the Standard Grading Criteria and the specific examination instructions (*if any*) and whether the deductions are recorded with adequate explanation and are in the correct position on the marking document(s) etc.
 - 5.3.4. The number of exams analyzed will be dependent on the number of courses taught or examinations conducted for the instructor or examiner. It is expected that the agency will have a written policy that will establish the number of exams to be reviewed based on how many courses or exams conducted by each instructor or examiner.
 - 5.3.5. If errors or deficiencies are discovered on the documents reviewed, the agency is expected to review a greater number of documents, up to and including reviewing all of the grading documents generated by a particular examiner.
 - 5.3.6. It is expected that instructors and examiners who conduct a large number of exams each year for an agency will have an appropriate percentage of exams analyzed. The objective will be to ensure that all deductions assessed against candidate's are appropriate and to establish whether the instructor or examiner requires remedial training to correct any deficiencies prior to recertification.
- 5.4. Exam analysis for instructors: Exam analysis will provide information regarding class performance and how it relates to instructor performance. Examination results (*pass/fail ratio, most or all students making errors in the same content area etc*) can provide a benchmark for instructor performance and will warrant further investigation and possibly remedial instructor training.

- 5.5. Exam analysis for examiners:** Exam analysis will provide valuable information regarding their performance during the examinations and how it relates to OFA candidate certification, *(e.g. is the documentation on marking sheets in accordance with accepted exam practices, deductions consistent with the Standard Grading Criteria and practical exam scenario instructions (if any), candidates failing the exam or being certified inappropriately).*
- 5.5.1.** Exam analysis may reveal that OFA candidates were erroneously certified *(or were not certified when they should have been)* requiring the agency to take action without delay to correct the problem.
 - 5.5.2.** If serious grading or certification errors are discovered during exam analysis the agency must not authorize the examiner to conduct any further exams and, if the agency plans to continue utilizing the examiner, they will require remediation.
 - 5.5.3.** Without undue delay, the agency must inform the examiner of any problems or concerns discovered during an exam analysis.
 - 5.5.4.** If the agency does not plan on continuing to utilize an examiner, due to challenges discovered during exam analysis and/or one or more unsuccessful competency assessments and the agency has no plans to conduct remedial training for that examiner, the agency must inform WorkSafeBC without undue delay.
- 5.6. Individual agency policy** will describe the expectation parameters for instructor *and* examiner performance, including remediation *(if required)*, for the agency.
- 5.6.1.** Agencies may conduct other assessments in addition to those required under this Training and Certification Standard.
 - 5.6.2.** The instructor and examiner competency assessment process and outcome, and a record of the efforts made to inform the instructor or examiner of problems or concerns, must be recorded and kept on file at the agency in accordance with **3.17.** and **4.8.**
 - 5.6.3.** If inconsistencies are observed by an agency representative or are reported by others, *(e.g., failure to meet the requirements of 3.13. or challenges are identified during exam analysis)*, a more comprehensive competency review must be conducted.

- 5.6.4.** If an instructor or examiner fails to perform to an acceptable standard in any of the assessments conducted and the agency plans to continue employing the instructor, the employing agency must develop and initiate a remediation plan. All assessment activity and any remediation plans must be recorded and placed in the instructor's or examiner's file in accordance with **3.17.** and **4.8.**
- 5.6.5.** It is the agency's responsibility to correct unacceptable instructor and examiner behaviour. Failure to do so may result in a breach of the agency agreement and the agency agreement being revoked.

Unacceptable instructor or examiner behaviour includes but is not limited to; failure to instruct or examine OFA or equivalent courses in accordance with the approved instructor or examiner guide(s) or Standard Grading Criteria, failure to abide by the terms and conditions of instructor or examiner certification, the requirements of the WCB Standard OFA 1, a habitual breach of the agency's classroom, instructor and/or examiner code of conduct and/or the policies of the training agency.

- 5.7.** An agency may conclude that an instructor and/or examiner is not suitable for instructing and/or examining courses developed or approved by WorkSafeBC. This conclusion may be based on one or more unsuccessful competency assessments, a breach of the instructor or examiner certification terms and conditions or continued violations of the agency's classroom, instructor and/or examiner code of conduct, a serious breach of the Training and Certification Standard or continued quality of instruction complaints from candidates or employers.
- 5.7.1.** The agency must inform the instructor without delay if serious instructional quality complaints have been made. Instructors must be given the opportunity to address any complaints with the agency owner or authorized representative.
- 5.7.2.** The agency must document the issue(s) that led the agency to conclude that an instructor is not suitable for instructing WorkSafeBC developed or approved courses including the instructor's response to the complaint(s) (*if any*). Documentation must be kept in the instructor's file in accordance with sections **3.17.** and **4.8.**

6. Certifying OFA and Equivalent Attendants

6.1. Notification of Courses

- 6.1.1.** Agencies must notify WorkSafeBC not less than 48 hours prior to OFA or equivalent courses and/or examinations being conducted. The notification must include the training location, the exact address, the dates and times, the name of the instructor, examiner and/or evaluator and the level of training or exam being conducted. Agencies must provide not less than 24 hours notice of any course or examination location, date and time, instructor or examiner changes including course and/or exam cancellations.
- 6.1.2.** Notifications must be submitted to Certification@WorkSafeBC.com

6.2. Class Size

- 6.2.1.** For OFA Level 1, Level 2, Level 3 or equivalent courses, the class size must not exceed **18** candidates.
- 6.2.2.** For Transportation Endorsement or equivalent courses, the class size must not exceed **12** candidates.
- 6.2.3.** Class sizes may not be exceeded at any time or for any reason.

6.3. Candidate Age

- 6.3.1.** Candidates must be at least 16 years old at the time of examination. Proof of identity and age will be required by the examiner.
- 6.3.2.** If an underage candidate takes the examination and is successful, the examination will be considered void and any certification cancelled.
- 6.3.3.** The agency must investigate the circumstances that resulted in the underage candidate being authorized to participate in an OFA or equivalent examination.
- 6.3.4.** The written investigation report will establish how recurrence will be prevented. Investigation reports will be placed in the course file at the agency and will be made available for inspection upon request from an Officer of WorkSafeBC.
- 6.3.5.** If an OFA Level 2, Level 3 or equivalent candidate is under 19 years of age, the certificate must have “*age restriction*” recorded on the certificate. (Refer to *WCB Standard OFA 1 - 2.1 AGE.*) [WCB Standard OFA1 online](#)

6.4. Candidate Application Form

Each candidate must sign an application form that contains, but is not limited to, the following information:

- 6.4.1.** A statement whereby the candidate agrees to share their personal information contained on the registration form with WorkSafeBC

6.4.1.1. For example, *“By signing this application form the registrant agrees to share their personal information with WorkSafeBC. The Training Agency acknowledges that any information disclosed to WorkSafeBC will be subject to the Freedom of Information and Protection of Privacy Act”*

- 6.4.2.** The candidate’s name, permanent mailing address, current phone number and date of birth

- 6.4.3.** A statement whereby the candidate agrees to perform his/her duties as an attendant according to the principles of first aid and abide by the terms and conditions of certification as outlined in the course training materials, the WCB Standard OFA 1 and the OHSR and

- 6.4.4.** The date of application

- 6.4.5.** Additional information that may be included:

- 1) Previous certificate number and history of certification and/or any other relevant training
- 2) Occupation and
- 3) Employer’s name, mailing address and phone number

6.5. Candidate Identification

- 6.5.1.** All OFA, TE and/or equivalent candidates must produce one piece of acceptable photographic identification (*ID*) before certification may be granted. Refer to **Appendix A** for additional information and a list of acceptable identification.

- 6.5.2.** For OFA Level 1 and TE or equivalent course candidates, prior to certification the instructor must scrutinize the ID produced by the candidate and, adjacent to the candidate’s name on the class achievement record, write down what type of ID was produced.

- 6.5.3. For OFA Level 2 and Level 3 or equivalent course examinations the examiner must scrutinize the ID produced by the candidate and, adjacent to or below the name of the candidate on the exam marking sheet, note what type of ID was produced.
- 6.5.4. For all OFA and equivalent courses, no personal information found on the ID produced by the candidate may be recorded (*simply note the type of ID produced e.g., BCID, BCDL, Gov't ID etc on the course or exam records – do not record ID numbers or make photocopies of the ID etc*).
- 6.5.5. Candidates have the right to refuse to disclose any identification or personal information; however, candidates refusing or failing to provide appropriate identification and/or agree to share their personal information (*recorded on their course registration application*) with WorkSafeBC must not be issued certification.

6.6. Examination and Certification

Agencies must have written policies and procedures that ensure OFA or equivalent written examinations are invigilated.

- 6.6.1. Agency written policies must identify who may invigilate the OFA or equivalent written examination, how the integrity and security of the written examination materials will be protected and how the agency will manage candidates who are discovered, or are suspected of, cheating in either the written or the practical examinations.
- 6.6.2. The policy will include whether the course instructor has been authorized by the agency to observe the practical exam and under what circumstances (*e.g., for examiner training purposes or instructor QA, must all candidates agree on the presence of the instructor during the exam, could the instructor participate in any significant way during the exam or must they only observe the exam from a distance without any interaction whatsoever, what role, if any, would the instructor be authorized to play in the exam etc.*)
- 6.6.3. Agency policies and procedures must include how the agency will administer oral examinations if oral examinations are considered by the agency (*see Appendix F*).
- 6.6.4. The agency is responsible for eliciting and analyzing candidate feedback about instructor and examiner performance for every course. Course candidates must be instructed to complete the course feedback surveys clearly and legibly.

- 6.6.5.** Where there is a requirement to conduct a full course of instruction (*i.e.*, OFA 1 and TE or equivalent and OFA 2, OFA 3 or equivalent initial certification and/or certificate renewals that have been expired for more than 2 years), agencies must not present written examinations to OFA or equivalent course candidates until the full course of instruction has been completed using the course schedule approved by WorkSafeBC.
- 6.6.6.** Agency policies and procedures must specify when the written examinations will be conducted, (*e.g.*, *immediately following the conclusion of the full course of instruction, the day following the course, prior to or following the practical examination, etc*). The policy will address whether renewal candidates, if combined in a course with initial certification candidates, may conduct the written exam at a different time than initial certification candidates.

6.7. Level 1 and Equivalent Courses

- 6.7.1.** To qualify for a Level 1 certificate or a certificate endorsement a candidate must successfully complete the full course of instruction or its approved equivalent, must successfully demonstrate all required competencies and must achieve a grade of at least 70% on the written portion of the examination (if required) as instructed and evaluated by an agency recognized by WorkSafeBC.
- 6.7.2.** Instructors must ensure candidates achieve required competencies prior to issuing certification.
- 6.7.3.** Excluding nutrition and/or health breaks, the OFA Level 1 and the TE and equivalent courses are each a minimum of 7 hours in length. Additional time must be added to the course duration to compensate for all breaks.
- 6.7.4.** Failure to successfully demonstrate all required certification competencies or achieve a grade of at least 70% on the written portion of the examination or failure to complete the course or written examination (*if required*), is considered a failure of the whole course. Candidates will be required to complete the course again in its entirety.

