

Passenger Ropeway (Ski Lift) Training Provider Accreditation Policy



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1. Background

This policy describes and sets out policies and procedures related to:

- the accreditation of passenger ropeway (ski lift) training providers
- the approval of passenger ropeway (ski lift) training programs
- mandatory requirements for maintaining accreditation
- TSSA auditing of training providers and training programs
- sanctions for non-compliance with this policy.

Pursuant to the *Technical Standards and Safety Act, 2000* (the “Act”), the objects of the Technical Standards and Safety Authority (“TSSA”) include to undertake public safety services, including training, in relation to the matters assigned to TSSA under the Act and its regulations.¹ The director, elevating devices (the “Director”) is authorized to establish the qualifications, training and experience that are required for regulated persons, and establish their duties and responsibilities.² For elevating device mechanics (ski lift mechanics), these certification and training requirements are set out in Ontario Regulation 222/01 (Certification and Training of Elevating Device Mechanics).

Any person applying for a passenger ropeway (ski lift) certificate must first successfully complete a program approved by the director that is delivered by an accredited training provider approved by the director.³

2. Definitions

In this policy:

- **“training program”** means an educational curriculum intended to satisfy the training requirements of an elevating device (ski lift) mechanic certificate under O. Reg. 222/01.
- **“training provider”** means a person who provides or offers to provide a training program to any person.
- **“accredited training provider”** means a training provider accredited by TSSA in accordance with this policy to provide an approved training program to the public.
- **“approved training program”** means a training program approved by TSSA in accordance with this policy for delivery by an accredited training provider to the public.
- **“grandfathered training provider”** means a training provider already accredited by TSSA at the time this policy came into effect.

¹ Section 3.6 of the Act.

² Section 32(1) of the Act.

³ O. Reg. 222/01, s. 6 (1).



3. Application Contents and Assessment

Training providers must be accredited by the Director before providing or offering to provide (advertising) a training program to any member of the public. TSSA does not accept applications or declarations for certification submitted on behalf of students by training providers who are not accredited.

In order to become accredited, training providers must submit an “Application for Accreditation as a Passenger Ropeway (Ski Lift) Training Provider” in the prescribed form to the Director, together with all required supporting materials and fees. Once received, TSSA will review and assess the application and notify the applicant of any missing or deficient information.

To become accredited, training providers must have at least one training program approved by TSSA, and training providers may only advertise or offer courses in training programs that are approved by TSSA.

Proposed training programs submitted by a training provider will be assessed by TSSA against training program standards and curriculum developed by TSSA in conjunction with the Ski Lift Training and Certification Advisory Board (TCAB). Training standards and curriculum documents are available online at www.tssa.org.

TSSA currently approves training programs for the following passenger ropeway (ski lift) classifications:

- Ski Lift Mechanic Continuing Education

Applications for accreditation and approval must contain the following information:

1. The names of all instructors who will deliver training programs, including, for each:
 - a. a resume or CV;
 - b. photocopies of all relevant and current/valid trade or occupational certificates;
 - c. a description of teaching or training delivery experience;
 - d. identification of all modules for which they will be conducting training; and
 - e. a description of passenger ropeway (ski lift) industry experience not contained in the above.
2. Program outline(s), including both theoretical and practical training aspects for the relevant class.
3. A detailed description of the scope of the material to be covered, and complete copies of the relevant materials including but not limited to:
 - a. training manuals and materials;
 - b. PowerPoint presentations; and
 - c. handouts.
4. Copies of the Record Keeping Requirements, including but not limited to:
 - a. Sign-in/attendance records; and
 - b. the training program certificate of completion.



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TSSA reserves the right to request additional information from applicants.

In preparing applications, applicants should bear in mind that theory instruction must be treated as an integral part of each program and must be properly supported. Audio/visual equipment, flip charts, and other training materials and props such as parts and tools that assist in the training should be used. Laboratory/workshop requirements must also be highlighted in application.

Instructors delivering training modules that have a technical content (e.g. electrical, controls, etc.) must be certified or recognized in their occupation or trade and have demonstrated their knowledge of the subject matter by submitting valid copies of trade certificates of qualification, in conjunction with a resume/CV attesting to their experience.

Applications shall be complete, submitted in hard copy or electronic format, and the curriculum for each classification applied for must be sequentially ordered. Applications not meeting these requirements will be returned to the applicant and/or may be subject to delay in processing.

TSSA may require that an applicant submit to one or more consultations and/or inspections of the facility where the training is intended to take place. In some circumstances the applicant may also be required to perform a mock training session for TSSA staff, which will be reviewed for content, conformity to the standards, training provider and instructor competence and the examination/assessment processes. Normal TSSA inspection fees apply to all such activities.

