



**Reference Guide for the  
National Construction Safety  
Officer Certificate  
(NCSO™)**

# Infrastructure Health and Safety Association National Construction Safety Officer Certificate

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# Infrastructure Health and Safety Association National Construction Safety Officer Certificate

## Introduction

IHSA's National Construction Safety Officer (NCSO™) Certificate is to recognize those who have practical construction knowledge and experience in a range of health and safety topics. With this certification, an NCSO™ can be identified as having met a specific set of criteria with regard to health and safety in construction. This makes them stand out as a valuable health and safety resource in today's busy construction marketplace.

The following NCSO™ Reference Guide provides prospective candidates with an outline of the requirements and an overview of the application process, experience requirements, and required maintenance program. As well, a list of frequently asked questions about the NCSO™ Certificate has been collected to assist applicants through the process.

Please take the time to read the entire package before beginning the application process. If you have any questions about the certificate, please contact IHSA's NCSO™ administrator at [NCSOadministrator@ihsa.ca](mailto:NCSOadministrator@ihsa.ca)

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**DISCLAIMER:** The National Construction Safety Officer Certificate is the property of the Canadian Federation of Construction Safety Associations (CFCSA) and its affiliates, of which IHSA is one. The CFCSA reserves the right to reject any incomplete or unqualified applications. IHSA also reserves the right to change or amend the procedures, courses, or requirements as it sees fit. In addition, IHSA has the right to revoke NCSO™ status in the event that circumstances arise requiring the association to do so.

# Infrastructure Health and Safety Association National Construction Safety Officer Certificate

## Overview

The objective of the National Construction Safety Officer (NCSO™) Certificate is to combine practical construction experience with a range of health and safety training. A certified NCSO™ is a valuable resource for construction firms when implementing health and safety measures, recognizing, assessing, controlling, and evaluating hazards or working toward building a strong health and safety culture. They can oversee others and provide support and advice specific to the industry and work.

IHSA offers the National Construction Safety Officer (NCSO™) Certificate to recognize those who have practical construction knowledge and experience in a range of health and safety topics. This certificate acknowledges that the individual has completed courses that are consistent in content with such certificates offered in other provinces and territories.

An NCSO™ Certificate also signifies that someone with this certification is not only qualified, but they have promised to adhere to a code of ethics and to maintain a high level of professional conduct while on the job.

In order to qualify for the IHSA NCSO™ Certificate, you must complete all requirements. At the time of application, all courses must be valid with respect to legislative requirements. All renewals must be done in timely fashion and evidence of their validity must be provided.

Upon successful achievement of the NCSO™ Certificate, you will be required to maintain all compulsory maintenance on any courses that have an expiry date. As well, you are expected to supplement your knowledge and skills by taking **Professional Development** courses. Failure to maintain these requirements will result in your NCSO™ status becoming inactive.

This package provides information on the various requirements for the certificate as well as a list of frequently asked questions. For specific information, you can contact the [NCSOadministrator](#) listed in the package. **All application forms and checklists can be found on the IHSA.ca website.**

## Objectives

The NCSO™ is intended to identify participants as individuals with a unique set of skills. These skills combine hands-on experience obtained from the construction sector with the education required to support health and safety initiatives on the job. An NCSO™ will be able to:

- Help construction managers to implement and maintain a health and safety management system (HSMS)
- Recognize, assess, control, and evaluate health and safety hazards relevant to the work
- Communicate with management, inspection authorities, and other groups on health and safety issues
- Provide workers and other workplace parties with the relevant information and skills required for safe work.

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## Application process

In order to complete the NCSO™ Certificate, participants must:

- Complete all required courses.
- Complete the NCSO™ application.
- Provide a letter from employer verifying employment
- Provide a résumé outlining in detail their proof of practical construction experience.
- Provide proof of certificate renewals or transcripts or equivalent for relevant courses.
- Complete national and provincial exams, as well as the simulated workplace assessment
- Sign a code of ethics.

Be prepared to be re-certified every three years including professional development training (as outlined in the maintenance requirements section).

Once participants have completed all of the required courses, they can apply for the NCSO™ Certificate with the application form. Participants must also submit all training records with the completed application along with documentation that proves they have completed three years of practical construction work experience within the past ten (ten years). Then they will be able to write both the national and provincial exam. (NOTE: If you have successfully written the national exam outside Ontario after January 1, 2017, you need only to successfully write and pass the Ontario portion to receive the Ontario NCSO™.)