6.8. OFA Level 2, Level 3 and Equivalent Courses

- 6.8.1.** To qualify for an initial Level 2, Level 3 or equivalent certificate, a candidate must successfully complete a Level 2, a Level 3 or an equivalent training course and achieve a grade of at least 70% on each of the written, oral, and practical portions of the examination conducted by a person authorized by WorkSafeBC

- 6.8.2.** Candidates who complete the OFA Level 2, Level 3 or equivalent training, may delay the examination for up to 6 months prior to completing the practical examination. The agency must verify that the candidate has met all of the certification prerequisites prior to examination. The agency must have a written policy that addresses examinations that are delayed by the candidate and/or the agency. The policy must be communicated to candidates upon registration for the OFA and/or equivalent courses
- 6.8.3.** The length of the OFA Level 2 and equivalent course is a minimum of 36 hours and the OFA Level 3 and equivalent course is a minimum of 70 hours excluding nutrition and/or health breaks. Additional time must be added to the course duration to compensate for all breaks
- 6.8.4.** Failure in any part of the written, oral, or practical examination or failure to complete a full examination is considered a failure of the whole examination. Candidates will be required to sit the examination again in its entirety (*written, oral, and practical*), regardless of marks obtained in various segments in the first exam
- 6.8.5.** Should the second examination also result in failure, the candidate must undergo a full course of instruction prior to being eligible for another examination
- 6.8.6.** Persons holding a current advanced first aid certificate (*a first aid or pre-hospital emergency care course consisting of 70 hours or more*) may challenge the exam
- 6.8.7.** Candidates are to be advised that, depending on the nature of the course that led to their current certification; there may be equipment, protocol, and procedure (*e.g. patient assessment, packaging and first aid treatment*) differences that impact exam results

6.9. Practical Examinations

- 6.9.1.** Practical examinations must have no fewer than 3 and not more than 6 candidates per session or block of exams. Thorough documentation must accompany the class file to explain any deviation from this practical examination requirement.
- 6.9.2.** If, due to circumstances beyond the control of the agency, there are less than the minimum number of candidates to be examined (*fewer than 3*); an agency may use volunteers (*or the course instructor if the agency policy allows it*) to act as the patient and/or helper.

- 6.9.3.** If volunteers are used, they must be briefed on the examination procedures including appropriate conversation and behavior during an exam.
 - 6.9.4.** The agency must have a policy regarding the use of volunteers acting in the capacity of patient and/or helper during practical examinations.
 - 6.9.5.** Examiners must not participate as a patient during any practical examination or allow any unnecessary and/or unreasonable distractions from the task of examining and grading candidates.
 - 6.9.6.** Examiners are expected to conduct practical examinations in accordance with **4.9.**
- 6.10.** Certification must be issued by an instructor (for Level 1, TE and equivalent courses) or an examiner (for Level 2, Level 3 and equivalent courses) representing an agency recognized by WorkSafeBC using examination material and content developed or approved by WorkSafeBC.
- 6.10.1.** Following the conclusion of the OFA 2, OFA 3 or equivalent practical examination, the exam results (pass/fail and an explanation of deductions, if any) must be communicated to individual candidates discreetly (usually one on one with the examiner of record).
 - 6.10.2.** Upon the conclusion of an exam, a copy of the practical examination document must be provided to all OFA or equivalent candidates without undue delay (*i.e., a copy of the marking or grading sheet is usually provided promptly or within a few minutes*).
- 6.11. Medical certificate of fitness**
- 6.11.1.** All OFA 2, OFA 3 or equivalent course candidates must complete a statement of physical and psychological fitness [Statement of fitness](#) prior to the start of OFA 2, OFA 3 or equivalent courses.
 - 6.11.2.** Statements of fitness completed by the candidate's must be confirmed by the examiner and reviewed for errors and/or omissions prior to certification being granted.
 - 6.11.3.** The certifying agency must keep statements of fitness completed by the candidates in the course file for the duration of the certificate (3 years plus 1 day).
 - 6.11.4.** If a candidate indicates on their statement of fitness that they are not fit for certification or it becomes obvious during their course that they have a medical, physical or psychological challenge that would otherwise require a physician to approve the candidate, the agency must notify WorkSafeBC without undue delay.

6.12. Certification of medical fitness may be required by WorkSafeBC. If required, a medical certificate of the candidate's fitness must be submitted from a physician licensed in BC on a form acceptable to WorkSafeBC. Download Medical forms from <http://www2.worksafebc.com/PDFs/firstaid/FirstAidCertFitness.pdf>.

6.12.1. For the purpose of certification, the medical certificate of fitness required by **6.12.** must not be older than 6 months prior to the date received by the agency.

6.12.2. A physician may elect to forward a medical certificate of fitness required by **6.12.** directly to an agency or directly to WorkSafeBC. WorkSafeBC must advise an agency as soon as possible if the candidate is ineligible for first aid certification due to medical reasons.

6.12.3. The agency must keep the medical certificate of fitness required by **6.12.** in the course file for three years plus one day from the date of a candidate's exam.

6.13. Health Care Workers

6.13.1. On written request from an employer of a health care facility, a Level 2 certificate may be issued by an agency to a physician or registered nurse under the following conditions:

6.13.2. The applicant must have at least 6 months experience in an emergency department, or successfully completed a recognized course of training in emergency procedures.

6.13.3. A "*recognized course of training in emergency procedures*" for physicians includes advanced trauma life support.

6.13.4. A "*recognized course of training in emergency procedures*" for registered nurses includes post basic graduate emergency nursing and critical care nursing.

6.13.5. The experience or training required by **6.13.2.** must have been completed not more than 24 months before the request for certification.

6.13.6. The agency must ensure it has proof that the employee has the required status as a physician or nurse and the required experience or training.

6.13.7. The agency must ensure it has proof that the physician or registered nurse to whom a restricted Level 2 certificate is issued is licensed to practice in BC.

- 6.13.8.** A completed application form from the physician or registered nurse that includes a statement whereby the applicant agrees to share their personal information with WorkSafeBC.
- 6.13.9.** A completed self declaration of medical fitness or a completed medical certificate of fitness on a form acceptable to WorkSafeBC.
- 6.13.10.** The Level 2 certification granted is restricted for use in health care facilities and is not transferable to other industries.
- 6.13.11.** The words “*restricted to health care facilities*” must be written on the certificate under WorkSafeBC Certified Logo and must have the words “*requires a valid medical license*” under the evaluator or examiner number.
- 6.13.12.** The restricted certificates issued under **6.13.1.** are valid for 36 months from the date of issue.
- 6.13.13.** Renewals of certificates issued under **6.13.1.** are obtained in the same way as the initial request. The requirements of OHSR Section 3.15 must be met prior to each renewal. 3.15 [First aid attendant qualifications](#).

6.14. Members of a Municipal Fire Service

- 6.14.1.** On written request from an employer, to a person or organization authorized by WorkSafeBC, an OFA Level 1 or OFA Level 2 certificate may be issued by an agency to a firefighter who holds an EMA FR License as follows:
- EMA FR Level II License = OFA Level 1 certificate
 - EMA FR Level III License = OFA Level 2 certificate
- "EMA FR" means an Emergency Medical Assistant First Responder license issued under the *Health Emergency Act*
- 6.14.2.** The Fire Chiefs Association of BC (*FCABC*) is an organization authorized by WorkSafeBC to issue restricted OFA level 1 and/or OFA Level 2 certificates to current EMA FR 2 and EMA FR 3 license holders.
- 6.14.3.** The following conditions apply:
- The issuing agency must ensure it has:
 - Proof that the applicant has a valid EMA FR Level 2 or EMA FR Level 3 license

- A completed application form from the license holder that includes a statement whereby the applicant agrees to share their personal information with WorkSafeBC and
- A completed self declaration of medical fitness or a completed medical certificate of fitness on a form acceptable to WorkSafeBC

6.14.4. The certificates issued by authorized persons or organizations are valid for 36 months from the date of issue or as long as the firefighter has a valid EMA FR Level 2 or EMA FR Level 3 license.

6.14.5. The certificates granted are restricted to the fire service industry and are not transferable to other industries.

6.14.6. "Fire service industry" means municipal fire departments. It does not cover crews engaged in forest fire fighting.

6.14.7. On each OFA level 1 and/or OFA level 2 certificate issued, the words "*restricted to fire service industry*" must be written on the certificate under the WorkSafeBC Certified Logo and the words "*requires a valid EMA FR2 license*" or "*requires a valid EMA FR3 license*" must be written below the license number on the front of every certificate.

- For more information see [Certificates accepted in B.C. workplaces](#)

6.14.8. Renewal of the certificate is obtained in the same way as the initial request.

6.15. Certification Renewal

6.15.1. Extensions of OFA and equivalent certificates are not available.

6.15.2. To renew an OFA Level 1 certificate or TE or equivalent certificate or endorsement, a candidate must meet the same application; training and examination requirements as for initial certification (*i.e., they must successfully retake the full course or its equivalent and achieve all required certification competencies*).

6.15.3. To renew an OFA Level 2 or OFA Level 3 or equivalent certificate, a candidate may take the examination without retaking the initial certification course or any other additional training if less than two years has elapsed on the date of the examination since the expiry of the certificate.

- 6.15.4.** If renewing OFA 2, OFA 3 or equivalent candidates are combined in a course with candidates seeking an initial certificate, the agency must ensure that initial certification candidates complete a full course of instruction as required by this Training and Certification Standard.
- 6.15.5.** Candidates with OFA 2, OFA 3 or equivalent certificates that have been expired for more than 2 years on the date of the examination must meet the same training and examination requirements as for initial certification.
- 6.15.6.** Although no additional training is specifically required by this Training and Certification Standard, renewal candidates must be made aware of the risk of attempting an OFA 2 or OFA 3 or equivalent exam without the benefit of additional training and skill assessment by a certified instructor.
- 6.15.7.** For candidates who would prefer to refresh their OFA 3 skills prior to taking an examination, an OFA level 3 Refresher course is available.
- 6.15.8.** The agency must have a written policy regarding the registration of OFA and equivalent candidate's for examination without course or for registration in an OFA 3 Refresher course.
- 6.15.9.** Prior to an OFA 2, OFA 3 and/or equivalent candidate being accepted for examination without course or for registration in an OFA 3 Refresher course, evidence of prior certification acceptable to WorkSafeBC must be produced by the candidate.
- 6.15.10.** Evidence of prior certification must be placed in the exam or course file.
- 6.15.11.** OFA Level 2 or Level 3 certificate or equivalent candidates must achieve a grade of at least 70% on each of the written, practical and oral portions of the examination.

6.16. Appeals

An agency must have a written appeal procedure in place that indicates how to address issues regarding:

- 6.16.1.** OFA Level 1, TE and/or equivalent course competency assessments conducted by the instructor that are required for candidate certification
- 6.16.2.** OFA Level 1 and TE or equivalent instructor conduct

- 6.16.3.** The deduction of OFA Level 2, Level 3 or equivalent practical examination marks

- 6.16.4.** Examiner conduct

- 6.16.5.** The application of the Standard Grading Criteria

- 6.16.6.** The procedure must also describe a course of action for a complainant who is not satisfied with the agency's investigative conduct, the conclusions reached, or resolution offered and

- 6.16.7.** The appeal procedure must be posted in a conspicuous place and must be communicated to candidates at an appropriate time

- 6.16.8.** The agency must maintain accurate and comprehensive records of appeals and resolutions and must be available for inspection upon request from an Officer of WorkSafeBC. If requested, the agency must communicate directly with WorkSafeBC

7. Maintenance of Training Records

7.1. A training agency must maintain an accurate record of OFA and/or equivalent courses and course candidates including attendance in all classes, classroom achievement, remedial training (*including those sitting in on extra classes preparing for their examination*), the examination results and the certificates issued. All required documents must be kept by the agency in the course file.

7.1.1. This will include, depending on the level, the following information:

1. A completed and signed application form (*all levels*)
2. A signed (*by the candidate*) and dated copy of the terms and conditions of certification (*all levels*)
3. A record of attendance (*all levels*)
4. A record of classroom achievement (*practical skills checklists*) including a record of any remedial training (*all levels*)
5. Exam documentation (*original practical exam marking sheets, all patient assessment charts and first aid records produced during the Level 2, Level 3 or equivalent examinations*)
6. Homework marks (*Level 2, Level 3 or equivalent*)
7. Midterm written exam marks (*Level 3 or equivalent*)
8. The original written exam answer sheets, dated with the candidate's full printed name and signature (*all levels*)
9. Completed first aid records (*for OFA Level 1 and equivalent*)
10. Certificate numbers issued (*all levels*)
11. Candidate feedback forms. Feedback forms that are stored electronically must have a means of identifying the course in which they were generated and must be available for inspection upon request from an Officer of WorkSafeBC

7.1.2. The aforementioned information must be forwarded to WorkSafeBC, when requested, within time limits set by WorkSafeBC.

