



Alberta Construction
Safety Association

The Alberta Construction Safety Association's

Construction Safety Designations



HSA | Alberta Construction
Safety Association

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Construction Safety Designations

TABLE OF CONTENTS

National Construction Safety Officer (NCSO) Introduction	page 3
Health & Safety Administrator (HSA) Introduction	page 4
Program Outline	page 5
Compulsory Course Descriptions	page 6
Elective Course Descriptions	page 7
Proof of Experience	page 9
Frequently Asked Questions	page 10
LSE Proficiency for NCSO	page 15
Course Equivalency	page 16
NCSO Professional Development Conference	page 17

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National Construction Safety Officer



INTRODUCTION

The primary objective of this program is to combine **entry level safety training** with the individual's personal field experience. An NCSO is a valuable resource for management in the administration and implementation of a company's health & safety program.

Certification indicates that the participant has practical knowledge in various construction-related health and safety management skills and principles.

This program is recommended for health and safety practitioners who wish to receive construction-focused training and to be recognized as an NCSO in other provinces.

ENHANCEMENTS TO THE NCSO

As of July 1st 2017, you will see changes introduced to the NCSO designation, creating a new standard, introducing an exam component, and impacting certain course and maintenance requirements. This new standard aims to strengthen the NCSO designation, making it more credible while allowing ease of transferability among other provinces.

By pursuing this new standard, and achieving an 'Active' NCSO status, you are showing commitment to continual improvement and professional development, which after all, is the foundation of health and safety management.

Those who achieve their Active NCSO status, will have it noted on their transcript and certificate with the updated NCSO logo as evidence of completion. You will use this to demonstrate your HSE commitment to current and prospective employers. However, the Active list will not be posted publicly for three years (starting July 1st, 2020), allowing time for existing NCSOs to meet the new requirements, and be included on the Active list if they wish. Visit www.youracsa.ca/ncso-hsa for further information and answers to frequently asked questions.

REQUIREMENTS

The participant must complete the 11 compulsory courses (including LSE Proficiency) and 2 of the elective courses listed in the program outline. The participant must have a **minimum of 3 years field experience** in the **construction industry** to receive certification as an NCSO.

What are the enhancements for the new NCSO standard (effective July 1st 2017):

1. Courses:
 - Worksite Investigation Basics is now a compulsory course
 - Communication & Ethics for the Safety Leader is now a compulsory course
 - Confined Space Entry/Monitor is now an elective
 - Prime Contractor is now an elective
2. Exam:
 - NCSO Closed-book Final Exam (75% pass mark)
 - There is no cost for initial exam writing. If initially unsuccessful, an administrative fee of \$60 will apply to subsequent exam challenges

3. Maintenance:

- Maintain Standard First Aid from an accredited agency
- Maintain Certified Auditor status
- Take at least one additional course every three year cycle from ACSA or another Canadian Federation of Construction Association (CFCSA) member. Alternatively, you can attend the NCSO Professional Development Conference or another HSE related conference event
- If you do not maintain your Active status (become inactive), you can regain it by meeting the requirements of the current standard. This may mean renewing a first aid course, and any of the additional requirements outlined here

Definition of construction field experience

The 'construction field' is defined and established as working directly and actively in construction, or for a construction company on a full-time basis.

'Field experience' is defined as work directly and actively conducted in the construction field, working on a continual basis around heavy equipment and construction hazards.

The measurement of actual construction field experience is determined from applicable references provided, and based on the percentage of time spent on a weekly average directly in the construction field versus the office.

ACQUIRED SKILLS

This program will enable participants to:

- assist management in the administration, implementation and maintenance of a Health & Safety Management System;
- identify and review various health and safety concerns specific to the work site; and
- communicate effectively with government, management and workers regarding health and safety, on and off the job.

Health & Safety Administrator



INTRODUCTION

The primary objective of this program is to provide entry level safety training for an administrator of a health & safety program **who does not have a minimum of three years construction field experience or who is working toward three years of experience**. If you have construction experience, please refer to the explanation of the NCSO designation.

Certification indicates that the participant has knowledge in various health and safety management skills and principles.

REQUIREMENTS

The participant must complete the 11 compulsory courses and 2 of the elective courses listed on the program outline. No previous experience is required.

