


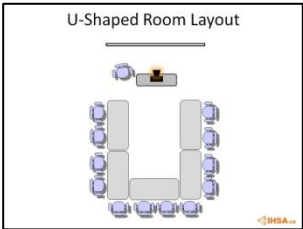

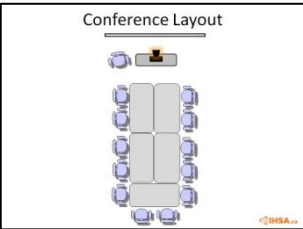
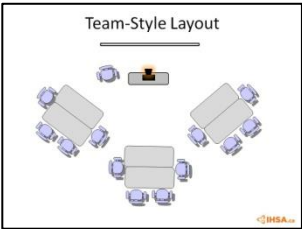


## Client Requirements for *Working at Heights* Training

Your facility and training room must meet the requirements of IHSA's *Working at Heights* training program. The learning environment must be safe, comfortable, accommodating, and free from outside distractions in order to maximize learning. It must be in a workplace or public facility not a personal residence.

This checklist identifies what IHSA requires when we deliver *Working at Heights* training at your facility.

<b>Training Room and Facility</b>			
<input type="checkbox"/> Safe and free of obvious hazardous conditions.	<input type="checkbox"/> Has a planned evacuation route and required emergency exits.	<input type="checkbox"/> Meets the accessibility needs of the learners.	
<b>Size</b>			
<input type="checkbox"/> Room is large enough to accommodate up to 12 participants and at least 1,000 ft <sup>2</sup> or 93 m <sup>2</sup> .	<input type="checkbox"/> Additional space is available for hands-on demonstration and evaluation or ability to move furniture to make space.	<input type="checkbox"/> Place for the Instructor's equipment samples and materials.	
			
<b>Set Up</b>			
<input type="checkbox"/> Room is available one hour before start time to allow for set up and 45 minutes after the training for pack up.	<input type="checkbox"/> Table or desk is available at front of room for Instructor.	<input type="checkbox"/> Screen is available for A/V presentation.	<input type="checkbox"/> Flipchart/whiteboard is available.
<b>Power Source</b>			
<input type="checkbox"/> Grounded electrical outlet available near Instructor desk.	<input type="checkbox"/> Grounded extension cord available.	<input type="checkbox"/> Extension cord is taped to floor to eliminate tripping hazard.	
<b>Seating</b>			
<input type="checkbox"/> Sufficient space between chairs for reasonable movement by learners.	<input type="checkbox"/> Every seat has a good view of screen.		
<input type="checkbox"/> Learners have tables for writing on.	<input type="checkbox"/> Chairs are comfortable for 3+ hours.		
<b>How will your Training Room be arranged? Check one.</b>			
 <p style="text-align: center;">U-Shaped Room Layout</p>	 <p style="text-align: center;">Traditional Classroom Layout</p>	 <p style="text-align: center;">Conference Layout</p>	 <p style="text-align: center;">Team-Style Layout</p>
<input type="checkbox"/> Preferred Layout	<input type="checkbox"/> Classroom	<input type="checkbox"/> Conference	<input type="checkbox"/> Team
<b>Physical Training Room Environment</b>			
<input type="checkbox"/> Sufficient lighting is available for instruction, demonstration, and evaluation.	<input type="checkbox"/> Temperature and ventilation is easy to control.	<input type="checkbox"/> Noise and distractions can be eliminated.	
<input type="checkbox"/> Lighting can be adjusted.	<input type="checkbox"/> Exhaust system is working and is not noisy.	<input type="checkbox"/> Learners at the back of the room can hear the Instructor clearly.	
<b>Learners will have access to</b>			
<input type="checkbox"/> Water	<input type="checkbox"/> Restrooms	<input type="checkbox"/> Eating facilities	<input type="checkbox"/> Parking

**Please complete the above checklist and return to IHSA.**

## Requirements & Policies for IHSA *Working at Heights* Training

IHSA looks forward to providing approved *Working at Heights (WAH)* training at your facility. Please read carefully the following requirements and policies pertaining to IHSA's *WAH* training.

<b>Participant Requirements</b>
<p><b>Valid Photo ID</b></p> <p>Each participant must bring a valid piece of photo ID to confirm their registration. Acceptable photo ID is Driver's License, Permanent Resident Card, Passport, or Student Card.</p> <p><b>Personal Protective Equipment (PPE)</b></p> <p>Participants must wear appropriate clothing, as well as CSA-certified head, foot, and eye protection. The PPE must be maintained and in good working order as per the manufacturer's specifications and regulatory requirements. Participants who do not have the necessary PPE will not be able to complete the training program.</p> <p><b>Arrival Time</b></p> <p>Participants are expected to arrive in sufficient time to allow the class to commence at the scheduled start time. Late arrivals beyond ten (10) minutes will not be accepted and participants will be excused from the training program.</p> <p><b>Learning Evaluation</b></p> <p>To obtain a record of training for this program, participants must be present for the full program and meet both of the following requirements:</p> <ol style="list-style-type: none"> <li>1. Complete the written multiple-choice test and achieve a minimum grade of 75%</li> <li>2. Complete a hands-on demonstration of seven specific critical tasks and achieve a score of 100%.</li> </ol> <p><b>Records of Training</b></p> <p>On the day of the training, IHSA will issue a certificate of completion only to those participants who successfully meet the above learning evaluation requirements. IHSA will submit to the Ministry of Labour (MOL) the required forms in order for the participant to receive the MOL official permanent Record of Training, which will be valid for 3 years.</p> <p><b>Alternative Evaluation Methods</b></p> <p>For participants with language, literacy, or accommodation needs, alternative evaluation methods to the written test may be used to verify that key concepts have been understood. These needs must be discussed with an IHSA customer service representative when registering and with the IHSA Instructor at the beginning of the training program.</p> <p><b>Hands-on Evaluation</b></p> <p>Participants must notify the IHSA Instructor at the beginning of the training of any physical impairment or medical condition that may impact their ability to carry out the hands-on demonstration and evaluation.</p>
<b>IHSA Policies</b>
<p><b>Fee Policy</b></p> <p>Program fees are due upon registration.</p> <p><b>Cancellation and Refund Policy</b></p> <p>Clients who wish to cancel scheduled training at their facility will receive a full refund if written notification of the cancellation is received at least ten (10) business days prior to the scheduled training date. No refund will be made after that date. IHSA reserves the right to cancel any program due to insufficient enrollment or other causes.</p> <p><b>Suitable Training Facility Policy</b></p> <p>Clients who request training at their facility must provide a facility and training room that meets the required standards. Should the facility and training room not meet the required standards, IHSA reserves the right to postpone the training session and a course cancellation fee will be applied.</p>

### Workplace-Specific Training

A reminder that, in addition to successful completion of *Working at Heights* training, the employer must ensure that workers are adequately trained on the use of the specific equipment used at a specific workplace, including adequate oral and written instructions by a competent person.