7.1.3. All training records must be kept by the agency for three years plus one day or for the duration of the certificate(s) issued.

7.1.4. Course surveys may be stored electronically. A course feedback summary report (*single page*) should be placed in the course file. Electronically stored surveys must have a means of identifying which course generated them and must be available for inspection upon request from an Officer of WorkSafeBC.

8. Inspections and Audits

8.1. WorkSafeBC

For the purpose of ensuring that the terms of the Agency Registration Agreement, the Workers Compensation Act, the OHSR and the Training and Certification Standard have been complied with, any person authorized by WorkSafeBC may, without prior notice, and at any time:

- 8.1.1. Inspect and audit the performance and the exercise of the powers, duties and functions of the agency as they relate to the Agency Registration Agreement
- 8.1.2. Conduct in-class observation of instruction and examination
- 8.1.3. Inspect and make copies of any document relating to the carrying out of the delegated powers, duties and functions of the agency, including but not limited to reviewing all documentation concerning instruction, training, competency assessments, and certification of instructors and examiners
- 8.1.4. Inspect the premises, supplies and equipment of the agency and
- 8.1.5. Interview staff, instructors, examiners and OFA or equivalent candidates

8.2. Disclosure of Information

- 8.2.1. The Training Agency will, disclose to WorkSafeBC information described in the Training Standard, including personal information WorkSafeBC considers necessary for the administration of occupational first aid in British Columbia, and will obtain any consent necessary to disclose the required information to WorkSafeBC.
- 8.2.2. The Training Agency acknowledges that any information disclosed to WorkSafeBC will be subject to the *Freedom of Information and Protection of Privacy Act*.

9. Training Facility Requirements

9.1. Equipment and Supplies

- 9.1.1. A Training Agency must ensure that the required first aid equipment and supplies listed in **Appendix B** of the Training and Certification Standard are clean, serviceable and ready for use in each class.
- 9.1.2. Equipment that makes direct contact with class participants must be kept in a sanitary condition according to standards specified in the OFA training materials, the Training and Certification Standard and any equipment manufacturer recommendations.
- 9.1.3. Equipment cleaning and maintenance records must be kept up to date and must be available for inspection by an Officer of WorkSafeBC.

9.2. Classroom

- 9.2.1. The classroom used for instructing OFA and equivalent candidates must meet the standards of WorkSafeBC for practical demonstration, class practice floor space requirements and instructor or examiner observation of candidate competencies. A minimum of 500 sq. feet of clear working space per class.

“Clear working space” means: a training facility space that is free of any tables, chairs, desks, presentation equipment, appliances or other immovable building obstructions or structures including equipment suspended from the training facility walls or ceilings that may interfere with the sight lines or safety of OFA candidates, instructors and examiners.

- 9.2.2. The instructor and examiner must have an unobstructed view of candidates during the training and/or examination.
- 9.2.3. The facility and faculty must comply with all relevant sections of the OHSR and applicable building/occupancy codes.
- 9.2.4. The classroom(s) used for first aid instruction must be illuminated, heated and ventilated as required for an office in Part 4 (General Conditions) of the OHSR.
<http://www2.worksafebc.com/Publications/OHSRegulation/Part4.asp>

Appendix A – OFA Candidate Identification Requirements

1. **Acceptable photographic identification:**
 1. Valid Canadian or U.S. Driver's License.
 2. Valid passport
 3. Valid BC student identification card issued for the current school year
 4. Employee picture identification card
 5. Native status picture identification card
 6. BC photo identification (digital) issued November 1996 or later
 7. Canadian Government Issued Photo I.D.

2. If a candidate cannot produce appropriate identification, compliance may be achieved if they produce one of the following:
 - 2.1. A letter from the candidate's employer typed on the firm's letterhead and signed by an official of the company
 - 2.2. The official's name will be printed next to or under the signature and will include their contact information and their position within the company
 - 2.3. This letter must state that the employee is who he or she claims to be

OR

 - 2.4. A letter from the sponsoring agency (if the candidate is unemployed), typed on the agency's letterhead and signed by an official of the agency
 - 2.5. The official's name will be printed next to or under the signature and will include their contact information and their position within the agency
 - 2.6. This letter must state that the candidate is who he or she claims to be

3. If a candidate does not possess valid photographic identification as listed, they must provide the following.

3.1. The candidate must present one primary *and* two secondary pieces of identification.

3.1.1. The following will be considered acceptable:

one primary piece of identification <i>and</i> two secondary pieces are required	
PRIMARY IDENTIFICATION	SECONDARY IDENTIFICATION
Birth certificate	Naturalization certificate
Canadian citizenship ID	Marriage certificate
Canadian record of landing	Change of name certificate
Canadian student visa	Parole certificate
Canadian work visa	Correctional service conditional release card
Returning resident permit	Valid credit card (if name is on card)
	Bank card (if name is on card)
	Vehicle registration
	Social insurance card (if offered)
	BC care card (if offered)
	Occupational First Aid certificate Level 1, 2 or 3 or Transportation Endorsement or equivalent

APPENDIX B CLASSROOM EQUIPMENT AND SUPPLIES

OFA LEVEL 1 AND EQUIVALENT COURSE EQUIPMENT AND SUPPLIES REQUIRED

Media presentation system	PC Viewer, Laptop/Desktop PC and Speakers <i>(if required)</i> or Overhead Projector and Slides,
OFA Level 1 Training Manual	1 per student
First Aid/jump kit <i>(or container)</i> for course training supplies	1 per 2 students
Blankets 152.4W x 213.4L cm <i>(must be clean and provide sufficient warmth and padding)</i>	1 per student
Wound cleansing towelettes <i>(14 cm x 19 cm)</i>	3 per student
Hand cleansing towelettes <i>(individually packaged)</i>	5 per student
Assorted adhesive dressings <ul style="list-style-type: none"> • skin closures • 2.5 cm x 7.5 cm adhesive dressings 	2 per student
Sterile Gauze squares <i>(10 cm x 10 cm)</i> individually packaged	4 per student
Pressure bandages <i>(10 cm x 16.5 cm)</i> with elastic crepe ties	1 per 2 students
Crepe bandage <i>(7.5 cm x 4.5 m)</i>	1 roll per student
Gauze roller bandage <i>(7.5 cm x 1.8 m)</i>	1 roll per student
Adhesive tape <i>(2.5 cm x 4.5 m)</i> <i>(used tape rolls must have adequate tape per roll)</i>	1 roll per 2 students
Drainage dressings <i>(20 cm x 25 cm)</i>	2 per student
Triangular bandage <i>(cloth)</i> min. 1.25 m base	1 per student
Stainless steel scissors <i>(bandage)</i> 14 cm	1 per 2 students
Eyecups	1 per 2 students
Cotton tip applicators	2 per student
Pocket mask <i>(with 1-way valve)</i>	1 per student
Disposable <i>(Non powdered)</i> medical gloves	sufficient of various sizes to allow ongoing classroom use
Automated External Defibrillator <i>(AED)</i> Trainers with extra set of adult training pads, extra batteries, cloth or abdominal dressing and safety razor	1 per 2 students
Adult resuscitation mannequin and an adequate supply of recommended cleansing solution.	1 per 2 students
Gauze sponges <i>(7.5 cm x 7.5 cm)</i> <i>(100/pkg.) (non-sterile)</i>	1 pkg.
First aid records	3 per student

OFA TE AND EQUIVALENT COURSE EQUIPMENT AND SUPPLIES REQUIRED

Media presentation system	PC Viewer, Laptop/Desktop PC and Speakers <i>(if required)</i> or Overhead Projector and Slides,
Blankets 152.4W x 213.4L cm <i>(must be clean and provide sufficient warmth and padding)</i>	6 per 3 students
Hard cervical collars – a set of collars consists of one each of tall, regular, short, and no-neck sizes, or 2 adjustable collars	1 set of sized collars or 2 adjustable collar per 3 students
Spine Board with hand holds & 7 Velcro straps <i>(5 cm x 1.8 m)</i> or equivalent <i>(spider straps or nylon straps with buckles etc)</i>	1 per 3 students
Basket stretcher with securing straps	1 per class
Triangular bandages <i>(cloth)</i> min. 1.25 m base	3 per student
Adhesive tape <i>(5 cm x 4.5 m)</i> <i>(used tape rolls must have adequate tape per roll)</i>	1 roll per 3 students
Hand cleansing towelettes <i>(individually packaged)</i>	100 per class
Drainage dressings	3 per student
Pocket masks with one way valve and O2 inlet	1 per student
Disposable <i>(Non Powdered)</i> examination gloves	sufficient of various sizes to allow ongoing classroom use
Adult resuscitation mannequin with articulating jaw <i>(must be capable of a jaw thrust)</i> and recommended cleansing solution	1 per 2 students
Oropharyngeal airway kit <i>(soft plastic)</i>	1 per 2 students
Oxygen: Portable oxygen therapy units complete with regulator, tubing and non-rebreathing or partial rebreathing masks and sufficient oxygen to allow ongoing practice of physically administering oxygen during scenario practice throughout the course	1 per 2 students

OFA LEVEL 2 AND EQUIVALENT COURSE EQUIPMENT AND SUPPLIES REQUIRED

Media presentation system	PC Viewer, Laptop/Desktop PC and Speakers <i>(if required)</i> or Overhead Projector and Slides,
12.5 cm x 22 cm, sterile abdominal dressings, individually pkg.	6 per student
20 cm x 25 cm, sterile abdominal dressings, individually pkg.	6 per student
25 cm x 30 cm, sterile abdominal dressings, individually pkg.	6 per student
Cold packs	1 per student
4.5 kg sand bags or equivalent	2 per 3 students
Expanded metal splints, minimum length 60 cm or Sam splint or quick splint or equivalent	4. per student 2 per student
Padding <i>(foam rubber 2.5 cm x 10 cm x 60 cm)</i>	1 per student
Blankets 152.4W x 213.4L cm <i>(must be clean and provide sufficient warmth and padding)</i>	3 per 3 students
Safety glasses or face shield	1 per student
2.5 cm x 4.5 m adhesive tape <i>(used tape rolls must have adequate tape per roll)</i>	1 roll per student
5 cm x 4.5 m adhesive tape <i>(used tape rolls must have adequate tape per roll)</i>	1 roll per student
7.5 cm x 4.5 m crepe roller bandage	2 rolls per student
Esmarch gum rubber bandage	1 full roll per 3 students
Cotton triangular bandage, minimum length of base 1.25 m	8 per student
10 cm x 16.5 cm sterile pressure dressings, with crepe ties	1 per 3 students
7.5 cm x 7.5 cm gauze sponges, 100/pkt.	1 per 3 students
7.5 cm x 7.5 cm sterile gauze dressings, individually pkg. <i>(25/box)</i>	1 box per 2 students
10 cm x 10 cm sterile gauze dressings, individually pkg. <i>(25/box)</i>	1 box per 2 students
Penlight or flashlight with batteries <i>(must be working properly)</i>	1 per 3 students
Oxygen: portable oxygen therapy units complete with regulator, tubing and non-rebreathing or partial rebreathing masks and sufficient oxygen to allow practice of physically administering oxygen during scenario practice throughout course	1 unit per 3 students
Manually operated self-inflating bag-valve mask unit with an oxygen reservoir	1 per 3 students
Oropharyngeal airway kit <i>(soft plastic)</i>	1 per 3 students