Please note the following course requirements change as of July 1st 2017 for the HSA:



1. Courses:

- Worksite Investigation Basics is now a compulsory course
- Communication & Ethics for the Safety Leader is now a compulsory course
- Confined Space Entry/Monitor is now an elective
- Prime Contractor course is now an elective

ACQUIRED SKILLS

This program will enable participants to:

- assist management in the administration, implementation and maintenance of a Health & Safety Management System;
- identify and review various health and safety concerns specific to the work site; and
- communicate effectively with government, management and workers regarding health and safety, on and off the job.

Program Outline

For online course registrations, please visit our website: www.youracsa.ca

Compulsory Courses (11)	Elective Courses (any 2)
<ul style="list-style-type: none"> • Alberta Occupational Health & Safety Legislation Awareness • Principles of Health & Safety Management • Auditor Training Program* (Certificate of Completion) • Leadership for Safety Excellence (Proficiency submission required for NCSO purposes) • WHMIS Train-the-Trainer • Basic Instructional Techniques • Worksite Investigation Basics • Communication & Ethics for the Safety Leader • Construction Safety Administration • Standard First Aid - Two (2) day training • And one of the following 4 online courses: <ul style="list-style-type: none"> 📺 Construction Safety Training System (CSTS-09) 📺 Roadbuilders Safety Training System (RSTS) 📺 Pipeline Construction Safety Training (PCST) 📺 Electrical Safety Training System (ESTS) <p>* Required for NCSO designation</p>	<ul style="list-style-type: none"> • Flagger Train-the-Trainer • TDG Train-the-Trainer • Effective Claims Management • Safety Culture – A Roadmap to “Zero” • Hazard Management • Safe Trenching, Excavation & Ground Disturbance 📺 ABCGA Standard 201 (1day) • Scaffolding Awareness • Back Injury Prevention • Alcohol, Drugs and Safety • Alberta Temporary Traffic Control – Field Application • Alberta Temporary Traffic Control • Fall Protection Planning • Fall Protection End-user (OSSA accredited) • Prime Contractor • Defensive Driving 📺 • Confined Space Entry / Monitor (OSSA accredited)

NOTE:

* Please visit the **Ministry of Labour** website (<http://work.alberta.ca/documents/approved-firstaid-training-courses.pdf>) for approved First Aid training facilities.

ACSA now offers Saint John Ambulance First Aid training at the Edmonton and Calgary locations.

Provide a copy of your current Standard First Aid Certificate to the NCSO Coordinator to be put on your ACSA by e-mailing ncso@youracsa.ca.

Compulsory Course Descriptions

Alberta Occupational Health & Safety Legislation Awareness (1 day)

Members \$85 | Associate Members \$100 | Non-Members \$375

This course is designed for owners, employers, managers, supervisors and workers who want to increase their knowledge about Alberta Occupational Health & Safety legislation and its application.

Principles of Health & Safety Management (2 day)

Members \$100 | Associate Members \$125 | Non-Members \$425

This course is designed to provide information and instruction about developing a simple, cost-effective health & safety manual.

Auditor Training Program (3 days)

Members \$125 | Associate Members \$150 | Non-Members \$425

The Auditor Training Program is a course designed for individuals who will be evaluating the effectiveness of a company's Health & Safety Program. **Prerequisite:** Principles of Health & Safety Management

Leadership for Safety Excellence (2 days)

Members \$100 | Associate Members \$125 | Non-Members \$425

This course will assist managers and supervisors to integrate health and safety into their everyday planning and to create and promote safe and healthy work environments.

WHMIS 2015 Train-the-Trainer (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed for individuals who are responsible for providing WHMIS training and/or establishing and maintaining their company's WHMIS program.

Basic Instructional Techniques (2 days)

Members \$100 | Associate Members \$125 | Non-Members \$425

This course is designed to provide participants with information on various instructional techniques that will assist them in their roles as mentors, trainers and facilitators within their organizations. **Note:** Participants should plan to spend approximately 1 hour on the evening of Day 1 preparing a presentation for Day 2.

Communication & Ethics for the Safety Leader (2 days) (changed to compulsory course July 1st 2017)

Members \$100.00 | Associate Members | \$125.00 | Non-Members \$375.00

This two-day course is designed to provide participants with a foundation for effective communication and skills to navigate various situations they may encounter in the field as safety leaders. During this course, participants will gain practical knowledge through group discussions and several activities including: identifying perception errors, development and evaluation of safety messages, conflict resolution and making difficult decisions.

