

Part 3.3: BCACS HSA Activities and Measures – 2018 6-month marker

3.3.3 Activity Type	3.3.3 Description of Activity	3.3.4 Unit Measure	3.3.4 Number Completed	3.3.4 Target for Year	3.3.4 % of Target Completed	3.3.5 Immediate Outcome and Measurement	Time Frame	Responsible
Conferences (A)	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.	1	2	50%	Tower Crane Industry Safety Conference  Conference invitations for safety-related messages continue to be received and responded to.	Ongoing	BCACS
New or transitioning crane operator certifications (A)	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	300	500 (estimate based on previous years)	60%	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
Crane operator practical assessment success rate data (A)	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 16% in 2017. The goal for 2018 is 16%.	16%	16%	Ongoing	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
Equivalency Process (A)	Ability to process equivalency applications in response to demand. Ability to identify and match crane operator credentials from jurisdiction to jurisdiction.	Ongoing adjustments made to equivalency process based on adjustments in certification parameters in other jurisdictions.	106	100	Ongoing	Qualified crane operators working at the correct certification level. Fraudulent credentials identified.  Measurement: operators tracked and serviced. All operators applying for an equivalency 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 (A)	Ability to verify and process challenge applications in response to demand.	Ongoing adjustments made to challenge verification process as a result of changing federal and provincial immigration and interprovincial rules.	37	100	37%	Operators tracked and serviced.  Measurement: all operators applying for the opportunity to write a challenge exam are registered in the BCACS system and processed within two weeks and receive an opportunity to challenge the exam in a timely manner.	Ongoing	BCACS

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<b>New operator system services (A)</b>	Working with training providers and employers to advise on the use of the Crane Certification Program and the BCACS system.	Training site visits to instruct on the use of the Crane Certification Program and mobile logbook use.	2	4 site visits	50%	Greater understanding of the crane 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.	Ongoing	BCACS
<b>BCACS Crane Operator Qualification Theory Exams Program (M)</b>	Review of online options and ongoing development, maintenance, review and implementation of BC crane operator exam item bank.	Crane Operator Program Standards and theory exams maintained for all thirteen crane classification categories.  Online exam providers comparison and evaluation.		1	Ongoing	Maintaining the integrity and quality of the competency based operator testing system and delivery methodology. Exam content kept up to date.  Measurement: the correct theory exam and exam items are deployed and measured for every exam situation and individual. Comparison and evaluation of online exam providers is ongoing in order to respond to industry needs and generate appropriate recommendations.	Ongoing	BCACS
<b>Website (M)</b>	Ongoing development and maintenance of BCACS website, information and administration system.			1	Ongoing	A public website that services industry at all levels. Maintains industry awareness and relationships.  Measurement: continue to fulfill the mandate of the Association with a relatively low staff number and overhead in an effective, responsive, and timely manner.	Ongoing	BCACS
<b>Administrative Enterprise System and Mobile Logbook (M)</b>	Administration and registrant system with mobile logbook.	Functional BC Crane Operator Certification Scheme administration system and mobile logbook usage.		2000 (based on graduated implementation of renewal)	Ongoing	Measurement: A functional online registration, information, and administration system and mobile logbook.  All apprentices/trainees are able to utilize the logbook and all operator competencies and activities are tracked for sponsor signoff. All annual renewals are completed electronically.	Ongoing	BCACS

