

Frequently asked questions

1. What are the benefits of the NCSO™ certification?

Many employers recognize the NCSO™ Certificate as a value-added asset associated with someone who has interest in pursuing a career in health and safety within the construction industry.

- Meeting the requirements of the NCSO™ Certificate demonstrates a person's skill level, education, and work effort. The NCSO™ will be recognized province-to-province as having met the requirements of a National Standard.
- An NCSO™ are qualified to serve as COR™ Internal Auditors and Construction Health & Safety Representatives.
- The certification will make an NSCO™ more marketable to potential employers.
- Remaining current and up-to-date with industry trends and professional development will make the NCSO™ more effective at their jobs.

2. What is required to become an NCSO™?

The requirements for this program are a combination of practical health and safety experience and successful completion of the following courses:

- WHMIS
- Working at Heights – Fundamentals of Fall Prevention (as of April 1, 2015)
- JHSC Certification Part One (formerly *Construction Health & Safety Rep*)
- JHSC Certification Part Two: Construction (formerly *Sector-Specific* and *Simulated Hazard Analysis*)
- Basics of Supervising
- Basic Auditing Principles
- Standard First Aid/CPR
- COR™ Essentials
- COR™ Internal Auditor
- Introduction to Hazard & Risk Management
- Defensive Driving General

*All training records must be valid for six months from the date of application.

If you are missing your IHSA record of training, you can obtain a copy by completing a request at

https://ihsa.formstack.com/forms/ihsa_request_form_certificate_reprint

Applicants must also successfully complete:

- A "code of ethics" criteria
- A knowledge verification examination – National exam, Provincial exam, and simulated workplace assessment
- Professional development on a three-year renewal cycle.

3. What happens with the courses that have an expiry date?

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Courses with an expiry date must be valid and have at least six months of validity left at the time of application to the NCSO™ program and should not expire through the application process.

Up-to-date certificates will need to be supplied every three years for the maintenance portion of the certificate. All renewals of courses that contain an expiry date must be done in a timely fashion and evidence of their validity must be provided. Failure to do so will result in NCSO™ status becoming inactive. IHSA will also accept records of training or transcripts. Transcripts for IHSA courses can be requested through our website at https://ihsa.formstack.com/forms/ihsa_request_form_certificate_reprint

4. Will applicants receive equivalency for courses taken elsewhere?

Equivalency will be decided by the NCSO™ Committee. Completed equivalency request form and documentation must be supplied by the applicant and must include:

- A course description including total duration that meets or exceeds current IHSA requirements.
- Proof of course completion within a period of five (5) years from date of application for equivalency.
- Verification that the course was taken from a recognized institution, including but not limited to a college, university, trade school, or safety association.

Equivalency request forms can be located on our website at [ncso-equivalency-form.pdf \(ihsa.ca\)](#)

5. What is the administrative process?

The NCSO™ administrative process includes the following:

- Applications will be approved by the NCSO™ Committee.
- Applicants will be able to contact a designated administrator for questions related to the NCSO application process: NCSOAdministrator@ihsa.ca
- Applicants will be required to complete all required courses.
- Applicants will be required to complete the NCSO™ application. The form is located on our website (https://ihsa.formstack.com/forms/ncso_application_final).
- Applicants will be required to provide a résumé outlining proof of practical construction experience.
- Applicants will be required to provide proof of certificate renewals or transcripts or equivalent for relevant courses.
- Applicants will be required to complete a National exam, Provincial exam, and simulated workplace assessment.
- Applicants will be required to sign a code of ethics.
- There will be a complaints and appeals process as well as an application renewal process

6. Why is there a test component?

A test is required to align our program with the National Standard. All participants will be expected to complete a National exam, a Provincial exam and a simulated workplace assessment as part of the NCSO™ process.

Existing out-of-province applicants who have previously completed the National Exam created by CFCSA (after January 1, 2017) must provide proof of completion prior to taking the Provincial Exam. Valid documentation must be supplied by the provincial agency.

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7. What happens if someone does not pass the knowledge verification exams?

The pass requirement will be a minimum of 75 per cent. If someone does not pass the exam, they will have to re-challenge after a 90-day waiting period. If they are not successful after three tries they must start the application process all over again. However, it is important to note there will be a six-month waiting period after the third unsuccessful attempt.

8. Is there a fee to re-write the exam?

Each exam re-write is subject to a fee.

9. Where and when can applicants write the exams?

Once applications are completed and approved, applicants will be notified by the administrator via email about upcoming dates and locations in order to register for the exams.

10. Why does the applicant need to sign a code of ethics?

Many safety professional recognition certifications adhere to a professional code of conduct as a way to uphold the integrity of the performance and expectations of an individual who achieves NCSO™ Certification. Any breach of the code of ethics may result in a formal review and subsequent suspension or termination of the NCSO™ designation may occur.

The code of ethics must be included in the application package or the application will not be approved. It can be found in this package or on the [NCSO™ webpage](#).

11. Where can we direct specific questions?

- The IHSA.ca website has a dedicated web page for NSCOs: www.ihsa.ca/NCSO™
- Specific inquiries can be sent via email to NCSOAdministrator@ihsa.ca

12. How long does the process take?

The process involves the successful completion of 11 required courses, the submission of a completed application with supporting documents, two proctored examinations, and completion of the application with supporting documentation. The duration is dependent on the applicant's ability to meet the requirements specified by the certificate at the time of application and the applicant's ability to schedule their time to attend and successfully complete the required courses and administrative tasks.

13. What is the total cost?

The cost is dependent on fees that are subject to change at the discretion of IHSA. Visit our website at www.ihsa.ca for details on current pricing.