Worksite Investigation Basics (1 day) (changed to a compulsory course July 1st 2017)

Members \$60 | Associate Members \$75 | Non-Members \$375

This one-day course includes theoretical and practical components. It is designed to provide the participant with the knowledge and skills to be able to analyze a basic worksite incident, determine incident causes, and complete an investigation report.



Construction Safety Administration (1 day) (📺 *Online option available*)

Members \$60 | Associate Members \$75 | Non-Members \$375

This is the final compulsory ACSA course in the NCSO and HSA programs. It is a comprehensive summary of professional health and safety management skills. **Prior to taking Construction Safety Administration, you must complete: Principles of Health & Safety Management, Auditor Training Program, Leadership for Safety Excellence, WHMIS Train-the-Trainer, Alberta OH&S Legislation Awareness, Worksite Investigation Basics, Basic Instructional Techniques, and Communication & Ethics for the Safety Leader.**

CSTS-09, RSTS, PCST or ESTS (1 day) (📺 *Online only*)

Call for pricing.

This computer-based training, delivered individually, takes approximately 4-6 hours to complete. Students receive a generic orientation for the construction industry (CSTS-09), the road building industry (RSTS), the pipeline industry (PCST) or the electrical industry (ESTS).

Elective Course Descriptions

Flagger Train-the-Trainer (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed for individuals who are involved in day-to-day operations where workers and the general public are exposed to traffic hazards created by vehicles and/or equipment.

TDG Train-the-Trainer (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed for individuals responsible for training workers who may be involved in transporting, handling, shipping, receiving or supplying dangerous goods.

Effective Claims Management (2 days)

Members \$100 | Associate Members \$125 | Non-Members \$425

This course is designed to assist companies in the development of their post-injury management systems so that injured workers can return to work in a safe, beneficial and timely manner.

Safety Culture – A Roadmap to “Zero” (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed to assist owners, managers, supervisors and workers in reducing workplace incidents (and their related costs) by developing and maintaining a positive safety culture within their organization.

Hazard Management (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course has been designed to help participants understand and apply theories of hazard management.

Safe Trenching, Excavation & Ground Disturbance – ABCGA Standard 201 (1 day) (📺 *Online option available*)

Members \$60 | Associate Members \$75 | Non-Members \$75

This course is designed for individuals who plan, supervise or perform trenching, excavation or ground disturbance activities.

Scaffolding Awareness (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed to provide participants with information relating to scaffolding systems that are presently being used in the construction industry.

Back Injury Prevention Program (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed to inform managers and supervisors about the value of implementing a Back Injury Prevention Program within their organization.

Alcohol, Drugs and Safety (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed to assist employers - small and large - in dealing with the realities of substance abuse in the workplace. Course material is structured around the Construction Owners Association of Alberta's "Canadian Model for Providing a Safe Workplace" Alcohol and Drug Guidelines and WorkRule.

Alberta Temporary Traffic Control – Field Application (1 day)

Members \$300 | Associate Members \$300 | Non-Members \$400

This course was developed collaboratively by the Alberta Construction Safety Association, Alberta Roadbuilders and Heavy Construction Association, Alberta Transportation, the Cities of Edmonton and Calgary, and the Consulting Engineers of Alberta. This course provides participants with information regarding how to safely plan, erect and dismantle temporary traffic control systems in the Alberta roadbuilding industry.

Alberta Temporary Traffic Control (2 days)

Members \$300 | Associate Members \$300 | Non-Members \$400

This course was designed by Alberta traffic control technicians in partnership with the American Traffic Safety Services Association (ATSSA), and is delivered by traffic control experts selected by industry representatives in conjunction with the ACSA. The target audience is individuals who are involved in developing and implementing traffic control strategies and/or assisting in setting up and monitoring traffic control devices.

Fall Protection Planning (1 day)

Members \$60 | Associate Members \$75 | Non-Members \$375

This course is designed to provide participants with information regarding legislated responsibilities and requirements and the various fall protection systems available in industry.

Fall Protection End-user (1 day)

Members \$160 | Associate Members \$160 | Non-Members \$160

This course is recognized by OSSA and is designed for workers in the construction industry (industrial, commercial or residential) who work at heights. Participants will be provided with information regarding their legislated responsibility to know and understand what equipment is available to them and to know how to use various types of fall protection systems to prevent serious injury.