## Application fees

	Application Fees	Maintenance Fees
Member	\$169 + HST	\$169 + HST every three years

## Required courses

All participants must complete the following required IHSA courses. Visit [IHSA.ca](http://IHSA.ca) for the most up-to-date course schedules and price listings.

### Course Name

[Basic Auditing Principles](#)

[Basics of Supervising](#)

[JHSC-Part One](#)∞

[JHSC-Part Two Construction](#)∞

[COR™ Essentials](#)

[COR™ Internal Auditor](#)

[Defensive Driving – G Class Driver](#)

[Standard First Aid/CPR](#) †

[Introduction to Hazard and Risk Management](#)

[WHMIS \(Workplace Hazardous Materials](#)

[Information System\)\\*\\*](#)

[Working at Heights – Fundamentals of Fall](#)

[Prevention](#) ∞

†This course and any other courses that contain an expiry date must be renewed as required. Up-to-date certificates will need to be supplied every three years for the maintenance portion of the certificate. Failure to do so will result in your NCSO™ status becoming inactive. In the case of Standard First Aid/CPR, a certificate from an organization

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approved by the WSIB must be produced. IHSA will accept certificates, records of training, training transcripts or equivalent. IHSA can provide re-prints of certificates from the IHSA website at:

[https://ihsa.formstack.com/forms/ihsa\\_request\\_form\\_certificate\\_reprint](https://ihsa.formstack.com/forms/ihsa_request_form_certificate_reprint)

\*\* In February 2015, the Canadian federal government introduced changes to WHMIS. There will be a transition period (until December 1, 2018) during which time IHSA's WHMIS course will teach a combination of the old WHMIS 1988 system and the new WHMIS 2015 system. After the transition period, only WHMIS 2015 will be taught and accepted.

∞ These courses must be approved by the Chief Prevention Officer of Ontario and meet the requirements as laid out in Ontario's Working at Heights Training Standard and JHSC Certification Training Standard. For this reason, no out-of-province working at heights course or Joint Health and Safety Committee certification can be accepted.

Detailed descriptions of each course and their prices are available both on the [IHSA.ca](http://IHSA.ca) website and in the IHSA Training Catalogue.

## Practical construction experience

All applicants must be able to provide a résumé and signed verification letter that they have obtained a minimum of three years of practical construction experience within the past ten years. This can be done through a signed verification letter from a direct supervisor, manager, trade union representative, current employer, or owner. Applicants will also be asked to make a declaration on their application to this effect.

Construction field experience is defined as:

*A construction worker (labourer or skilled construction tradesperson) working directly and actively in the construction field (i.e. residential, commercial, industrial, road building, pipeline construction, mobile equipment operations, etc.); or, an individual who is directly and actively engaged in safety (i.e. Site Safety Coordinator) or responsible for the supervision (i.e. Site Superintendent) the construction worker, who also works directly and actively in the construction field.*

– Canadian Federation of Construction Safety Associations (CFCSA) Memorandum of Understanding regarding NCSO™ recognition

This type of experience is found by working directly and actively in the construction sector and/or in workplaces where the Ontario Construction Regulations are applicable. **Construction experience must indicate the percentage of time in the field and list specific projects the applicant worked on.**

## Provincial and national exam

All participants will be expected to complete both of these exams as part of the NCSO™ process. The Provincial Exam has been written by IHSA and all questions will be based on information taught in all required courses under the NCSO™ certificate. The NCSO™ administrator will provide exam dates and other information, via email, once your application has been approved. If you have completed the national exam, after January 1, 2017 in another province you must submit proof of successful completion in order to not write it again. Verification of successfully completing the National Exam created by the Canadian Federation of Construction Safety Associations (CFCSA)