14. Why are some of the required courses related to the Certificate of Recognition (COR™) program?

The COR™ program is an evidence-based audit tool used to assess a firm's health and safety management system (HSMS) for compliance and continuous improvement. The NCSO™ plays an important role in ensuring that the HSMS is properly implemented, communicated, and measured to meet industry standards of performance. By

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completing the COR™ courses, the NCSO™ enhances their understanding and knowledge base of health and safety practices and leading indicators.

15. Is there an appeal process if equivalency is not granted?

Yes. Visit our website to review the [process for an appeal](#).

16. Are there situations where an applicant's NCSO™ status can be taken away?

A person's NCSO™ status can be revoked by IHSA upon findings as the result of an investigation from a written complaint, failure to abide by the requirements specified in the program, or a violation of conduct associated with professional ethics. Your NCSO™ status would also fail to be valid if you do not keep up with the maintenance requirements.

17. How does the applicant get equivalent NCSO™ status from one province to another?

There is a Memorandum of Understanding (MOU) between members of the Canadian Federation of Construction Safety Associations (CFCSA) that participate in the NCSO™ program. This MOU means that applicants who have received their NCSO™ status in another province and have successfully written and passed the National exam after January 1, 2017, in another province, are only required to complete the items listed below to receive their NCSO status in Ontario.

- a. Complete NCSO Provincial equivalency application with proof of NCSO status in another province.
- b. Provide valid training records for Ontario's provincial standard Working at Heights
- c. Provide valid training records for Ontario's Provincial standard Joint Health and Safety Committee (JHSC) Part 1 and Part 2 Construction
- d. The applicant will be required to challenge the Ontario Provincial exam and Workplace Assessment

17. I have already taken Construction Health and Safety Rep and/or Sector Simulated. Do I have to take the new Certification Programs (JHSC Certification Part One & Part Two)?

No you do not. These legacy programs are acceptable however exam questions are based on material in the current certification program created March 1, 2016.

18. I took my JHSC Certification Part Two in an area other than construction (mining, aggregates, transportation, etc.). Will it be accepted?

No, you need to take sector-specific JHSC Certification Part Two: Construction.

19. My courses were previously approved for the CHSO program as equivalent. Why are they no longer approved?

As part of the overall effort to create a nationally recognized program, the equivalencies for the NCSO™ program are generally more stringent than what was previously acceptable under the CHSO program.

20. I am currently not a member of IHSA, but I am working in the construction industry. Can I receive training at a member rate?

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Consideration will be sent to Management.

21. I want to make sure my application will pass the approval stage. Will you look at it before I pay the application fee?

No. IHSA staff will not review any applications until the fee is paid. There will be no review of applications prior to this. Please refer to IHSA's application submission checklist prior to submission. **Submit only documentation which is relevant to the NCSO™ program.**

22. What is the passing requirement on the exam?

Participants must achieve a score of 75 per cent in order to pass the exams.

23. One of the required courses is Defensive Driving General. Can I just show my current G-class licence that I drive with daily?

Simply showing your current G-class licence is not acceptable. You must complete the **Defensive Driving General** course or provide appropriate proof of an equivalent program. This course is available in class or via eLearning.

24. I have many years of driving experience. Why should I take a defensive driving course?

Driving-related hazards are a leading cause of fatalities and injuries in the construction sector. IHSA believes that this is an important component of the NCSO™ program. Continuing education in order to improve skills and eliminate bad habits is the cornerstone of IHSA's training philosophy. IHSA believes that everyone can benefit from additional driver training, regardless of their experience level. That is why this course is now a requirement of the NCSO™ program.

25. Do the courses for the NCSO™ have to be completed in any specific order?

Some courses must be taken in a specific order to meet pre-requisite requirements. Please review IHSA's course descriptions for additional information.

26. I am a Canadian Registered Safety Professional (CRSP). Does this exempt me from any of your criteria?

No. While the CRSP is a health and safety designation, the NCSO™ is intended to demonstrate specific health and safety knowledge and experience in the construction industry.

27. What can I do to prepare for the exam? Is a study guide available?

Yes a study guide is available. Visit the NCSO™ webpage to download the [study guide](#). You should also keep your participant workbooks from the IHSA training programs and use them to study from.

28. I have sent my application in to IHSA. How long should I expect to wait before I get notified of the status of my application?

IHSA is working as best as possible to process them as quickly as possible within four weeks of receipt of arrival. Your application must be absolutely complete, containing all supporting documentation listed in the application guide.

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If you are missing information, this will delay the processing and approval of your application and subsequently, the scheduling of exams. For a copy of your IHSA training transcript please review and submit this online form: https://ihsa.formstack.com/forms/ihsa_request_form_certificate_reprint

29. How quickly after I successfully complete the exams, will I receive notification of my successful NCSO™ status?

We anticipate your results and your certificate of successful completion will be processed within two weeks from the exam date.

30. What happens if I register to write the exams and I have to change or cancel?

Failing to show up at the appointed time will result in a charge of a \$100 cancellation fee. Registration cancellations and transfers can be done with a full refund up to ten business days before the start of the course/exam. No refunds will be given if notification is received less than ten business days before the start date. Clients who cancel programs scheduled at their facility will receive a full refund if written notification of the cancellation is received no later than ten business days prior to the program. No refunds will be made after that time. Applicants must write the exams within one year from the date of the application. Once this year is past, applications must be re-submitted including the application fee. Applicants may only attempt this process three times in one year from the time the administrator has informed the applicant that their application has been approved.

31. I am having issues with the online application portal form accepting my application, what should I do?

Check to ensure all mandatory fields are completed. Review your attachment size. The online portal will only accept attachments up to a total of 25MB per application form. File size can be greatly reduced if you save the documents in PDF.