4. Fees

TSSA will charge the following fees in relation to administering this policy:

Activity	Fee (not including HST)
Application review fee (including interviews, inspections and audits)	\$137 per hour
Audit and inspection activities	\$137 per hour

5. Accreditation and Renewal – Rights, Privileges and Obligations

Once accredited, training providers receive and are entitled to the following:

- Formal accreditation by TSSA to deliver approved training programs. Accreditation confirms that the program(s), as submitted to TSSA, have met all of the required standards and criteria.
- The right to use of the phrase “TSSA Accredited” in any advertising and promotion materials, but only where such use is specifically associated with the accredited training provider and at least one approved training program. This does not include the right to reproduce or use the TSSA logo in any fashion.
- Access to curriculum documents (including future revisions and/or enhancements), which will be available online at www.tssa.org.



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Training provider accreditations are time-limited and will expire on the date indicated at the time the accreditation is issued. In order to renew a Training Provider Accreditation, the training provider must submit to TSSA a completed “*Application for Accreditation as a Passenger Ropeway (Ski Lift) Training Provider*”. Accredited training providers must monitor the date of expiration on their accreditation, and shall submit their renewal application no later than 30 days prior to the date of expiry. An accreditation will not be renewed until the time the renewal application materials have been received and accepted by TSSA.

Training providers shall ensure that all instructors have access to the latest edition and revision of the code(s) applicable to the devices on which they are assigned to provide training, and that they will have full working knowledge of such codes, the Act and the Elevating Devices regulation.

Training providers shall not represent themselves as training providers or offer to provide the services of a training provider unless and until they have been formally accredited by TSSA for those activities.

6. Training Program Delivery

Training programs must be delivered by instructors designated in the application materials (unless otherwise approved by TSSA in writing).

Class Size

It is recommended that there be no more than 20 students per training session. TSSA may audit a session with more than 20 students to ensure that the training provider is able to effectively teach such sessions.

Access to Equipment

Due to the importance of practical skills development in the majority of the training modules and curriculum, the training provider must have access to equipment that is relevant to the program/session/module. The necessary equipment will vary with the degree of the technical expertise required to deliver the training and meet the performance objectives set out in the module.

Laboratory and Workshop Requirements

The Laboratory/Workshop may be on-site or at a site convenient for use by the training provider (i.e. site of an industry partner, physical plant, etc.). Each site must be pre-approved for use by TSSA (which may necessitate a field inspection).

Remote/Online Training

Due to the inherent risks associated with the passenger ropeways (ski lift) industry and profession, training by means of online or remote instruction must be specifically approved by TSSA in the training provider’s application for accreditation. Training providers wishing to offer already-accredited content online/remotely must re-apply for accreditation.



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Applications for accreditation of remote/online training must meet the following prerequisites:

- Offered in a live (non pre-recorded) format.
- Enables two-way voice communication between instructors and students.
- Enables two-way video communication between instructors and students.
- Stringent security/verification measures to ensure the instructor can monitor student engagement and attendance.
- Systems to ensure students are present and engaged during training sessions.
- Samples of the training environment (e.g. recordings of training in .wmv format, screen shots of training environment, mock training samples conducted for TSSA staff).
- Samples of two-way video communication (e.g. video snippets in .wmv format, mock training samples conducted for TSSA staff).
- Samples of two-way voice communication (e.g. voice snippets in .wmv format, mock training samples conducted for TSSA staff).
- The applicant may also be required to perform a mock training session for TSSA staff, which will be reviewed for content, conformity to the standards, training provider and instructor competence and the examination/assessment processes.

Satisfaction of the above criteria does not assure approval of an application for remote/online instruction. TSSA may refuse any application where it has reason to believe that public safety may be compromised.

Distance Learning/Education (i.e., instruction by correspondence or otherwise by static or pre-recorded media) will not be accepted.

Curriculum Revisions/Enhancements

To accommodate changes and developments in technology and equipment, the Ski Lift TCAB will review, revise and enhance the training standard/curriculum content as necessary. Upon the issuance of a revised/enhanced curriculum, training providers are required to update their training programs to ensure that it accords with the revised training standard/curriculum. TSSA will check that training programs are in alignment with the latest training standard/curriculum during the audit process.

7. Record Keeping and Reporting

The training provider shall keep the following information and records, and must provide same, upon request, to TSSA:

- All students of the training program, whether registered, current, or past.
- Sign-in/attendance records, including but not limited to: course dates, course name, students' names, students' ski lift mechanic certificate numbers, students' signatures, instructor's name, instructor's signature, and date.
- Records of completion for each module.
- Copies of Certificates of Completion issued, which must include the student's name, ski lift mechanic certificate number, program name, program date, and signature of the instructor.

All the above records shall be maintained for a five-year period.