OFA LEVEL 2 and EQUIVALENT COURSE EQUIPMENT / SUPPLIES REQUIRED CONTINUED

Cold instrument sterilizer	1 per classroom
Automated External Defibrillator (<i>AED</i>) Trainers with extra set of adult training pads, extra batteries, ABD and safety razor	1 per 3 students
Pocket mask with one way valve and oxygen inlet	1 per student
Disposable (<i>Non powdered</i>) medical gloves (<i>assorted sizes</i>)	sufficient to allow ongoing classroom use
Sterile eye pads, individually packaged	1 box per class
Hand cleansing towellettes, individually packaged	100 per class
Cotton tipped applicators (<i>15 cm</i>)	100 per class
Rubber bands (#33) 100 box	1 box per class
Universal scissors	1 per 2 students
15 cm stainless steel thin nosed plier-type forceps	1 per class
14 cm stainless steel bandage scissors, blunt and sharp	1 per 2 students
Eye cup	1 per 2 students
5 cm x 1.8 m conforming gauze roller bandage	1 roll per student
7.5 cm x 1.8 m conforming gauze roller bandage	1 roll per student
7.5 cm x 7.5 cm or 10 cm x 10 cm non-adherent sterile dressing, individually pkg. 100/box	1 box per class
Sterile adhesive dressings, assorted sizes, individually pkg.: knuckle; fingertip; skin closures 2.5 cm x 7.5 cm individuals	2 boxes of each variety per class
#01 – 4.5 m tubular finger bandages with applicator (<i>cage type</i>)	1 per 2 students
Tongue depressors	48 per class
First aid records & patient assessment charts	Enough for continuous use throughout the class for all students
Antibacterial liquid soap	500 ml per class
Sterile saline (<i>or potable tap water in a clean saline container</i>)	500 ml per 2 students
Sharps container	1 per class
Wash basin	1 per class
Kidney basin	1 per 3 students

OFA LEVEL 3 AND EQUIVALENT COURSE EQUIPMENT AND SUPPLIES REQUIRED

Media presentation system	PC Viewer, Laptop/Desktop PC and Speakers (<i>if required</i>) or Overhead Projector and Slides,
12.5 cm x 22 cm, sterile abdominal dressings, individually pkg.	6 per student
20 cm x 25 cm, sterile abdominal dressings, individually pkg.	6 per student
25 cm x 30 cm, sterile abdominal dressings, individually pkg.	6 per student
Cold packs	1 per student
4.5 kg sand bags or equivalent	2 per 3 students
Expanded metal splints, minimum length 60 cm or Sam splint or quick splint or equivalent	5. per student 2 per student
Padding (<i>foam rubber 2.5 cm x 10 cm x 60 cm</i>)	1 per student
Wooden splints – femur (<i>padded</i>)	1 per 2 students
Wooden splints – leg (<i>padded</i>)	1 per student
Blankets 152.4 W x 213.4 L cm (<i>must be clean and provide sufficient warmth and padding</i>)	6 per 3 students
Safety glasses or face shield	1 per student
2.5 cm x 4.5 m adhesive tape	1 roll per student
5 cm x 4.5 m adhesive tape	1 roll per student
7.5 cm x 4.5 m crepe roller bandage	2 rolls per student
Esmarch gum rubber bandage	1 per 3 students
Cotton triangular bandage, minimum length of base 1.25 m	8 per student
10 cm x 16.5 cm sterile pressure dressings, with crepe ties	1 per 3 students
7.5 cm x 7.5 cm gauze sponges, 100/pkgt.	1 per 3 students
7.5 cm x 7.5 cm sterile gauze dressings, individually pkg. (<i>25/box</i>)	1 box per 2 students
10 cm x 10 cm sterile gauze dressings, individually pkg. (<i>25/box</i>)	1 box per 2 students
Penlight or flashlight with batteries (must be working properly)	1 per 3 students
Oxygen: portable oxygen therapy units complete with regulator, tubing and non-rebreathing or partial rebreathing masks and sufficient oxygen to allow practice of physically administering oxygen during scenario practice throughout course	1 unit per 3 students
Manually operated self-inflating bag-valve mask unit with an oxygen reservoir	1 per 3 students
Oropharyngeal airway kit (<i>soft plastic</i>)	1 per 3 students

OFA LEVEL 3 AND EQUIVALENT COURSE EQUIPMENT AND SUPPLIES (continued)

Adult resuscitation manikin and recommended cleansing solution	1 per 3 students
Automated External Defibrillator (AED) Trainers with extra set of adult training pads, extra batteries, cloth or abdominal dressing and safety razor	1 per 3 students
Basket stretcher	1 per 9 students
Spine Board with hand holds & 7 Velcro straps (5 cm x 1.8 m) or equivalent (<i>spider straps or nylon straps with buckles etc</i>)	1 per 3 students
Hard cervical collars – a set of collars consists of one each of tall, regular, short, and no-neck sizes, or 2 adjustable collars	1 set per 3 students
Suction unit (<i>portable, and acceptable for pre-hospital care</i>)	1 per 6 students
Pocket mask with one way valve and oxygen inlet	1 per student
Disposable non powdered medical exam gloves (<i>assorted sizes</i>)	sufficient to allow ongoing classroom use
Cold instrument sterilizer	1 per classroom
Sterile eye pads, individually pkg.	1 box per class
Hand cleansing towelettes, individually pkg.	100 per class
Cotton tipped applicators (15 cm)	100 per class
Rubber bands (#33) 100 box	1 box per class
Universal scissors	1 per 2 students
15 cm stainless steel thin nosed plier-type forceps	1 per class
11.5 cm stainless steel sliver forceps	1 per class
14 cm stainless steel bandage scissors, blunt and sharp	1 per 2 student
Eye cup	1 per 2 students
5 cm x 1.8 m conforming gauze roller bandage	1 roll per student
7.5 cm x 1.8 m conforming gauze roller bandage	1 roll per student
7.5 cm x 7.5 cm or 10 cm x 10 cm non-adherent sterile dressing, individually pkg. 100/box	1 box per class
Sterile adhesive dressings, assorted sizes, individually pkg.: knuckle; fingertip; skin closures 2.5 cm x 7.5 cm individuals	2 boxes of each variety per class
#01 – 4.5 m tubular finger bandages with applicator (<i>cage type</i>)	1 per 2 students

OFA LEVEL 3 AND EQUIVALENT COURSE EQUIPMENT AND SUPPLIES (continued)

Tongue depressors	48 per class
First aid records & patient assessment charts	Enough for continuous use throughout the class for all students
Antibacterial liquid soap	500 ml per class
Sterile saline	500 ml per 2 students
Sharps container	1 per class
Wash basin	1 per class
Kidney basin	1 per 3 students

OFA AND EQUIVALENT EXAMINATION EQUIPMENT AND SUPPLIES REQUIRED

1 First Aid/Jump Kit per 2 students

“First Aid/Jump Kit” means a soft portable kit capable of carrying first aid exam supplies listed

- 8 - Triangular Bandages (must be clean)
- 1 - Pressure Dressing with crepe ties
- 6 - Crepe Bandages (must be clean)
- 2 - SAM or Quick splints or 6 metallic splints (must be serviceable)
- 1 - Roll 1” Tape (full roll)
- 1 - Roll 2” Tape (full roll)
- 1 - Roll Esmarch Gum Rubber Bandage (7.5 cm x 4.5 m)
- 4 - Rolls 3” cling gauze (must be clean)
- 4 - Rolls 2” cling gauze (must be clean)
- 8 - 4x4 sterile gauze (must be in packages)
- 8 - 3x3 sterile gauze (must be in packages)
- 8 - Non-stick sterile gauze (must be in packages)
- 4 - Eye pads (must be in packages)
- 4 - Large 10” x 12” abdominal dressings (25cm x 30cm and must be clean)
- 6 - Medium 8” x 10” abdominal dressings (20cm x 25cm and must be clean)
- 1 - Penlight or flashlight with batteries (must be working properly)
- 1 - Pair universal scissors
- 2 - Pair stainless steel bandage scissors (1 blunt and 1 sharp)
- 2 - Tongue depressors
- 1 - Ice pack (or ice pack filled with simulated contents, must look authentic)
- 1 - 500 ml bottle NaCl (either saline or 500 ml NaCl bottle filled with potable tap water)
- 1 – Pair of safety glasses or a face shield
- 1 – Clipboard with pen, Patient Assessment Charts and First Aid Records attached

NOTE: The examination jump kits must be restocked by the candidates after each exam scenario.

For exam purposes where a candidate would otherwise be required to open a sterile dressing and/or bandage for the purpose of wound management, sterile dressings and bandages must not be reused.

Non sterile dressings, bandages and other supplies may be recycled during examinations provided the candidates don't use non sterile bandages and dressing when they should be using sterile (i.e., something from a package).

All recycled products must be clean and serviceable for each exam session.

OFA AND EQUIVALENT EXAMINATION EQUIPMENT AND SUPPLIES (continued)

Minimum First Aid Room Supplies (not required in a jump kit)

All supplies must be clean and serviceable; agencies may exceed the minimum requirements.

Small (12.5cm x 22cm) abdominal dressings (5" x 8")	6
Medium (20cm x 25cm) abdominal dressings (8" x 10")	3
Large (25cm x 30cm) abdominal dressings (10" x 12")	4
Expanded metal splints or equivalent (e.g., SAM or Quick etc)	20 or 5 equivalent
Foam padding (2.5cm x 10cm x 60cm)	4 pieces
Bifocal magnifier with head strap, 12.5 cm focus	1
Roll 1" tape	1
Roll 2" tape	1
Crepe roller bandage	4
Cotton Triangular bandage	8
7.5cm x 7.5 cm gauze sponges 100 per package	1 pkg.
7.5cm x 7.5cm sterile gauze dressings (25/box)	1 box
10cm x 10cm sterile gauze dressings (25/box)	1 box
7.5cm x 7.5cm or 10cm x 10cm non-stick dressings 100/box	1 box
Cold instrument sterilizer	1
Sterile eye pads	1 box
Hand cleansing towelletes	100
Cotton tipped applicators (15cm)	100
Rubber bands (#33) 100 box	1 box
15cm thin nosed plier-type forceps	1
11.5cm sliver forceps	1
Eye cup	2
Conforming roller gauze 5cm x 1.8m	6
Conforming roller gauze 7.5cm x 1.8m	6
Sterile adhesive dressings	
Knuckle	1 box
Fingertip	1 box
Skin closures	1 box
2.5cm x 7.5cm individuals	1 box
Tubular finger bandages with cage applicator	1
Tongue depressors	48
Antibacterial liquid soap	500ml
Sterile saline	500ml
Sharps container	1
Wash basin	1
Kidney basin	1
Cold packs (or ice pack filled with simulated contents)	2

OFA AND EQUIVALENT EXAMINATION EQUIPMENT AND SUPPLIES (continued)**Basic Life Support**

Adult resuscitation manikin	1 per exam session
AED Trainer (with extra supplies)	1 per exam session
Oxygen therapy unit (to accompany jump kits)	1 per 2 students
Pocket mask with oxygen inlet	1 per student
One way valves for pocket masks	1 per student
Oropharyngeal airway kit	1 per oxygen unit
Bag-valve mask unit with oxygen reservoir	1 per oxygen unit

Miscellaneous

4.5kg sandbags or equivalent	4
Blankets (must be clean)	6
Medical exam gloves (assorted sizes, non powdered), First aid records, patient assessment charts	enough to allow for ongoing use

Additional Level 3 equipment

Wooden splints – femur (padded)	1 per 3 students
Wooden splints – leg (padded)	2 per 3 students
Additional blankets (must be clean)	6 per 3 students
Additional triangular bandages	12 per 3 students
Basket stretcher	1 per 6 students
Spine board & 7 securing straps or equivalent	1 per 3 students
Hard cervical collars	1 set or adjustable per 3 students
Suction unit	1 per oxygen unit

