

Activity Type	Activity Description	Unit Measure	Number Completed	Annual Target	% Of Target Completed	Immediate Outcome and Measurement	Time Frame	Responsible
Strategic Planning – Workplans/ KPIs	Identifying and developing responses to industry changes that potentially impact safety in the workplace.	Documenting industry changes and needs as they occur that influence and change new work within the current funding cycle and identifying what might be a need for the next funding cycle. For example, new hoisting equipment, new technology, changing work practices.	1 – Finished funding workplan	1 – Workplan	100%	Adjustments and new outcomes occur as a result of industry process. Measurement: identification of new needs and/or adjustments required to current processes. UPDATE: BC Crane Safety has documented practices and requirements on COVID-19 for industry sites. As well, work has been completed on safe work practices for provisional operators, supervision, and tower crane erection/disassembly.	Ongoing	BCACS
Website	Ongoing development and maintenance of BC Crane Safety website, information, and administration system.	Completed and updated website with contents that comply with the WorkSafeBC contractual requirements and provides industry-specific content for crane and hoisting stakeholders.	1 – Compliant website	1 - Website	100%	A public website that services industry at all levels. Maintains industry awareness and relationships. Provides a portal to the crane operator registration system including the mobile logbook. Measurement: continue to fulfill the mandate of the Association with a relatively low staff number and overhead in an effective, responsive, and timely manner. UPDATE: Website has been updated to meet contractual requirements, communication on COVID-19 and safe work practices.	Ongoing	BCACS
Conferences	Development and delivery of message regarding the requirements and benefits of a crane operator qualification program to all stakeholders, including operators, owners, industry, and the public.	Presentation at one or more relevant conferences.	0 as of December 2020	2 - Events	0%	Crane Rental Association of Canada Conference 2020 Conference invitations for safety-related messages continue to be received and responded to. UPDATE: Due to COVID-19, conferences planned in May, June 2020 have been cancelled and attendance at any future conferences have been put on hold due to Provincial Health orders.	Ongoing	BCACS

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New or transitioning full scope crane operator certifications	Completion of qualifications for all new applicants or those applying to migrate to a higher or lower level of qualification.	Number of operators processed through the BCACS system	395	450 (estimate based on previous years)	87%	Seamless, efficient completion of certifications from initial registration through to full qualification. Measurement: historical average processing timelines continue to be met and exceeded. No significant lag times occur for unidentified reasons.	Ongoing	BCACS
Administrative Records Management System	Monitoring new registrants	Functional BC Crane Operator Certification Scheme administration system, Credential Manager, and mobile logbook usage.	1,428 new registrations	1600	89%	Measurement: A functional online registration, information, and administration system and mobile logbook. All apprentices/trainees can use the logbook and all operator competencies and activities are trackable for reviewer signoff as applicable. All annual renewals are completed electronically.	Ongoing	BCACS
	Monitoring logbook entries		23,919 logbook entries	20,000	120%			
	Total Number of active users in system		17,495 active users	16,000	109%			
New operator system services	Working with training providers and employers to advise on the use of the Crane Operator Certification Program and the BCACS system.	Training site visits to instruct on the use of the Crane Operator Certification Program and mobile logbook use.	0 as of December 2020	4 - Site visits	0%	Greater understanding of the crane operator certification program by training providers, trainee/apprentices, and employers. New training provider relationships established to maintain quality and standards. Measurement: demonstration through the BCACS administration system that operators are engaged at the correct certification level. UPDATE: Due to COVID-19, worksite access had been restricted for a most of the 2020 year.	Ongoing	BCACS
Crane operator practical assessment success rate data	Monitoring and addressing any issues with Operators' practical assessment success rate.	Percentage of operators not successful in the practical assessment on the first attempt averaged 17% in 2019. The goal for 2020 is 16%.	15%	16%	94%	Certification of only qualified operators. Unqualified operators are kept off the equipment until they upgrade their skills and pass the assessment. Measurement: percentage of operators not successful on first attempt is in the historical range.	Ongoing	BCACS

