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BCRSP Ethics Program and Provider Standard

Document format adapted from Ontario's Ministry of Labour Joint Health and Safety Committee Program and Provider Standard and Z1001-13 Occupational Health and Safety Training Standard

This ethics program and provider standard shall be reviewed at least every five years by the Continuous Professional Development Committee (CPDC).

This document sets out the standards an ethics training program and provider must meet to be approved by the BCRSP.

BCRSP approval may be granted to those programs and providers that meet the BCRSP Ethics Program and Provider Standard after a successful assessment and review of a program and successful assessment of its delivery.

Scope

This standard specifies the criteria that a program must meet to be approved by the BCRSP. It further outlines the minimum standard that must be met by training providers who are seeking approval by the BCRSP to deliver an approved ethics training program.

This ethics program and provider standard allows for a variety of program and delivery options to meet the BCRSP established ethics training requirements as set out in BCRSP's Continuous Professional Development (CPD) requirements.

Introduction

The Ethics Training Program Standard specifies the criteria that a program must meet to be approved by the BCRSP.

This standard applies to all individuals, educational institutions, sole proprietors, corporations or not-for-profit organizations who seek to be approved as a training provider by the BCRSP to deliver an approved ethics training program.

Upon successful completion of an approved ethics program delivered by an approved ethics training program provider, certificants should have the required knowledge to apply the code of ethics with issues that may arise from time to time of an ethical nature.

Purpose

The purpose of this standard is twofold. First it is to provide criteria for the development of BCRSP ethics training program. Secondly it establishes a mandatory minimum standard for the consistent and high-quality delivery of an approved ethics training program for certificants.

Training Program Elements

Design

The training program must be designed to ensure that the certificants meet the learning outcomes set out in this standard.

The training program must meet the following criteria:

- a) Compliance with adult learning principles:
 - i. Ensures certificants know why they need to learn specific content, its relevance to them and their occupation;
 - ii. Relate learning to certificants own experience in situations that simulate actual application in the profession;
 - iii. Challenge learners using a variety of activities that allow opportunity for participation, feedback and interaction;
 - iv. Recognize limits of attention span and various ways that adults learn; and
 - v. Use realistic activities to support knowledge transfer
- b) The training program should be geared to a professional audience;
- c) Content is accurate, current and any legal information is referenced and verified;
- d) Learner materials follow principles of instructional writing and good graphic design;
- e) Regardless of which delivery method, course design should adhere to an instructional design model (e.g. ADDIE, Merrill's Principles of Instruction, Gagne's Nine Events, Ontario Ministry of Labour E-Learning Instructional Design Guidelines, etc.)
- f) Course providers will need to provide evidence of the standard to which their course has been designed.

Please see the application form for information on applying to the BCRSP for course approval.

Delivery Mode

A minimum duration of 2 hours has been set for the training program to ensure adequate time is available for program delivery.

1. Face to Face Learning

Ideally, class size should be between four and twenty-five learners per facilitator.

The program must include opportunities for critical thinking, reflective learning, and consideration of different perspectives via case studies, simulations, or facilitated conversations.

2. Distance Learning

Certificants have varying needs such as scheduling and location. As a result, a variety of delivery methods will be considered for approval. Distance learning is an educational situation in which the instructor and learners are separated by location. The instructor is leading the training in real time and moving through the learning outcomes together with the learner, although not in the same physical location. Delivery can be either asynchronous or synchronous.

The program must include opportunities for critical thinking, reflective learning, and consideration of different perspectives via case studies, simulations, or facilitated conversations.

3. eLearning

eLearning in this context is a wide set of applications and processes such as web-based learning and computer-based learning. eLearning is delivered electronically in which a learner sets their own pace and is not being led in real time by a qualified instructor.

The program must include opportunities for critical thinking, reflection, and consideration of different perspectives via case studies, simulations, or facilitated conversations.

Resource Materials

Resource material for instructors and learners include the following:

1. Learner Materials

Participants must have access to learner materials. Learner materials must:

- a) Clearly describe learning objectives, agenda, training content and evaluation;
- b) Clearly indicate the date and version of the materials.

2. Instructor Materials

Instructor materials must:

- a) Clearly describe learning outcomes and training content;
- b) Clearly describe:
 - i. Instructional methods;
 - ii. Learning activities; and
 - iii. Lesson plan timing.