Appendix C – Program Equivalency Process

1. Section 3.15 (b) [First aid attendant qualifications](#) of the Occupational Health and Safety Regulation states “*The employer must ensure that a person who is designated as a first aid attendant has successfully completed the first aid training course or first aid examination developed or approved by the Board*” (WorkSafeBC). First aid programs offered by training agencies and not developed by WorkSafeBC may be granted equivalency for Level 1 certification, qualification for a certificate endorsement, or a Level 2 or Level 3 certificate.
 - 1.1. Agencies requesting equivalency must consider the following:
 - 1.1.1. Acceptance of a program is conditional upon its being used for the designed purpose and meeting any conditions specified by WorkSafeBC. Equivalent OFA courses and Endorsements that are accepted by WorkSafeBC must be conducted as originally approved. If there is a change in the contents of the course, the examination and/or evaluation and/or certification criteria, a further request must be made to WorkSafeBC to review it. Information regarding the requirements and procedures for submitting a course for review can be found at the following link [Course Review](#).
 - 1.1.2. Courses recognized as equivalent must be reviewed and resubmitted to WorkSafeBC every five years. A review may be required at an earlier time if complaints are received by WorkSafeBC regarding the course or for other appropriate reasons.
 - 1.1.3. Courses reviewed and approved will be revoked if the equivalency content, instructor training examiner or evaluator training does not maintain standards acceptable to WorkSafeBC.
 - 1.1.4. Agencies teaching equivalent courses must adhere to the same facility, equipment, and supply requirements of the comparable level of OFA course including this Training and Certification Standard.
 - 1.1.5. Equivalent course material must contain terms and conditions of certification that specify the candidate is required to follow the protocols as specified and give examples of unacceptable conduct. Equivalent course certificate terms and conditions must be no less than the certification terms and conditions for OFA certification.

Appendix D – Exam Analysis – Examiner Competency

1. Exam Analysis for Examiner Competency

- 1.1. A practical examination analysis must be performed by a qualified person in accordance with the Training and Certification Standard. The person conducting the basic administrative exam analysis (type 1) must be a competent person with adequate training. This analysis should be conducted on an ongoing basis. The agency policies and procedures must outline who may conduct this type of exam analysis and what training, qualifications and/or certification(s), if any, are required.
 - 1.1.1. The comprehensive analysis (type 2) must be conducted by a current certified examiner in good standing and must be conducted as part of the annual examiner or evaluator assessment of competency. This analysis will determine, in part, if an agency will re-certify an examiner or evaluator for the next 12-month period. The exam analysis combined with the competency assessment(s) will determine whether an agency will re-certify an examiner for the next certification period.
- 1.2. **Type 2** exam analyses must be conducted on a variety of randomly selected examination marking sheets from several examination sessions conducted by the examiner over the past 12 months or since the previous competency assessment.
 - 1.2.1. The number of examination sheets analyzed will vary depending on the number of exams conducted by the examiner, the length of time since the previous analysis and the findings of the analysis. For example, if the examiner has conducted a large number of exams over the previous 12 months, many more examination sheets should be analyzed than for an examiner who has conducted a single block or session of examinations.
 - 1.2.2. In addition, if inconsistencies are found during the examination analysis, the number of examination sheets analyzed must be increased to confirm or rule out a problem and the examiner must be reassessed for competency as outlined in 4.5.5. through 4.5.9.

The analysis must address at least the following areas:

1.3. General readability

- 1.3.1. The original examination marking sheet should be completed in legible handwriting or printing and must be completed in blue or black ink.
- 1.3.2. There should be an easily identifiable system of sequencing the actions of the OFA or equivalent candidate during each scenario on the examination marking sheet and all deductions must be in accordance with the Standard Grading Criteria (SGC).

- 1.3.3. Each sequence step recorded on the examination marking sheet should list what was done by the candidate at that point, including the time a step was done (*as indicated in the PSGC*) and should correspond to the major steps in the first aid protocol for that injury.
- 1.3.4. For example, a sequence step for “Breathing Intervention” was recorded on the examination sheet and the candidate “assisted breathing”, “trained a helper to vent”, “applied oxygen” and “exposed/examined” the chest. All of these actions should be listed, at least in abbreviated form, including the time that the actions were performed under or adjacent to each sequence step.
- 1.3.5. There should be an indication if a candidate was prompted or coached at points throughout the patient management for each scenario.

1.4. Time frames

- 1.4.1. Times must be recorded when each scenario started and when the candidate performed various required skills or assessments as indicated in the PSGC. This includes recording the time a candidate may have performed an inappropriate assessment, intervention or treatment which could result in an unsuccessful exam attempt.

The times required on the examination marking sheet include, but are not limited to the following:

- 1.4.2. The beginning of the Scene Assessment or scenario.
- 1.4.3. The beginning and completion of the Primary Survey.
- 1.4.4. When critical interventions were conducted.
- 1.4.5. The initial ABC reassessment and all subsequent reassessments.
- 1.4.6. When Rapid Transport securing was completed.
- 1.4.7. The initial Vital Signs assessment and all reassessments.
- 1.4.8. The initiation of the Secondary Survey when the scenario does not require the examiner to record any Vital Signs on the examination marking sheet.
- 1.4.9. The completion of the Secondary Survey (*head to toe examination*).
- 1.4.10. The completion of non critical treatments (*bandage, FAR, splint etc*).
- 1.4.11. Non-RTC patient packaged and/or ready for transport.
- 1.4.12. The end of the scenario.

1.5. Deductions

- 1.5.1.** Mark deductions must be recorded in the appropriate space on the examination marking sheet and must correspond to the major steps of the scenario.
- 1.5.2.** There must be clear, concise explanations recorded for each deduction made.
- 1.5.3.** The deduction must be consistent with the Standard Grading Criteria, the Occupational First Aid Training and Reference Manual and the specific scenario grading instructions (if any).
- 1.5.4.** If the deduction differs from the deduction as listed in the Standard Grading Criteria, specific reasons must be recorded as to why the appropriate deduction was not assessed.

1.6. Adherence to the appropriate First Aid protocols

- 1.6.1.** The objective of the practical examination is to determine if a candidate has adhered to the appropriate First Aid protocols during all phases of patient management.

For each candidate performance it must be evident, from analyzing the examination sheets for each examiner, that:

- 1.6.2.** Protocols were performed in the appropriate sequence.
- 1.6.3.** Time-sensitive protocols were accomplished within the allowable time frames.
- 1.6.4.** All required critical interventions were performed.
- 1.6.5.** All appropriate assessments were performed.
- 1.6.6.** The correct interpretations of the assessments were made.
- 1.6.7.** No injury aggravation occurred during the management.
- 1.6.8.** RTC decisions were correctly made and at the appropriate time.
- 1.6.9.** All treatments accomplished the objectives for the assigned scenario.
- 1.6.10.** The correct decision as to referral to medical aid vs. return to work was made.

2. Examination Material

- 2.1. It is the examiners job to ensure that all critical skills are examined for a class of candidates. To this end, the examiner must use the exam banks as they were intended to be used by WorkSafeBC.
- 2.2. Exam problems from one bank should not be combined with exam problems of another bank and exam scenarios must not be modified by the examiner.
- 2.3. Examiners are expected to adhere to the Standard Grading Criteria, the Training and Certification Standard and the directives of WorkSafeBC regarding the acceptable use of the exam banks during candidate examinations.
- 2.4. For a class of 18 candidates the examiner should utilize 18 different examination bank problems to ensure most critical skills, taught in the course, are examined. One examination bank is not to be reused 2 or 3 times for a single class or on a single examination schedule.
 - 2.4.1. For small practical exam sessions with between 3 and 6 candidates (from a small class), the examiner should select a variety of examination problems from the same exam bank.
 - 2.4.2. Examiners must not conduct exams with less than 3 eligible candidates.
- 2.5. In cases where a candidate for an exam has been scheduled but is absent on the day of their exam (leaving less than 3 candidates to be examined), volunteers may be utilized to assist with the OFA exam as outlined in 6.9.

2.6. Critical Skills

Critical Skills, as grouped on the student checklists include:

- 2.6.1. Basic life support (CPR/AED and obstructed airway).
- 2.6.2. Airway management.
- 2.6.3. Breathing interventions.
- 2.6.4. Hemorrhage control.
- 2.6.5. Transportation decisions.
- 2.6.6. RTC securing (Level 3 only).
- 2.6.7. Vital sign monitoring and interpretation.
- 2.6.8. Patient and injury assessment.
- 2.6.9. Immobilization skills.
- 2.6.10. Minor wound management.
- 2.6.11. Documentation.

Appendix E – Exam Analysis – Instructor Competency

1. Examination Analysis for Instructor Competency (OFA Level 2 and 3 instructors)

A practical examination analysis must be performed by a qualified person in accordance with the Training and Certification Standard. The practical examination sheets for OFA Level 2 and Level 3 classes must be analyzed to provide information regarding class performance and how it relates to instructor performance. Usually the person conducting the exam analysis is a current certified OFA instructor of the same level or higher or an OFA instructor trainer or an OFA examiner.

2. Key areas

2.1. Overall class practical skills examination results, including an assessment of mitigating circumstances not relevant to instructor performance that may have impacted class results. Mitigating factors may include ESL candidates, class size, student background and experience. This may require further investigation.

2.2. Identification of weak areas. For example, if 5 out of 7 students lost marks for immobilization skills, this may be an indicator of instructional error, for example:

2.1.1. The instructor or candidates could have missed part of a lesson

2.1.2. The instructor may not have provided adequate practice time

2.1.3. Insufficient corrective feedback during practice

2.3. Identification of a specific error by multiple students. If more than one student made the same specific protocol or skill error. For example, every student with a scenario requiring the insertion of an oral airway shows a deduction for not performing a jaw thrust prior to attempting to insert the oral airway, or incorrect measurement and size. As opposed to the above listed instructional errors, this is more likely an indication the instructor taught the skill incorrectly, either due to lack of knowledge or misinterpretation of the instructor guide.

2.4. The analysis provides information that may indicate an instructor requires review or remediation in a specific protocol or skill area. Consistent poor overall results with no obvious mitigating factors may suggest the need for in class observation to further assess instructor performance and competency.

Appendix F – Accommodation Guidelines

1. Policies and Procedures

- 1.1. A training agency must have written policies and procedures that are consistent with the Training and Certification Standard for students who may require accommodation.
- 1.2. If a candidate requires accommodation it is important to document:
 - 1.2.1. Why does the candidate require accommodation?
 - 1.2.2. What did the accommodation consist of?
 - 1.2.3. How long was accommodation necessary?

2. Practical

- 2.1. Accommodation for all candidates and conditions is not always possible in occupational first aid classes. The courses are physically demanding and require prolonged kneeling, working in stooped positions, and rolling patients into various positions on the floor. Depending on the level and length of the course, physical demands can become rigorous. In OFA Level 3 and Transportation Endorsement and/or equivalent courses, maneuvering and securing a patient to a spine board under time constraints is very strenuous activity.
- 2.2. Accommodation may be made for participants who indicate a problem with some of the aforementioned activities. For example;
 - 2.2.1. A claustrophobic candidate may be excused from being a patient in practice sessions requiring him/her to be immobilized on a spine board.
 - 2.2.2. Participants may be permitted to adopt “comfort” positions on the floor to avoid kneeling or stooping for prolonged periods, even though the positions may not facilitate optimum patient care.

3. Candidate Fitness

- 3.1.1. All OFA Level 2, Level 3 and equivalent candidates are responsible for providing a signed self declaration of physical and psychological (medical) fitness that confirms their ability to perform demanding physical activities in challenging environments.