Defensive Driving (📺 Available online only)

Members \$99.95 | Associate Members \$99.95 | Non-Members \$99.95

This 6 hour online Defensive Driving program is approved by the Alberta Government for reduction of 3 demerits points from an Alberta operator's licence. A minimum mark of 80% must be obtained on the final exam to qualify for the demerit point reduction.



Proof of Experience

In order to apply for the NCSO, applicants must have a minimum of 3 years' construction field experience. The participant's experience must be e-mailed to ncso@youracsa.ca using the application form available for download at www.youracsa.ca/ncso-hsa/.

Definition of construction field experience:

The 'construction field' is defined and established as working directly and actively in construction, or for a construction company on a full-time basis.

'Field experience' is defined as work directly and actively conducted in the construction field, working on a continual basis around heavy equipment and construction hazards.

The measurement of actual construction field experience is determined from applicable references provided, and furthermore based on the percentage of time spent on a weekly average directly in the construction field versus the office.

Examples of different ways that you can submit your experience verification:

- A copy of your **journeyman construction tradesperson(s) certification** and upgrade where applicable;
- **Letter(s) from your current or past employer(s)** signed by management;
Please note, this must include:
 - Start date and end date of employment (length of combined construction related experience must be 3 years or more (omit HSE employment))
 - Your job title/position
 - Your job description
 - Percentage of time, based on a weekly average, in the construction field versus in the office.
 - Signed by management (current employer cannot sign off on work that was not done under their employment)
 - Contact information for the individual that signed the letter
- **Letter from your construction trade union** verifying length of membership term and qualifications in your trade, including number of hours logged during tenure; or
- Your **personal resume** outlining the criteria below.
Please note, this must include:
 - Start date and end date of employment (length of combined construction related experience must be 3 years or more (omit HSE employment))
 - Your job title/position
 - Your job description
 - Percentage of time, based on a weekly average, in the construction field versus in the office.
 - References for each place of employment including contact information.

Resources

- Reference letter and work experience templates – available in a downloadable zip folder on our website - www.youracsa.ca/ncso-hsa.

Frequently Asked Questions

How do I submit Standard First Aid and LSE Proficiency?

You can submit your documents by sending a scanned copy to ncso@youracsa.ca

How do I know if I am an employee of an ACSA member or an associate member company?

Please call the ACSA to verify the level of membership your company possesses.

What if I am unemployed?

You would be admitted as an ACSA student and pay Associate Membership rates.

How many courses need to be completed?

There are 11 compulsory courses and 2 elective courses for a total of 13.

How long are the courses?

Each course is 1 to 3 days in length, and runs from 8:00 a.m. to 4:30 p.m.

Do I have to register for all the courses at once?

No, our courses are offered on an individual basis. **Please note:** payment is required at time of enrollment.

Does the ACSA offer Standard First Aid?

Yes. ACSA provides Saint John Ambulance First Aid training at its Edmonton and Calgary facilities. Please visit the Ministry of Labour website (<http://work.alberta.ca/>) for approved First Aid training facilities in your local area.

How long do I have to complete the program?

Following approval of your application, there is no time frame for completing your courses. However, all courses must be current at the time of writing your National NCSO Exam.

Is there a particular order in which the courses must be taken?

Yes. Principles of Health & Safety Management must be completed prior to the Auditor Training Program. Construction Safety Administration must be completed at the end of your program.

What if I have completed a course with another organization?

You will have to complete the equivalency application process. Visit our website for more information.

How long does it take to complete the entire program?

It depends on your time resources and course availability.

Where are your training facilities?

We have offices in Edmonton, Rocky View (Balzac) and Fort McMurray. We also provide training in Red Deer, Grande Prairie, Lloydminster, Medicine Hat, and Lethbridge.

Do I need to be a Certified Auditor to obtain my NCSO designation?

Yes, you must have completed your qualifying audit within the allotted time period and maintained your status.

Do all of the courses have to be current (not expired)?

Yes, all courses must be current in order for the NCSO or HSA to be issued. If any of your courses are expired, they will have to be retaken prior to the designation being issued.



HSA

Does the HSA expire?

No, once you obtain your certificate, it does not expire.

Is LSE Proficiency a requirement for the HSA designation?

No, LSE Proficiency is optional for the HSA designation.

Is an experience letter required for HSA?

No, there is no experience required.

Do the changes to the NCSO standard affect the HSA?

Yes, but only the courses. There will be no new exam or maintenance requirements for the HSA.