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Credential Recognition Process	Ability to process credential recognition applications in response to demand. Ability to identify and match crane operator credentials from jurisdiction to jurisdiction.	Ongoing adjustments made to credential recognition process based on adjustments in certification parameters in other jurisdictions.	455	400 (Estimate based on previous years)	114%	Qualified crane operators working at the correct certification level. Measurement: operators tracked and serviced. All operators applying for credential recognition are registered in the BCACS system as members and are certified at the current level. Crane-specific BC regulations provided and confirmed as understood by operator.	Ongoing	BCACS
Challenge Process	Ability to verify and process challenge applications in response to demand.	Ongoing adjustments made to challenge verification process because of changing federal, provincial, and interprovincial rules.	56	100	56% This number was impacted by COVID-19	Operators tracked and serviced. Measurement: all operators applying for the opportunity to write a challenge exam are registered in the BCACS system and processed within two weeks and receive an opportunity to challenge the exam in a timely manner. UPDATE: Due to COVID-19, worksite access had been restricted for a portion of 2020.	Ongoing	BCACS
Assessment Development and Maintenance	Review of online options and ongoing development, maintenance, review, and implementation of BC crane operator exam item bank.	Crane Operator Program Standards and theory exams maintained for all eleven crane operator classification categories. Online exam providers comparison and evaluation.	1 – Updated exam	Project Start complete	Project Started Discussions with WCB Prevention and service provider have started this process.	Maintaining the integrity and quality of the competency-based operator testing system and delivery methodology. Exam content kept up to date. Measurement: the correct theory exam and exam items are deployed and measured for every exam situation and individual. Comparison and evaluation of online exam providers is ongoing to respond to industry needs and generate appropriate recommendations.	Ongoing	BCACS

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Certification Scheme Oversight	Ongoing monitoring of registration, processing, and completion of certification of individuals in relation to the services required and provided by BCACS's partners in certification.	Changes to provincial, federal legislation, apprenticeship guidelines and CCDA Red Seal standards require review and coordination of any corresponding BC certification scheme changes. Also, any changes to business processes of BCACS's certification system partners require monitoring to ensure there are no negative impacts.	1 – Updated scheme	Project Start complete	Project Started (renewed discussions with ITA)	Provides the opportunity to modify the business processes of service providers and BCACS, as well as the communication between all parties to better serve the industry and ensure a safe workplace. Measurement: identification of any areas that require modification and/or addition of new services. UPDATE: Due to COVID-19, planned operations and projects have been significantly impacted, causing many projects to be delayed.	Ongoing	BCACS
	Ongoing monitoring of the BC certification scheme including theory and practical testing for all 11 crane classifications.	Regular Quality Management Review Committee meetings to monitor the BC Crane Operator Certification Scheme. The Committee reports at each Board meeting.	1 Committee Restarted	1 – Members identified	90% Committee Identified for restart	Review of any formal complaints filed, review of any noted system deficiencies, audit of certification scheme process. Measurement: identification of any areas for correction and proactive action that may lead to changes to theory exam and/or practical test processes and content.	Ongoing	BCACS
	Ongoing monitoring and maintenance of privacy and usage policies to comply with Provincial and Federal legislation.	Policies in place and available online with clear procedure to respond to enquiries.	5 staff members	5 – Students finished	100% All BCACS staff have completed provincial Privacy course in 2020	Development and implementation of privacy policy to comply with Provincial and Federal legislation and consider BCACS business processes and operator and industry needs. Measurement: policy is up to date, and relevant and available with clear procedure to respond to enquiries.	Ongoing	BCACS
ISO 17024 Accreditation Monitoring and Alignment	ISO 17024 alignment and accreditation monitoring. Year 2 - underway	Internal audits completed for BC Crane Operations Certification Scheme.	1 internal audit	1 – Finished audit	100% Internal audit completed.	Internal audits for BC Crane Operations Certification Scheme show full compliance or identifies gaps to be filled.	7 years	BCACS