3.1.2. Medical certification on a form acceptable to WorkSafeBC may be required if, during the training program, the instructor identifies a situation where a candidate, through physical inability or disability could potentially cause injury to themselves, a helper or an injured worker, they may need to request further information from the candidate's physician.

3.2. Regardless of accommodation made during the class, participants will be required to demonstrate specific skills according to an accepted standard before certification is issued.

3.3. It is essential for the instructor to objectively document the circumstances and extent to which accommodation was made.

4. Theory

4.1. OFA Level 1, Level 2, Level 3 and equivalent courses all have written exams. Statistics have shown that Level 2 & Level 3 students who are successful in the practical are generally successful in the written.

4.1.1. The exceptions are typically students the instructor has identified as having a learning disability, low levels of literacy, or English as an additional language.

4.2. Accommodation for the written exam is more likely to be required for Level 1 candidates. It may be more difficult for the instructor to determine a candidate's language skills during the day prior to the written exam.

4.2.1. Instructors should ensure candidates are aware of the written exam early in the day and remind them throughout the course to allow an opportunity to approach them privately with concerns.

5. Criteria for Conducting an Oral Written Examination:

5.1. The candidate has informed the instructor or the agency of a problem with written exams, has attempted the written exam and was unsuccessful³;

5.1.1. The instructor believes that the candidate's performance on the written exam is a result of a learning disability, low levels of literacy, or English as an additional language

³ In the case of a pre-determined condition, arrangements may be made to conduct the complete written exam orally without the candidate attempting the written format.

- 5.1.2.** Instructor has documentation providing evidence that the candidate has shown an understanding of the concepts and demonstrated the ability to apply the skills during the course and
- 5.1.3.** In the case of an OFA Level 2 or Level 3 candidate, he or she has demonstrated competency of the practical requirements (70% or higher on the practical exam). An OFA Level 1 candidate will have demonstrated competency in each of the critical skill areas during the course
- 5.2.** In the event an OFA Level 2 or Level 3 candidate requires an oral exam it must be conducted by a competent certified OFA examiner.
- 5.3.** An OFA Level 1 oral exam may be conducted by a Level 1 instructor or, for OFA Level 1 equivalent courses, an oral exam may be conducted by the OFA 1 equivalent instructor.

6. Procedure for Conducting an Oral Written Examination:

- 6.1.** The recommended approach to determine a candidate's understanding of first aid concepts is to ask the question (stem) without providing the responses (distracters).
 - 6.1.1.** Have the candidate provide the answer in his or her own words and compare to correct response.
 - 6.1.2.** It would be beneficial from the candidate's perspective to ask all of the questions that were answered incorrectly (providing a more accurate measure of the candidate's knowledge). However, from a practical perspective this may take longer than actually necessary.
 - 6.1.3.** When or if the candidate correctly answers enough incorrect questions that, together with already correct questions, a passing grade is achieved (70%), certification can be awarded.

7. Oral Examination Results

- 7.1.** The exam or class file must show the outcome of the oral exam including:
 - 7.1.1.** What questions were altered
 - 7.1.2.** The reason for altering the question(s)

7.1.3. The outcome (correct/incorrect answer) of the reworded question(s) and

7.1.4. The name and signature of the instructor (for Level 1) or examiner or evaluator (Level 2 & Level 3 or equivalent) who conducted the oral exam

7.2 The oral written exam answer sheet and any changes made to the outcome must be dated and signed by the candidate and kept in the class or exam file.

Appendix G – Course References and Examples**Sample Instructor Certification Letter 2011**

(Training Agency Logo)

Issue Date: _____

Expiry Date: _____ (3 years from issue of certificate).

RE: Authorization to Instruct Occupational First Aid Level <Specify Level>

<Name of Instructor Candidate> has successfully met the requirements to instruct, **Occupational First Aid, Level <indicate level>** as outlined in the Training and Certification Standard for Occupational First Aid Training Agencies. Instructor certification is valid until the expiration noted on this authorization letter above or the expiration of his/her Occupational First Aid, **<indicate level>** or equivalent Certificate (*whichever is sooner*) and is subject to the following conditions:

1. Must follow the Standards and protocols outlined in the Occupational First Aid and/or equivalent Instructor Guides;
2. Must abide by the terms and conditions of OFA certification as outlined in the OFA Reference and Training Manual and OFA Training Guide;
3. Must attend instructor updates as set out in WorkSafeBC Training and Certification Standard for Occupational First Aid Training Agencies and as set out in the <Name of Training Agency> policies, procedures, terms and conditions;
4. Must abide by the Terms and Conditions of Instructor Certification and
5. Must maintain up-to-date records with <Name of Training Agency>.

The recipient acknowledges their responsibility to exercise due diligence in conducting Workers' Compensation WorkSafeBC (WorkSafeBC) Occupational First Aid courses for agencies other than <Name of Training Agency>.

Name:**Position:**

Training Agency Name

Training Agency Address

Direct: Office number

Mobile: Cell Numbers

Email: e-mail address

Company website URL

Sample Examiner Certification Letter 2011

(Training Agency Logo)

Issue Date: _____

Expiry Date: _____ (1 year from issue of certificate).

RE: Authorization to Examine Occupational First Aid

<Name of Examiner Candidate> has successfully met the requirements to conduct Occupational First Aid (or equivalent) examinations as outlined in WorkSafeBC Training and Certification Standard for Occupational First Aid Training Agencies. Examiner certification is valid until the expiration noted on this authorization letter above or the expiration of his/her Occupational First Aid (OFA) Level 3 instructor or equivalent Certificate (*whichever is sooner*).

The authorization to conduct OFA (or equivalent) examinations is subject to the following conditions:

1. Must follow the Standards and protocols outlined in the Occupational First Aid and/or equivalent exam banks and the Standard Grading Criteria;
2. Must abide by the terms and conditions of OFA certification as outlined in the OFA Reference and Training Manual and OFA 3 (or equivalent) Training Guide;
3. Must attend examiner updates as set out in WorkSafeBC Training and Certification Standard for Occupational First Aid Training Agencies and as set out in the <Name of Training Agency> policies, procedures, terms and conditions;
4. Must abide by the Terms and Conditions of examiner certification and
5. Must maintain up-to-date records with <Name of Training Agency>.

The recipient acknowledges their responsibility to exercise due diligence in conducting Workers' Compensation WorkSafeBC (WorkSafeBC) Occupational First Aid (or equivalent) examinations for agencies other than <Name of Training Agency>.

Name:

Position:

Training Agency Name

Training Agency Address

Direct: Office number

Mobile: Cell Numbers

Email: e-mail address

[Company website URL](#)

Sample instructor supervision report:

Below is one example of instructor supervision.

The OFA 1 course report dated March 08, 2011 confirms that agency administrative staff checked candidate ID and collected course enrollment registrations prior to the course start time.

At 08:05 am agency manager X observed Instructor Y introduce the agency, the course and the agenda. Instructor Y explained the emergency evacuation and response procedures, the requirements for OFA 1 certification, the scheduled nutrition breaks and the importance of candidates returning from breaks on time. Instructor Y explained that there was a written examination following the course and how candidates could be accommodated (for the written exam) if needed.

At 09:21 agency manager X reported that s/he observed Instructor Y execute the priority action approach (or equivalent) protocol for an unresponsive patient found in the lateral position (OFA Level 1 course Demonstration #1-03).

The demonstration was conducted at the time indicated on the course schedule and in the time specified in the OFA 1 Instructor Guide (IG). The demonstration was accurate and visible to all candidates. Agency manager X reported that following the demonstration, Instructor Y conducted a military drill followed by candidate practice as outlined in the course IG.

Agency manager X reported that practical session #1-03 was completed in the time specified, errors identified by instructor Y were appropriately corrected and the specific competencies required for certification were evaluated.

Manager X observed Instructor Y explaining the certification requirements at the start of the class and also overheard Y reminding the course candidates before their nutrition break (approximately 11:55 am) that they must not be late; the class would be starting as scheduled after the 30 minute break (@12:30 pm).

At 12:30 pm the course resumed, instructor Y reported to agency manager Z that 4 candidates had not returned from the nutrition break. At approximately 12:55 pm, the four absent candidates returned from their nutrition break. At that time the class was practicing conscious choking procedures (OFA 1 Practice #3-01).

Agency manager Z observed Instructor Y explain to the 4 candidates that, due to missing nearly 30 minutes of required class time, certification could not be issued. The instructor explained that the candidate's missed lecture, demonstration and practical components but also explained that they were welcome to continue the course but they would not be issued a certificate.

The instructor explained that to renew a level 1 certificate all candidates are required to complete a full course of instruction regardless of continuing with the current class and regardless of how many times they have completed this course in the past. The candidates became irritated and an argument with the instructor ensued. Instructor Y reminded them of the classroom code of conduct and the terms and conditions of certification and called for the agency manager.

At approximately 1:05 pm agency office manager Z intervened and removed the candidates from the class, the class continued uninterrupted from that point. Agency office manager Z met with the 4 candidates and reminded them of the agency code of conduct and the terms conditions of certification that all candidates must agree to when registering for a course. The manager reminded them of the importance of being on time and that the course schedule, once underway, could not accommodate tardiness at the expense of the other candidates.

Following the course, agency manager Z reported that the course achievement record was appropriately documented. This OFA 1 course initially had 18 candidates participating in it. Agency manager Z reported that instructor Y demonstrated excellent class control throughout the day. The class started at 8:00 am and concluded following the written exam at 4:05 pm.

Following course completion agency manager Z noted that additional time was provided to 5 candidates who requested accommodation for the written exam. Instructor Y ensured that competency was satisfactorily demonstrated throughout the day by the candidates prior to any accommodation for the written exam.

The Important information that should be noted and kept on file;

- 1) Some candidates requested and were granted accommodation for the written exam (an oral exam);*
- 2) Some candidates were disruptive and were asked to reschedule due to missing part of the required class time and*
- 3) The agency and the instructor did everything expected of them (and more) to ensure that all candidates clearly understood the requirements of OFA training and certification.*

It should be clear to the report reader that all parties did exactly what they were expected to do in spite of some challenges. The agency must rely on their policies and procedures to address the potential for violence in the workplace and to resolve disputes.

OFA Level One Course Schedule and Timing

Activity	Topic	Time	
Course Registration.	Not included in class time	0	
Module 1			
Lecture	Classroom management and housekeeping	5	
Lecture	Role and Responsibilities of FAA; PAA	25	
Instructor demo	Primary Survey responsive patient	10	
<i>Practice 1-01</i>	Primary Survey responsive patient	20	
Instructor demo	Rolling a patient	5	
<i>Practice 1-02</i>	Rolling a patient	15	
Instructor demo	Primary Survey - unresponsive lateral patient	5	
<i>Practice 1-03</i>	Primary Survey - unresponsive lateral patient	15	
Module 2			
Lecture	Priority Action Approach to the walking patient	7	
Instructor demo	Laceration to the forearm	10	
<i>Practice 2-01</i>	Laceration to the forearm	30	
Lecture/Discussion	First aid record,	13	
Lecture	Follow-up care & referral to medical aid	4	
<i>Practice 2-02</i>	Follow up care laceration to the forearm	15	
<i>Practice 2-03</i>	Independent completion of First aid record	10	
Instructor demo	Back Injury	5	
<i>Practice 2-04</i>	Back injury	10	
Lecture	Burns, eye injuries & MSDS review	6	
Instructor demo	Eye exam	5	
<i>Practice 2-05</i>	Eye exam	15	
Module 3			
Lecture	Respiratory & circulatory system & emergencies	13	
Instructor demo	Partial airway obstruction - responsive patient	4	
<i>Practice 3-01</i>	Partial airway obstruction - responsive patient	5	
Instructor demo	Complete airway obstruction - responsive patient	5	
<i>Practice 3-02</i>	Complete airway obstruction - responsive patient	6	
Instructor demo	Ventilating a patient with a pocket mask	3	
<i>Practice 3-03</i>	Ventilating a patient with a pocket mask	8	
Instructor demo	Complete airway obstruction - unresponsive patient	5	
<i>Practice 3-04</i>	Complete airway obstruction - unresponsive patient	15	
Instructor demo	Respiratory/cardiac arrest	10	
<i>Practice 3-05</i>	Respiratory/cardiac arrest	30	
Module 4			
Lecture	Shock & bleeding	5	
Instructor demo	Internal bleeding - sitting patient	3	
<i>Practice 4-01</i>	Internal bleeding - sitting patient	10	
Instructor demo	External bleeding - standing patient	3	
<i>Practice 4-02</i>	External bleeding - standing patient	20	
Lecture	Medical conditions	10	
Module 5			
Written test	20 multiple choice questions	25	
Administration		10	
Total		420	

OFA LEVEL ONE CANDIDATE EVALUATION INFORMATION

The instructor is responsible for assessing the candidates' performance for competency throughout the Level 1 course and ultimately determining the candidates' eligibility for certification.