Do I need to be a Certified Auditor to obtain my HSA designation?

No. Only the Certificate of Completion is required for the HSA designation. **Note:** this certificate must have been completed post May 15, 2011 to remain valid.

NCSO

Is LSE proficiency required for NCSO?

Yes, the LSE proficiency is required to achieve the NCSO designation.

Is there a time frame for completing the LSE proficiency level?

Yes, it must be complete before the NCSO designation will be issued.

Is an experience letter required for NCSO?

It is highly recommended, yet references with contact information must be provided for any submission format.

Does NAIT or the University of Alberta recognize the NCSO designation?

The University of Alberta credits the NCSO designation toward seminar hours for the OH&S certificate program. Please contact them for more information.

Does the NCSO expire?

Not if you obtained your designation prior to June 30, 2017. However, it is recommended for professional development that you stay current with industry changes and adopt the new 'Active' status that will come with the enhancements to the NCSO as of July 1st 2017.

If you achieved your designation after July 1, 2017, it will require renewal every 3 years.

What is the purpose of the new standard?

The added value to the new standard is in:

1. Strengthening the NCSO designation, making it a more respected designation and enabling transferability and mobility between other provinces.
2. Showing commitment to continual improvement and professional development. Continual improvement is the foundation of health and safety management.
3. Lifelong learning benefits the individual by staying current with changing standards and evolving technology, and benefits the employer by having a more knowledgeable person represent them in health and safety related matters.

Are all the provinces aligned in this initiative?

The Canadian Federation of Construction Safety Associations (CFCSA) allows the heads of each provincial construction safety association, and their associates, to meet and discuss their shared interest in promoting awareness of construction health and safety, improve information sharing, and collaborate to produce workplace training resources. The CFCSA meets annually (at a minimum) and have long had an interest in strengthening the NCSO designation, and in making it truly national.

The CFCSA members took a collaborative approach to this new standard with the intent of supporting mobility for NCSOs across Canada, and sharing in raising the standards to better the program's recognition and acceptance. CFCSA members ratified the new agreement at the June, 2017 meeting hosted by the ACSA in Calgary.

How will our employers know what the new standard is and why we should meet these requirements?

Those who achieve their Active NCSO status, will have it noted on their transcript and certificate with the updated NCSO logo as evidence of completion to show prospective employers. However, please note that an Active list will not be posted publicly for three years (starting July 1st, 2020), in order to allow time for existing NCSOs to meet the new requirements and be included if they wish. Your ACSA, and other provincial construction safety associations, will together communicate the importance of the new standard, through various channels.



NCSO EXAM

When is the first exam? And how often are you running them?

The first exam will take place in September 2017. Future exams will be scheduled based on demand. A schedule of anticipated exam writing dates will be published in late summer 2017.

Will these exams be offered online or do I have to write in person?

The exam is currently offered in-person only. However, we are exploring the option of an online version of the exam, and will communicate more about this in early 2018.

What's on the NCSO exam?

The exam covers hazard assessments and controls, training and orientations, inspection, investigations, auditing, health and safety programs, documentation, WHMIS, adopted standards, first aid and emergency preparedness, and the Canadian Criminal Code.

The exam will include various question formats. If you will be completing ACSA's NCSO program after July 1st, 2017 you will have covered all of the material on the exam in your mandatory courses. A more detailed exam blueprint will be made available to anyone who is scheduled to write the NCSO exam.

What's the pass mark for the NCSO exam?

The pass mark will be an overall score of 75%.

Is there a fee for writing the NCSO Exam?

Not in Alberta. The exam is free when written for the first time. Other provinces may have a fee. Check with the respective provincial construction association for further details.

What are my options if I do not pass the exam?

If unsuccessful, you may rewrite the exam as soon as the next available offering. An administrative fee of \$60 will apply to exam re-writes. Unsuccessful attempts in other provinces will not affect your Alberta designation.

How long is the NCSO exam?

You will have two hours to complete the exam.

Will I have to write the NCSO exam in every province or will there be a supplemental exam to cover the differences in provincial legislation?

You only have to successfully complete the national exam once. However, each province will have their own supplemental exam covering their province's specific legislation. In Alberta, the exam in the revised Legislation Awareness (LEG) course (released September, 2016) counts as the provincial exam. Alternatively, current Alberta NCSOs may opt out of the course and simply challenge the new LEG exam.