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<b>Certification System Oversight (M)</b>	Ongoing monitoring of registration, processing, and completion of certification of individuals in relation to the services required and provided by BCACS's partners in certification.	Changes to provincial, federal legislation, apprenticeship guidelines and CCDA Red Seal standards require review and coordination of any corresponding BC certification system changes. Also any changes to business processes of BCACS's certification system partners require monitoring to ensure there is no negative impact.		1	Ongoing	Provides the opportunity to modify the business processes of service providers and BCACS, as well as the communication between all parties to better serve the industry and ensure a safe workplace.  Measurement: identification of any areas that require modification and/or addition of new services.	Ongoing	BCACS
	Ongoing monitoring of the BC certification process 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	Ongoing	Review of any formal complaints filed, review of any noted system deficiencies, audit of certification system process.  Measurement: identification of any areas for correction and proactive action that may lead to changes to practical test process and content.	Ongoing	BCACS
	Ongoing monitoring and maintenance of privacy and usage policies to comply with Provincial and Federal legislation.	Policies in place and available online with clear procedure to respond to enquiries.		1	Ongoing	Development and implementation of privacy policy to comply with Provincial and Federal legislation and take into account BCACS business processes and operator and industry needs.  Measurement: policy is up to date, and relevant and available with clear procedure to respond to enquiries.	Ongoing	BCACS
<b>Developing Strategies (P)</b>	Identifying and developing responses to industry changes that potentially impact safety in the workplace.	Documenting industry changes and needs as they occur that influence and change new work within the current funding cycle and identifying what might be a need for the next funding cycle. For example, new hoisting equipment, new technology, changing work practices.		1	Ongoing	Adjustments and new outcomes occur as a result of industry process.  Measurement: identification of new needs and/or adjustments required to current processes.	Ongoing	BCACS

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Other Jurisdictions (P)	Consultation with jurisdictions to facilitate understanding and acceptance of respective certifications.	Clearer path for resolving certification questions and issues when they arise.  The legal requirement based on TILMA and AIT agreements is met.	1	2 visits	50%	Harmonization nationally and internationally is occurring and ongoing. Mobility is increased. A deeper resource pool becomes available to safely draw skilled trade workers who already meet BC standards.  Measurement: BC credentials are matched accurately to other jurisdiction certifications ensuring a safer workplace. Requests for information and advice regarding implementation of operator standards and certification protocol are handled efficiently and accurately.	Ongoing	BCACS
Crane Operator Credential Renewal (P)	Establish and test the 1-year online renewal protocols and process flow for BC crane operator card. (Year 3 of 5)	20% of registered, certified BC crane operators to renew their BC crane operator certification online at no cost to them for a 1-year term.		20%	Ongoing	Process flow and renewal protocols created and implemented to test stage. New BC compliance verification model electronic statement designed and tested.  Measurement: online one-year renewal with no fee is implemented for 20% of crane operators in 2018.	5 years	BCACS
Research and Development (P)	Research and compare draft telescopic handler standard to other existing telescopic handler standards	Develop a draft telescopic handler standard		1	Ongoing	A draft telescopic handler standard is accepted as a working baseline by the BC Crane Safety Telescopic Handler Project Committee.	Ongoing	BCACS

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<b>Resources and Better Practices (P)</b>	Identification, development, and maintenance of resource materials and aids.	Research design and develop a crane operator specific math aid primer and make available online for download.		1	Ongoing	Math aid identified through industry consultation and developed and made available for download on BCACS website as per industry's communicated need.  Measurement: Operators are better prepared for math areas of theory exams.	Ongoing	BCACS
	BCACS' development of Better Practices is a repetitive cycle with 3 steps: • Step 1: A need is identified; • Step 2: A better practice identified; • Step 3: Training and resource materials are developed.	Ongoing identification of need through industry consultation and review of incidents.	1	2	50%	Review of Better Practices in place and implementation of new identified Better Practices.  Measurement: Industry participates in need identification, building the Better Practice, and demonstrates adoption. Ultimate outcome is reduced frequency of incidents as Better Practices are available and implemented. For example, Tower Crane Better Practice – pre-operations (four checklists) are currently in use.	Ongoing	BCACS
<b>Rigger/ Signalperson (P)</b>	Compare draft rigger standard to ISO slinger standard (year 1 of 3 years)	Rigger standard comparable to ISO slinger standard		1	Ongoing	Rigger standard comparable or adoptable re ISO standard. Development and the ability to establish going forward mutual recognition agreements regarding rigger credentials leading to a safer common workplace. USA and Ireland in process.  Measurement: industry participation and consensus reached regarding standard that will contribute to and help ensure a safer workplace.	3 years	BCACS