To achieve this, the instructor must compare the candidates' performance against a standard. The standard the Instructor uses to determine competency is described in the steps listed in the Occupational First Aid Level 1 Instructor and Training Guides.

The purpose of the practical evaluation component of the Level 1 course is to determine the extent the candidate meets each objective as outlined in the Instructor guide for each module. Competency must be achieved in any objective defined as life saving.

The following considerations may help the instructor determine if the candidate warrants certification:

- Is the candidate able to determine the next step in the protocol without prompting from the instructor in situations where the procedure was practiced earlier?*
- Does the candidate look around the room at other groups for confirmation before performing the skill?*
- How hesitant is the candidate in performing the skill?*
- Does the candidate perform each task in the sequence demonstrated or if the tasks are performed out of demonstrated order, would the objective still be achieved?*

If doubt exists as to the competency of a particular candidate the instructor may repeat the appropriate practical exercise or run the appropriate Priority Action Drill. Priority Action Drills are located at the end of Module 5 in the Instructor Guide.

For the written portion of the competency evaluation, each candidate must achieve 70% or 14 questions correct out of 20. If a candidate has performed well in the practical aspect of the course but does not achieve 70% on the written examination because of a learning disability, English as a second language or low levels of literacy, refer to the Training and Certification Standard and the Agency policy for Oral Written Exams for instructions on how to proceed.

OFA LEVEL ONE CANDIDATE INSTRUCTOR INFORMATION

Attention points for written examination and certification process

If a participant has performed well in the practical aspect of the course but does not achieve 70% on the written examination, refer to the Training and Certification Standard and the Agency policy regarding conducting Oral Written Exams for instructions on how to proceed.

Any accommodation given to a participant, regarding the written examination, must be well documented and forwarded to the Training Agency for inclusion in the training records.

Refer to the Training Agency policy on violence in the workplace for procedures to follow when discussing the certification decision with each participant.

OFA LEVEL ONE INSTRUCTOR ADMINISTRATION

- Ensure all photo ID is checked
- Ensure all student application forms have been completed
- Ensure the Student Checklist has been completed and ready to forward to the training agency
- Ensure participants complete class evaluation
- Ensure exams are marked and student checklist completed
- Ensure certificate numbers are recorded
- Issue certification to those participants who have qualified

TRANSPORTATION ENDORSEMENT INSTRUCTOR INFORMATION

Ensure that the classroom is set up, that all equipment is clean and ready for use, and that the projection equipment is fully operational.

The Transportation Endorsement course involves prolonged kneeling, working in stooped positions, and rolling patients. Instructor supervision is important during rolls to prevent possible injury. If a participant requires accommodation it is important to document:

- why the participant requires accommodation*
- what the accommodation consisted of*
- how long the accommodation was necessary*

The Transportation Endorsement course is 7 hours of class time not including participant registration, coffee breaks and lunch time. Any time provided for registration, coffee and lunch must be added to the 7 hours to determine the class start and stop times.

The following are suggestions for dealing with odd numbers of participants for different practical sessions:

- Utilize the mannequin as patient with participants acting as helper and attendant.*
- One or two groups of two, using sandbags for the helper holding C-spine control.*
- One group of four to accommodate the extra participant. The main disadvantage of this is now four rotations of the exercise must be done so everyone has a chance to work as the attendant. This can cause time problems.*

The following are suggestions for the use of any extra time realized because of a small class size or by completing exercises ahead of time:

- Repeat the practical exercise, especially if not all participants are fully competent. This repetition should be done on a faster time frame with less coaching by the instructor. This gives the instructor information on the participants' competency to help decide if certification is warranted.*
- Save up the time for use at the end of module 3 to conduct supplemental exercises. At the end of Module 3 of the instructor guide are Priority Action Drills that can be used to reinforce weak areas or to help make the final certification decision for a particular participant.*

The Transportation Endorsement Training Manual is provided to the participants to use as a reference manual as it contains additional information that they may require when operating as an OFA Level 1 Attendant with Transportation Endorsement at a non-urban worksite.

TRANSPORTATION ENDORSEMENT EVALUATION INFORMATION

The instructor is responsible for assessing the candidates' performance for competency throughout the Transportation Endorsement course and ultimately determining the candidates' eligibility for certification.

To achieve this, the instructor must compare the candidates' performance against a standard. The standard the Instructor uses to determine competency is described in the steps listed in the Occupational First Aid Transportation Endorsement Instructor Guide and Training Manual.

The purpose of the practical evaluation component of the Transportation Endorsement course is to determine the extent the candidate meets each objective as outlined in the Instructor guide for each module. Competency must be achieved in any objective defined as life saving.

The following considerations may help the instructor determine if the candidate warrants certification:

- Is the candidate able to determine the next step in the protocol without prompting from the instructor in situations where the procedure was practiced earlier?*
- Does the candidate look around the room at other groups for confirmation before performing the skill?*
- How hesitant is the candidate in performing the skill?*
- Does the candidate perform each task in the sequence demonstrated or if the tasks are performed out of demonstrated order, would the objective still be achieved?*

If doubt exists as to the competency of a particular candidate the instructor may repeat the appropriate practical exercise or run the appropriate Priority Action Drill. Priority Action Drills are located at the end of Module 3 in the Instructor Guide.

OCCUPATIONAL FIRST AID EXAMINATION GUIDELINES

The purpose and objective of the Occupational First Aid Level 3 practical and oral examination is to provide a forum where qualified candidates can demonstrate the skills and knowledge required for certification as a Level 3 First Aid Attendant.

The practical and oral examination is designed to test a candidate's ability to:

- 1) Assess a patient (discovery)
- 2) Diagnose - both specific injuries and the patient's overall condition
- 3) Apply appropriate treatments
- 4) Give justification and rationale for the management of the patient

PRACTICAL EXAMINATION PROCEDURE

General Orientation

The examiner or evaluator will explain the ground rules that will apply during the examination.

- **Location and explanation of equipment**

Candidates will be given complete access to all available equipment and supplies throughout the examination.

- **Availability of helpers**

During all examination scenarios, candidates will be allowed to use as many helpers as they would like in a simulated context.

- **Distance to hospital**

- ◆ All accident scenes described for OFA level 3 and equivalent candidates will be more than 20 minutes surface travel time from an acute care hospital.
- ◆ All accident scenes described for OFA level 2 and equivalent candidates will be less than 20 minutes surface travel time from an acute care hospital.

- **Availability of patient transportation**

- ◆ Occupational first aid level 2 candidates will have all means of communication with an ambulance service acceptable to WorkSafeBC available.
- ◆ OFA Level 3 candidates will have a fully equipped transport vehicle at their disposal (some scenarios offer a choice of helicopter evacuation) for each scenario. Candidates will be informed before the start of the scenario as to the exact distance to the hospital and the availability of air transportation.

- **Removal of clothing**

Other than shoes and socks, clothing removal is not necessary for the purpose of the practical examination. However, candidates must simulate or verbalize (and explain the procedure) to the evaluator that they would remove clothing for the purpose of patient or injury examination.

- **Time limits**

Candidates must work with a sense of urgency. The following time limits will apply to candidate's performance:

- ◆ The Primary Survey must be completed in no more than two (2) minutes providing critical interventions are not required
- ◆ The Secondary Survey must be completed within ten (10) minutes
- ◆ For patients in the RTC (requiring urgent medical attention) the ABC's must be reassessed every five (5) minutes
- ◆ A patient in the rapid transport category must be ready for transport within fifteen (15) minutes from the time the candidate begins the primary survey or in the case of a delayed indication of RTC, ten (10) minutes from the time when the condition should have been recognized
- ◆ A non-RTC patient requires ABC's every ten (10) minutes and must be ready for transport within thirty (30) minutes from the time the candidate begins the primary survey. A non-RTC patient that requires a full assessment, full lower limb splinting and full spinal packaging must be fully secured for transport in 40 minutes.

- **General examination conduct**

Talking during the examination process is permissible as long as scenarios are not discussed. If candidates require clarification at any time during the examination, questions are to be directed to the examiner or evaluator.

Once the general orientation is completed, individual problems will be assigned. The practical exam is comprised of first aid scenarios, CPR, obstructed airway, oxygen therapy equipment operation and adjunctive equipment use. Candidates will be evaluated on recognition, problem solving and management in the following areas:

- four stages of the priority action approach
 - ◆ detection and intervention of life-threatening conditions
 - ◆ physical assessment
 - ◆ interpretation of vital signs
- one rescuer resuscitation with AED (OFA 2, OFA 3 and equivalent)
- two rescuer resuscitation with AED (OFA 3 and equivalent only)

- obstructed airway rescue procedures
- oxygen administration
- use of a pocket mask
- use of a bag-valve mask
- cervical hard collar application (OFA 3 and equivalent only)
- patient securing for transport (OFA 3 and equivalent only)
- first aid room techniques
- principles of immobilization

Once the examiner or evaluator has assigned a hypothetical situation, candidates are expected to demonstrate appropriate assessment and management skills. As the assessments are performed, information will be given about the patients. From the information gathered during assessments, candidates are expected to determine the nature and seriousness of the patient's injuries, and demonstrate an appropriate course of management that includes intervention, treatment, and patient disposition.

The onus is on the candidates to ensure that each specific segment of patient assessment and management is demonstrated or indicated.

During the examination the examiner or evaluator will ask questions of the candidates. These questions are designed to test the depth of knowledge relating to the assigned problems.

If at any time during the examination the candidates do not understand, or are unclear about information given by the examiner or evaluator, (e.g. meaning of words, location of injuries, etc.), they **MUST ASK THE EXAMINER OR EVALUATOR FOR CLARIFICATION**. This also holds true if additional information is required such as ongoing vital signs.

The examination room presents a hypothetical situation requiring some imagination. It is necessary for candidates to conduct themselves in as near a field-like manner as possible.

The following pitfalls are worth mentioning:

- 1) Neglecting to communicate with the patient.
- 2) Making assumptions - Do not assume anything - ASK!
- 3) Avoid having to say, "I would have done." Demonstrate it! - when taking a pulse, physically take it and report to the examiner when you've found it so it can be confirmed by the examiner, when applying dressing and bandages that are in packages etc take them out of the packages and actually apply them.
- 4) If there is something to be done that does not require a specific action, inform the examiner what is being done (e.g. visually checking a patient's facial colour or posture and movement – making these observations should be verbalized to the examiner).

The key to being successful in the examination is to treat the patients in the same manner as patients in the field, and demonstrate this management to the examiner or evaluator.

EXAMINATION MARKING SHEET

The practical examination marking sheet, and accompanying grading criteria, is designed to standardize the grading of the practical examination throughout the Province of British Columbia. Injury scenarios are listed on the practical examination marking sheet and may be assigned to the candidate in any order.