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Jurisdictional Review and Liaison	Consultation with jurisdictions to facilitate understanding and acceptance of respective credentials.	Clearer path for resolving certification questions and issues when they arise. The legal requirement based on CFTA is met.	0 as of 2020	2 visits	0 %	Harmonization nationally and internationally is occurring and ongoing. Mobility is increased. A deeper resource pool becomes available to safely draw skilled trade workers who already meet BC standards. Measurement: BC credentials are matched accurately to other jurisdiction certifications ensuring a safer workplace. Requests for information and advice regarding implementation of operator standards and certification protocol are handled efficiently and accurately. UPDATE: Due to COVID-19, travel to other jurisdictions have restricted for a most of the 2020 year.	Ongoing	BCACS
Crane Operator Credential Renewal	Renew recognition of credentials from other jurisdictions after one year and notify the operator or the new expiry date and/or request updated information prior to renewing.	Confirm all requirements are met and current. Allows an opportunity to contact the operator, ensuring contact information is up to date. This is completed at no cost to the operator. Completed contact.	1,660 12% of certified operators are currently renewing annually at no cost.	75%	16% of target completed	Process flow and renewal protocols created and implemented to test stage. New BC compliance verification model electronic statement designed and tested. Measurement: online one-year renewal with no fee is implemented for 75% of crane operators in 2020. A certification renewal work plan has been drafted for this process.	7 years	BCACS

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Research and Development: Lift Director	Research and compare draft Assembly/Disassembly Director standard to other existing Assembly/Disassembly standards	Complete research on Assembly/Disassembly Director standard from international research	1 – Complete field research	1 - Collection	100% initial field research has been completed	A draft Assembly/Disassembly Director standard to be accepted as a working baseline by the BC Crane Safety Assembly/Disassembly Director Project Committee.	1 year	BCACS
	Draft Lift Director Standard Year 1 - underway	Lift Director standard drafted, learning outcomes drafted.	1 – Standard completed	1 - Drafted standard	Underway	A lift director certification scheme process is underway. UPDATE – A safe work practice on assembly/disassembly roles has been drafted.	3 years	BCACS
Rigger/Signalperson	Rigger/Signalperson Certification Scheme Year 2 - underway	Rigger/Signalperson standard established, learning outcomes drafted.	1 – Practice completed	1 – Finished standard	100%	The establishment of a rigger/signalperson (for crane operations) certification scheme process is in place and trialled, and a summary report including appropriate recommendations is issued. UPDATE – Standard has been created and is being vetted at the national level.	3 years	BCACS
Telescopic Handler (with hoist)	Telescopic Handler Certification Scheme Year 2 - underway	Telescopic Handler standard established; assessment methods drafted.	1 – Safe work practice	1 – Built safe work practice	100%	A telescopic handler certification scheme process is in place ready for testing; this was completed in 2020. UPDATE: As BC Crane Safety waits for feedback on its recommendations report submitted in 2020, a safe work practice is being developed in collaboration with WorkSafeBC Prevention.	3 years	BCACS

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Better Practices and Learning Aids	Identification, development, and maintenance of resource materials and aids.	Research design and develop a crane operator specific math aid primer and make available online for download.	1 – Complete math aid primer	1 – Finished tool	Underway	<p>Math aid identified through industry consultation and developed and made available for download on BCACS website as per industry’s communicated need.</p> <p>Measurement: Operators are better prepared for math areas of theory exams.</p> <p>Working with software provider on updating program. However, due to COVID-19, planned operations and projects have been significantly impacted, causing many projects to be delayed.</p>	Ongoing	BCACS
	<p>BCACS’ development of Better Practices is a repetitive cycle with 3 steps:</p> <ul style="list-style-type: none"> • Step 1: A need is identified. • Step 2: A better practice identified. • Step 3: Training and resource materials are developed. 	Ongoing identification of need through industry consultation and review of incidents.	2 – Safe work practices	2 – Finished practices	100%	<p>Review of Better Practices in place and implementation of new identified Better Practices.</p> <p>Measurement: Industry participates in need identification, building the Better Practice, and demonstrates adoption. Ultimate outcome is reduced frequency of incidents as Better Practices are available and implemented.</p> <p>UPDATE: Tower Crane Pre-assembly/Dismantling and Provisional Crane Supervisor safe work practices have been published.</p>	Ongoing	BCACS

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