Learning Outcomes

BCRSP ethics training is an outcomes-based program and as such certain knowledge must be attained for a person to successfully complete the program.

The following learning outcomes must be achieved:

- 1) the learner will be able to analyze the purpose of professional ethics as it applies to a certificant
 - a. Evaluate one's ethical decision-making process
 - b. Evaluation of biases in decision making
- 2) the learner will understand the relationship between psychological health and safety and professional ethics
- 3) the learner will be able to describe and apply the expectations of a certificant
 - a. Describe a professional Code of Ethics (e.g. BCRSP Code of Conduct)
 - b. Describe the obligations of certification or licensure (e.g. BCRSP Code of Conduct & Bylaws)
 - c. Analyze how other professional codes of ethics may apply
- 4) the learner will be able to analyze ethical challenges based on proposed courses of action by
 - a. Apply a Code of Ethics in professional practice
 - b. Evaluate limitations
 - c. Recognize the requirements for professional liability and indemnity
- 5) the learner will be able to recognize when disclosure and whistleblowing may be appropriate and takes action in an ethical manner
- 6) the learner will be able to identify the Professional Conduct & Disciplinary processes

Learner Evaluation

The training program must include a plan for the evaluation of learning.

The evaluation tool should be a reflective exercise on the course content and how it applies to one's practice.

Training Provider Requirements

Course Information

Training providers must ensure the following course information is provided to the learners in advance of taking the course:

- a) the purpose, format and content of the approved ethics training program, including the type and methods of evaluation and requirements to successfully complete the program;
- b) the process whereby the learner can comment on the training they receive; and

- c) all costs involved for successful completion of the approved ethics course.

Learning Needs

To ensure the learning experience meets the specific needs of learners, training providers must:

- a) oversee the registration process;
- b) request information about learners' learning needs; and
- c) request information about learners' specific accommodation needs, if any.

Program Materials

Training providers must ensure all materials used for the approved training program are:

- a) legible and of good reproductive quality;
- b) available in sufficient quantity;
- c) free of bias, including but not limited to gender;
- d) free of preference;
- e) compliant with copyright rules;
- f) appropriate for targeted learner language and literacy level; and
- g) compliant with provincial and federal applicable legislative requirements related to learners' with disabilities (ex: Ontarians with Disabilities Act)

Learning Environment

To support the transfer of learning, training providers must ensure a safe, healthy and accessible learning environment regardless of location.

Proof of Training Completion

Upon successful completion of an approved Ethics Training Program, training providers must provide learners with a record of successful completion of an approved training program that includes the following information:

- a) learner's name;
- b) name of the approved Ethics training program;
- c) program delivery date and date of successful completion;
- d) statement that the learner has successfully achieved the learning outcomes of the approved Ethics training program;
- e) length of course in hours or CEUs based on the IACET standard;
- f) name of the approved training provider; and
- g) name of the course facilitator, instructor, or assessor.

Support Transfer of Learning

Training providers must support the transfer of learning by evaluating the learner's successful achievement of learning outcomes in the approved training program.

The training provider must ensure that:

- a) the learner's identity is verified;
- b) the methods of evaluation are clearly communicated so learners understand the performance expectations and how they will be assessed;
- c) the evaluation activities are bias-free, valid, reliable and lead to appropriate decisions regarding the learner's achievement of learning outcomes;
- d) learners have the opportunity to receive feedback on their progress;
- e) the instructor has an opportunity to review program content with learners who are struggling to meet learning objectives;
- f) evaluation activities meet learner's language, literacy and accommodation needs.

Instructor Qualifications

Training providers must ensure an instructor's qualifications are valid and current before he or she delivers an approved Ethics training program.

Instructors must have one or more of the following qualifications:

- a) hold a CRSP or other professional level designation; **OR**
- b) A degree in occupational health and safety from a recognized post-secondary institution; **OR**
- c) a non-occupational health and safety degree, that would support knowledge related to ethics, law, or a related field.

AND A combination of adult education delivery experience and knowledge of adult education principles obtained through at least one the following:

- a) more that 900 hours of adult education delivery experience in the last five years;
- b) a degree, diploma or certificate in adult education principles form a recognized post-secondary institution; or
- c) a professional training and development certification (eg. CTP, CTDP, etc.).