The practical examination marking sheet has specific "starred" items:

Three stars (***) represent skills that constitute critical behaviour. Failure to perform such a skill could have devastating, even fatal, consequences for the patient, attendant, or both in a real situation. If a candidate does not perform a skill in the "three star" category, it will result in a 100% deduction and zeroing of the practical examination.

Two stars (**) represent skills that must be performed to provide accurate assessment of the patient, prevent deterioration or serious injury aggravation. Failure to perform such a skill could have detrimental, but not fatal consequences in a real situation. If a candidate does not perform a skill in the "two star" category, it will result in a single 15% deduction or a multiple of 5% deductions up to 15% from the total practical examination grade.

One star (*) represents skills that are required to provide optimal patient care. Failure to perform such a skill would pose minor discomfort to the patient or minimally aggravate an injury, but would not make the injury worse in a real situation.

If a candidate does not perform a skill in the "one star" category, it will result in a 5% deduction from the total practical examination grade.

Marks deducted are accumulative throughout the examination. In order to be certified as an Occupational First Aid Attendant (level 2 or level 3), candidate's must achieve 70% or more on the written, oral and practical examinations. Courses that have been recognized as equivalent to OFA may have additional examination requirements for certification.

APPEALS

An agency must have a written appeal procedure in place, and communicated to candidates, that indicates how to address issues regarding the deduction of exam marks, examiner or evaluator conduct, or application of the grading criteria. The procedure must also describe a course of action for a complainant who is not satisfied with the agency's investigative conduct, the conclusions reached, or resolution offered. The agency must maintain records of appeals and resolution.

RE-EXAMINATION

Failure in any part of the written, oral or practical examination or failure to complete an examination is considered a failure of the whole examination. Upon failure a candidate may apply for a re-examination. The candidate will be required to sit the examination again in its entirety (written, oral and practical), regardless of marks obtained in various segments in the first exam.

Should this re-examination also result in failure, the candidate must undergo a full course of instruction to be eligible for another examination.

Appendix H

TRAINING AGENCY REGISTRATION AGREEMENT

The Workers' Compensation Board of British Columbia ("Board" or "WorkSafeBC") works in partnership with registered first aid training agencies ("Training Agency", "Training Agencies" or "Agency") to maintain the standard of first aid training and examination required by the employers of British Columbia to meet the requirements of the Occupational Health and Safety Regulation ("OHSR").

Section 3.15(c) of the OHSR states "*The employer must ensure that a person who is designated as a first aid attendant has a certificate in good standing at the required level issued by the Board or a person recognized by the Board*"

Only Training Agencies recognized by WorkSafeBC may issue first aid attendant certificates meeting the requirements of s. 3.15(c) of the OHSR. In order to be recognized the Training Agency must be registered with WorkSafeBC and agree to abide by the following Agency Standards, the Training and Certification Standard for Occupational First Aid Training Agencies ("Training and Certification Standard" or "Training Standard") and the OHSR as amended from time to time.

The Training Agency Registration Agreement will terminate on the date indicated in the agreement.

Agency Standards

1. The Training Agency shall:
 - a. Provide a safe learning environment for students (candidates), instructors and examiners. This will include ensuring all candidates, instructors and examiners are treated in a respectful manner, and the agency will recognize the rights of each individual, regardless of gender, religion, racial origin, disabilities, socio-economic status or sexual orientation.
 - b. Comply with the Training and Certification Standard and all WorkSafeBC administrative instructions for WorkSafeBC Occupational First Aid and/or approved equivalent courses.
 - c. Comply with all applicable laws, including current and applicable requirements of the *Workers' Compensation Act*, the OHSR, Policy, and OHS Guidelines as amended from time to time.
 - d. Maintain WorkSafeBC insurance registration and remain in good standing with WorkSafeBC Assessments Department.

- e. Maintain registration and good standing with The Private Career Training Institutions Agency (“PCTIA”), as required, and adhere to *The Private Career Training Institutions Act*, and all PCTIA regulations and directives, as required.
- f. Ensure that all of the equipment and materials as outlined in the minimum required training materials and equipment list for all approved WorkSafeBC Occupational First Aid or equivalent courses is available, clean, serviceable and ready to use for every class and/or examination.
- g. In the event of complaints and/or inappropriate conduct by candidates, instructors or examiners, investigate and if warranted take appropriate corrective action and communicate directly with WorkSafeBC regarding the results of the investigation and actions taken.
- h. Make the Training and Certification Standard available in a location on the Training Agency’s site accessible to all candidates, instructors and examiners.
- i. Submit the Agency Annual Training Statistics Report to WorkSafeBC using the form provided by WorkSafeBC by February 28 of each year.

Use of Examination Materials

2. The Training Agency must use the software and related materials (“Materials”) provided by, or approved by WorkSafeBC in conducting first aid examinations.
3. The Training Agency is hereby granted a limited, non-exclusive license to use the Materials as follows:
 - a. The Training Agency may only make such copies of the Materials as necessary for the purposes of the Training Agencies conducting examinations.
 - b. The Training Agency may not give, sell or transfer the Materials or any copies of the Materials to anyone.
 - c. The Training Agency may not disclose or distribute the Materials or any copies of the Materials to anyone other than employees of the Training Agency responsible for conducting examinations, and candidates of the Training Agency engaged in writing examinations.

- d. The Training Agency will not permit anyone to use the Materials or copies of the Materials other than employees of the Training Agency responsible for conducting examinations, and candidates of the Training Agency engaged in writing examinations.
 - e. The Training Agency may not modify or extract data from the Materials, nor may the Training Agency use any portion of the Materials in any new work or document.
 - f. The Training Agency may use the Materials solely for conducting examinations of the Training Agency's candidates in accordance with the Training and Certification Standard.
4. WorkSafeBC will continue to own the Materials and to have all other remaining rights associated with the Materials.
 5. The Training Agency may not assign its rights to the Materials under this Agreement.
 6. The Training Agency acknowledges that the Materials are examination materials only and do not constitute training materials developed or approved by WorkSafeBC, and may not use the Materials for the purposes of training candidates or instructors or for preparing coursework.
 7. The Training Agency will pay WorkSafeBC a reasonable fee as determined by WorkSafeBC for the use of the Materials.
 8. WorkSafeBC is not obligated to provide maintenance of or updates to the Materials. Should WorkSafeBC provide any maintenance of or updates to the Materials, such maintenance and updates will be subject to the terms and conditions of this Agreement. The Training Agency acknowledges that WorkSafeBC may charge a fee for any maintenance or updates to the Materials in addition to the payment for the Materials under this Agreement.
 9. The Training Agency will bear all risks associated with the use of the Materials. WorkSafeBC will not be liable for loss or damage to the Training Agency arising from the use of the Materials, including loss or damage relating to computer failure or malfunction, loss of goodwill or work stoppage.

Promotion

10. The Training Agency shall adhere to the following conditions for promotion or advertisement of Occupational First Aid courses:
 - a. During the term of this Agreement the Training Agency may place the Certified WorkSafeBC logo beside the Occupational First Aid course name only and in no other place. (Any other use of the Certified WorkSafeBC logo is prohibited and any use at all of the corporate WorkSafeBC logo is prohibited.)
 - b. During the term of this Agreement, and on the condition that the Training Agency is registered and in good standing with Certification Services of WorkSafeBC, it may use the term "WorkSafeBC approved" in conjunction with any advertisement of WorkSafeBC's Occupational First Aid courses or approved equivalent courses, on websites, or promotional materials. The authorization to use the term "WorkSafeBC approved" may be revoked by WorkSafeBC, without notice to the Training Agency, if in the sole discretion of WorkSafeBC the term "WorkSafeBC approved" is used in any improper manner.
 - c. Shall NOT use the following words or phrases: "WorkSafeBC Approved", "WorkSafeBC Authorized", "WorkSafeBC Certified", "WCB Approved", "WCB Certified", "WCB Authorized", "Workers' Compensation Board Approved", "Workers' Compensation Board Authorized", "Workers' Compensation Board Certified", or any wording other than the above mentioned in the preceding paragraphs for advertisement, promotion, or any other reason.

11. The Training Agency agrees and acknowledges that the "WorkSafeBC" Logo, and the "Certified WorkSafeBC" Logo are either prohibited marks or official marks, the ownership of which vests with WorkSafeBC.

Disclosure of Information

12. The Training Agency will, disclose to WorkSafeBC information described in the Training and Certification Standard, including personal information WorkSafeBC considers necessary for the administration of occupational first aid in British Columbia, and will obtain any consent necessary to disclose the required information to WorkSafeBC.
13. The Training Agency acknowledges that any information disclosed to WorkSafeBC will be subject to the *Freedom of Information and Protection of Privacy Act*.

WorkSafeBC Rights

14. WorkSafeBC has the right to inspect Occupational First Aid and equivalent Training Agencies and to evaluate and audit the delivery of Occupational First Aid and equivalent courses and examinations delivered by the Training Agency. An audit includes but is not limited to; in-class observation of instruction and examination, interviewing staff, instructors, examiners and OFA or equivalent candidates, a review of documents including but not limited to those around instruction as well as training, competency assessments, and certification of instructors and examiners.
15. WorkSafeBC reserves the right, at its sole discretion, to terminate this Agreement, revoke a Training Agency's registered status, and take any other action if, in the opinion of WorkSafeBC, the Training Agency has at any time breached any term or condition of the Training Agency application form, the Training and Certification Standard or this Training Agency Registration Agreement.

Disclaimer

WorkSafeBC does not assume any responsibilities for the training recipient's safety and health.

I declare to have read and accept the terms and conditions of this Agreement.

By signing this Agreement the Training Agency agrees to be bound by the Training and Certification Standard and acknowledges that failure to comply with the Training and Certification Standard may result in the Training Agency being removed from WorkSafeBC registry of recognized Training Agencies.

This Training Agency Registration Agreement terminates effective 12.00 AM March 31, 2016.

Signed for and on behalf of:

Name of Training Agency

Agency owner/representative – print name

Agency owner/representative – signature

(date)

Signed for and on behalf of the Workers' Compensation Board of B.C. by:

Signature

(date)

Name of authorized signatory

Appendix I - Terms and Conditions of OFA Certification

The attendant must

- (a) Follow the principles of first aid treatment as outlined in WorkSafeBC's Occupational First Aid training programs that are provided to the attendant when he or she participates in the training program,
- (b) Comply with the *OHSR*, and the other responsibilities of attendants in this standard, and
- (c) Comply with any other terms and conditions provided to the attendant by the training agency when granted certification, or provided to the attendant by WorkSafeBC at any other time.

Including:

The first aid certificate holder must not engage in inappropriate conduct, not restricted to but including:

- smoking while assessing or treating an injured or ill worker and/or while handling oxygen therapy equipment, or permitting others to do so;
- failure to use the assessment and injury treatment techniques outlined in first aid training courses unless conditions precluded them;
- conduct that poses an unreasonable threat to the safety and well-being of other workers or the public;
- removing themselves from being able to see or hear any summons for first aid at a workplace;
- abandonment of an injured worker after beginning assessment or treatment;
- refusal to treat an injured worker when acting as the designated attendant; or
- treating or transporting an injured worker while impaired or under the influence of drugs or alcohol.

Appendix J - OFA Course Outlines

1. Level 1 is a one-day course [Course outline: [PDF \(16 KB\)](#)]

2. Transportation Endorsement is a one-day course [Course outline: [PDF \(12 KB\)](#)]

3. Level 2 is a 36-hour course [Course outline: [PDF \(27 KB\)](#)]

4. Level 3 is a 70-hour course [Course outline: [PDF \(33 KB\)](#)]

5. Level 3 Refresher is a 35-hour course [Course outline: [PDF \(22 KB\)](#)]