Is there a fee for writing ACSA's Provincial OHS Exam?

Yes. The cost for completing the one-day Legislation Awareness course is \$85 (for members) or to skip the course and challenge the exam, the fee will be \$60. To inquire about challenging this exam, please e-mail ncso@youracsa.ca.

How will an employer be able to tell if I meet the new standard?

Your NCSO certificate will have the new NCSO logo with the CFCSA seal on it to show you meet the new national standard. Your Student Portal will also automatically track your progress and indicate through your transcript when you achieve the new standard requirements.

An Active list of NCSO's meeting the new standard will be published on July 1st, 2020. This time period allows for existing NCSOs to meet the new requirements. ACSA will actively promote the new Active standard through its expansive network.

How will provincial or territorial OHS legislation exams be managed?

Each province and territory will have separate exams that will test a person's knowledge of local OHS legislation. These exams will be written by anyone from outside a jurisdiction who wants to work in another jurisdiction.

For example, if you are an NCSO from B.C. who has written and passed the NCSO National Exam in B.C., but want to work in Alberta and Saskatchewan you would have to write both the Alberta and Saskatchewan OHS Legislation exams. You would not have to re-write the NSCO Exam. In Alberta, you could decide to successfully complete ACSA's OHS Legislation Awareness course instead of writing the exam.

ACSA is working on making the Alberta OHS Legislation Exam available on-line as an alternative to doing the one-day classroom course, or in-person exam challenge.

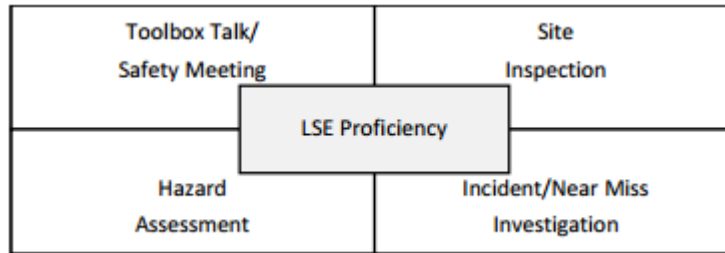


LSE Proficiency for NCSO

Submission Requirements

Submit a copy of the following:

- minutes of a **tool box/safety meeting** that you conducted
- a completed **site inspection** (including corrective action) which you conducted or where you were part of the inspection team
- an **incident or a close call investigation report** you were involved in (if you haven't been, you may submit a report for a simulated investigation scenario arising from a high-ranking hazard commonly found on your site)
- a completed **hazard assessment** (including corrective action) which you conducted or where you were part of the hazard assessment team



(It is acceptable to use a black marker to black out the names of individuals or locations on an investigation report to protect the identity of an injured party or the confidential location of an on-going project.)

Note: All four components listed above must be submitted at the same time for review as one PDF file by e-mailing ncso@youracsa.ca.

The Certificate of Proficiency will be issued after the documentation is reviewed and approved by the ACSA. All documentation submitted must:

- have been completed by you
- include your name and signature
- be in individual format (employees from the same company may not conduct an investigation as a group and then submit that same investigation for all four participants)

For further details, download the LSE Proficiency Package from our webpage, www.youracsa.ca/ncso-hsa.

ACSA Course Equivalency Application Package

If you have health and safety certifications from a recognized training agency, another provincial safety association, or from another provincial construction safety association, your training **may** qualify for equivalency status. Certification must be dated no more than 5 years ago.

How do I apply?

Please visit youracsa.ca under Courses > Course Equivalencies for a specific Gap Analysis form for the respective course you are seeking for equivalency.

Complete and submit **all** information as outlined on the Equivalency Application Form to the ACSA Edmonton office:

- payment of \$100 per equivalency request
- course Content Comparison Chart/Gap Analysis (one for each equivalency requested)
- course materials
- copy of the course certificate and/or wallet card

NOTE: *Courses taken from a member of the Canadian Federation of Construction Safety Associations (CFCSA) or from an Alberta Certifying Partner may qualify for exceptions.*

If you have any questions or concerns, please contact info@youracsa.ca



Alberta Construction
Safety Association

Join us for our annual
**NCSO Professional
Development
Conference**



March 8 - 9, 2018

Coast Plaza Hotel, Calgary

Watch our website and social media for details!

Inquiries:

ncso_conference@youracsa.ca

1.800.661.ACSA (2272)

www.youracsa.ca