OR be:

- a) Faculty member at an OHS program at a Canadian post-secondary institute University;

In addition, for programs delivered via eLearning or distance learning, training providers must ensure that it will be delivered by instructors with experience delivering through this mode of training and who are proficient in the use of the software, platform or other technology that is to be used.

Instructor Delivery Expectations

Delivery expectations are the same for all modes of instruction. Effective instructors create positive learning environments, engage learners and assess the achievement of learning outcomes.

Creating Positive Learning Environments

Training providers must ensure that the instructor:

- a) is knowledgeable about the content of the Ethics training program;
- b) adheres to the instructional design of the Ethics training program;
- c) communicates expected learning outcomes;
- d) models positive attitudes toward leaning;
- e) creates a safe and positive learning environment;
- f) asks learners for feedback;
- g) models respectful and professional behaviour; and
- h) resolves and addresses any learner's inappropriate behaviours promptly and respectfully.

Engage Learners

Training providers must ensure that the instructor:

- a) links course content and learning activities with learners' knowledge and experience;
- b) employs a variety of clarification and feedback strategies; and
- c) encourages group discussion.

Code of Ethics

Training providers must adhere to high ethical standards of practice when providing approved training programs. In particular they must:

- a) comply with all relevant workplace legislation;
- b) maintain high standards of honesty, integrity and trust;
- c) ensure information is accurately represented, interpreted and communicated without bias;
- d) respect the confidentiality of personal information;
- e) treat learners fairly and without bias;
- f) avoid real or perceived conflict of interest, including;
 - i. accepting a financial or non-financial advantage or award with respect to delivery of the program over and above regular compensation for work done;
 - ii. giving preferential treatment to individual learners;
 - iii. engaging in outside of activities that would conflict with the delivery of the approved ethics training program;
 - iv. other actions that create a real or perceived conflict of interest.

Administration

This section outlines the administrative standards for all applicants and maintenance criteria for approved training providers.

As part of the application process, the training provider must submit a written program delivery plan which includes:

- a) copies of all program materials;
- b) description of the learning environment;
- c) template or example of the proof of training completion document;
- d) description of program and instructor evaluation and continuous improvement processes including frequency of program review
- e) all training providers who have met the preliminary requirements (training program material approval) of the approval process will provide a date and location of delivery so program delivery can be assessed by BCRSP.

Training Records

Approved training providers must maintain and secure records for each approved training program in accordance with any applicable privacy legislation. Records must include:

- a) program delivery and completion dates, attendance list and instructor for each session;
- b) learner names and contact information;
- c) confirmation of learner's successful completion of the approved ethics training program;
- d) quality assurance and continuous improvement activities including feedback, complaints and follow-up actions;
- e) qualifications of current instructors; and
- f) maintenance of qualification of current instructors.
- g) Training records should be maintained for a minimum of six (6) years.

Maintenance of Training Provider Approval

To maintain approval, the approved training provider must submit an annual report to BCRSP. The annual report will include the following information about the approved Ethics training program:

- a) a summary of any changes or revisions to the approved Ethics training program with a declaration that the program continues to meet the criteria set out in this standard.

In addition, the approved training provider must:

- a) maintain a list of current instructors, including their qualification and any upgrading activities they have undertaken;
- b) establish a system to maintain instructor qualifications in accordance with this standard;
- c) establish a system to monitor and evaluate instructional delivery and to provide feedback to instructors for continuous improvement; and

- d) establish a system for removing from their roster those instructors who demonstrate poor performance.

Glossary of Terms

Approved Training Program

A training program that has been approved by BCRSP as meeting the standards set out in the BCRSP Ethics Training Program and Provider Standard.

Approved Training Provider

A training provider who has been approved by BCRSP as meeting the standards set out in the BCRSP Ethics Training Program and Provider Standard.

Assessor

A person who evaluates completion of training programs.

Distance Learning

An educational situation in which the instructor and learners are separated by location. Training course delivery via synchronous or real-time instruction.

eLearning

A term covering a wide set of applications and processes such as web-based learning and computer-based learning.

Face to face Training

Usually refers to traditional classroom training in which an instructor teaches a course to a room of learners. The term is synonymous with on-site training, classroom training and instructor-led training.

Facilitator

A person who delivers training programs.

Instructor

A person who delivers training programs.

Training Provider

An individual, sole proprietor, educational institution, corporation or not-for-profit organization delivering training.