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The training provider shall report to TSSA within 15 days any known breach of its obligations under this policy, including but not limited to:

- Issuance of a Certificate of Completion to an unqualified person.
- Issuance of a Certificate of Completion to an individual who did not complete the prerequisites for the class applied for.
- Issuance of a Certificate of Completion to an individual who did not attend and complete the required program material.
- Instructors acting in contravention to this policy.

8. Auditing of Training Providers and Training Programs

TSSA may audit any training provider or training program, in order to ensure that the terms and conditions of accreditation and approval are being met and that public safety is not being compromised. TSSA will review the program content against the applicable training standard/curriculum, assess the instructor(s), assess the training equipment and presentation aids and assess the laboratory/content.

Specific auditing activities may include, but are not limited to:

- Evaluation of in-class training programs
- Evaluation of training material and modules
- Evaluation of training records and logs
- Evaluation of instructors
- Evaluation of laboratory content

After a training provider audit, TSSA will prepare a written report to the training provider describing the findings of the audit and providing recommended and mandatory improvements. A “scorecard” will be provided to the training provider that quantitatively measures the training program. The report may also provide formal notification of any deficiencies found, and require that such deficiencies be addressed, including associated deadlines. As required, inspection orders will be issued to the training provider where public safety may be compromised.

TSSA may perform follow-up audits or require follow-up action by the training provider to determine whether any deficiencies found in an audit have been adequately addressed.

Frequency: audits will take at least every three years or more frequently if deemed necessary by TSSA.

TSSA will endeavour to minimize any disruption to training providers or training programs; however, in order to ensure that audits are reviewing typical and representative training activities, TSSA is entitled to conduct audits with little or no notice to training providers. Training providers must cooperate with all auditing activities and shall allow unhindered access to the TSSA representative to the training program.



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Audit activities that entail attendance by TSSA inspector constitute inspections under s. 17 of the Act. As such, training providers are reminded that they must fully cooperate during such inspections, and that it is an offence to provide false or misleading information to a TSSA inspector or to obstruct him or her during an inspection.

9. Sanctions for Non-Compliance

TSSA will take progressive action against any training provider found to not be complying with any part of this policy, depending on the severity of the non-compliance and the potential risk to public safety.

Upon discovering a non-compliance, TSSA may:

- Issue an order relating to the non-compliance to the training provider, including directions on any corrective action that must be taken and the deadline for completing such action.
- Impose conditions (including restrictions and limitations) on the training provider's accreditation.
- Suspend the training provider's accreditation.
- Revoke the training provider's accreditation.

TSSA is not obliged to take progressive action in all circumstances. TSSA may immediately carry out any of the above actions where a serious public safety concern exists or where TSSA has reason to believe the non-compliance will not be addressed by less severe action.

A training provider is prohibited from providing training programs at any time when its accreditation has been suspended (whether provisionally or not) or revoked, and no refund will be issued for any fees paid by the training provider to TSSA for any such time period.

Individuals who have been trained by a training provider found in contravention of the standards will not have their applications processed and will be required to re-train.

10. Administrative Cancellation of Accreditation

TSSA may cancel a training provider's accreditation or a training program's approval if:

- a training provider has not delivered any part of a complete training program in the previous two years;
- non-payment of any amount payable by a training provider to TSSA for over 90 days;
- a training provider lacks or no longer employs certified and/or qualified instructors.

Re-accreditation of a training provider by TSSA requires the training provider to submit a new application, including all requirements established in Section 3: Application Contents and Assessment.

A training provider may cancel its accreditation or withdraw an approved training program by notifying TSSA in writing.



11. Legal Disclaimers

By applying for accreditation, the applicant agrees to indemnify and hold harmless TSSA and its employees, agents, successors and assigns from any and all damages, actions, suits, claims or loss for any act or omission related to the accreditation of the applicant as a training provider or the or approval of any of its training programs.

TSSA shall not be liable for any damage, injury, loss of life or property resulting from training delivered by a training provider. The training provider accepts full liability to individual trainees, to the entire exclusion of TSSA, in the event that a trainee's accreditation is revoked by TSSA owing to deficient training.

The accreditation provided by TSSA is exclusively for purposes of delivering training programs. Under no circumstances does TSSA hold itself or represent that the accreditation constitutes an endorsement of the training provider or its business for any other purpose, nor will the accreditation necessarily result in certification of trainees. Responsibility for obtaining such certification is exclusively that of the trainee.

Notwithstanding accreditation, TSSA expressly reserves the right to review, approve or not approve a trainee's application for such certification. Under no circumstances will TSSA review a trainee's application or examination or enter into discussion with a training provider regarding the personal application for certification of a trainee.

12. Amendments to this Policy

TSSA may amend this policy from time to time, and the amended policy will then become applicable and mandatory to all accredited training providers. TSSA will endeavour to provide all training providers and the public at large with at least 30 days notice of any major change to this policy.