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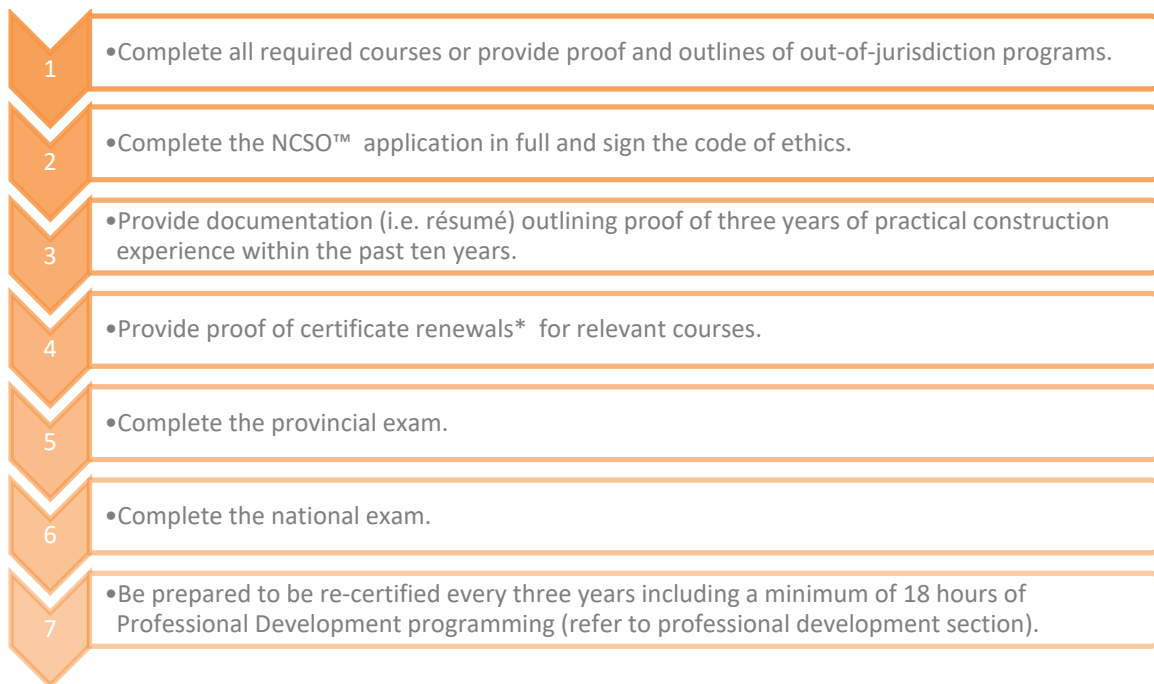
shall be submitted before taking the Provincial Exam. Applicants may only attempt the exam process **three times in one year from the time the administrator has informed the applicant that their application has been approved.**

## Application process

Applications must be completed in full for consideration. It is incumbent on the applicant to supply all required documentation. Incomplete applications will not be considered. Applicants must provide a résumé outlining proof of three years of practical construction experience within the past ten years as well as proof that courses requiring renewals are up-to-date.

Once the application has been received and approved by IHSA, applicants must then complete the national and provincial exams, as well as the simulated workplace assessment. Applicants must also be prepared to be re-assessed every three years including Professional Development programming (as outlined in the Maintenance requirements section).

The following chart outlines the process for application to the NCSO™ Certificate.



*\* IHSA will accept certificates, records of training, training transcripts or equivalent. IHSA can provide re-prints of certificates from the IHSA website at:*

[https://ihsa.formstack.com/forms/ihsa\\_request\\_form\\_certificate\\_reprint](https://ihsa.formstack.com/forms/ihsa_request_form_certificate_reprint)

## Re-certification or renewal process

Every three years, an NCSO™ will be required to complete a renewal process on or before the anniversary date on the original NCSO™ certificate. All applicants must be able to demonstrate:

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- Proof of renewal of any courses that have expired
- Completion of a renewal application
- An up-to-date résumé
- Appropriate proof of completion of maintenance courses (as outlined in the Maintenance requirements section)
- **A letter from the employer on company letterhead stating that the applicant is still working in the construction industry.**

Once the appropriate documentation has been completed, it can be submitted to the NCSO™ administrator. 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.

## Equivalency

If you have some health and safety training from a recognized training agency or educational institution, Prevention Office-approved training provider, another provincial health and safety association, or from another provincial construction safety association, your training **may** qualify for equivalency. **There is no guarantee that training from other jurisdictions or training bodies will be accepted.** Proof of completion of these courses must be provided at the time of application. All applications for equivalency will be subject to approval from IHSA. For out-of-province or non-IHSA courses, applicants will have to submit course outlines that specify the learning outcomes, durations, results etc. You must complete the equivalency exemption form for each course.

Submit the following documents to verify equivalency:

- 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.

## Appeals process

Anyone who is not successful in the process to become an NCSO™, does not receive a course equivalency, or provides proof of a maintenance course that is not accepted, has the right to appeal this decision. Only written submissions that include all required information using an ***IHSA–NCSO™ Appeals Form*** is acceptable for an appeal to move forward. **Copies of the appeal will remain in a central file at IHSA Head Office.**

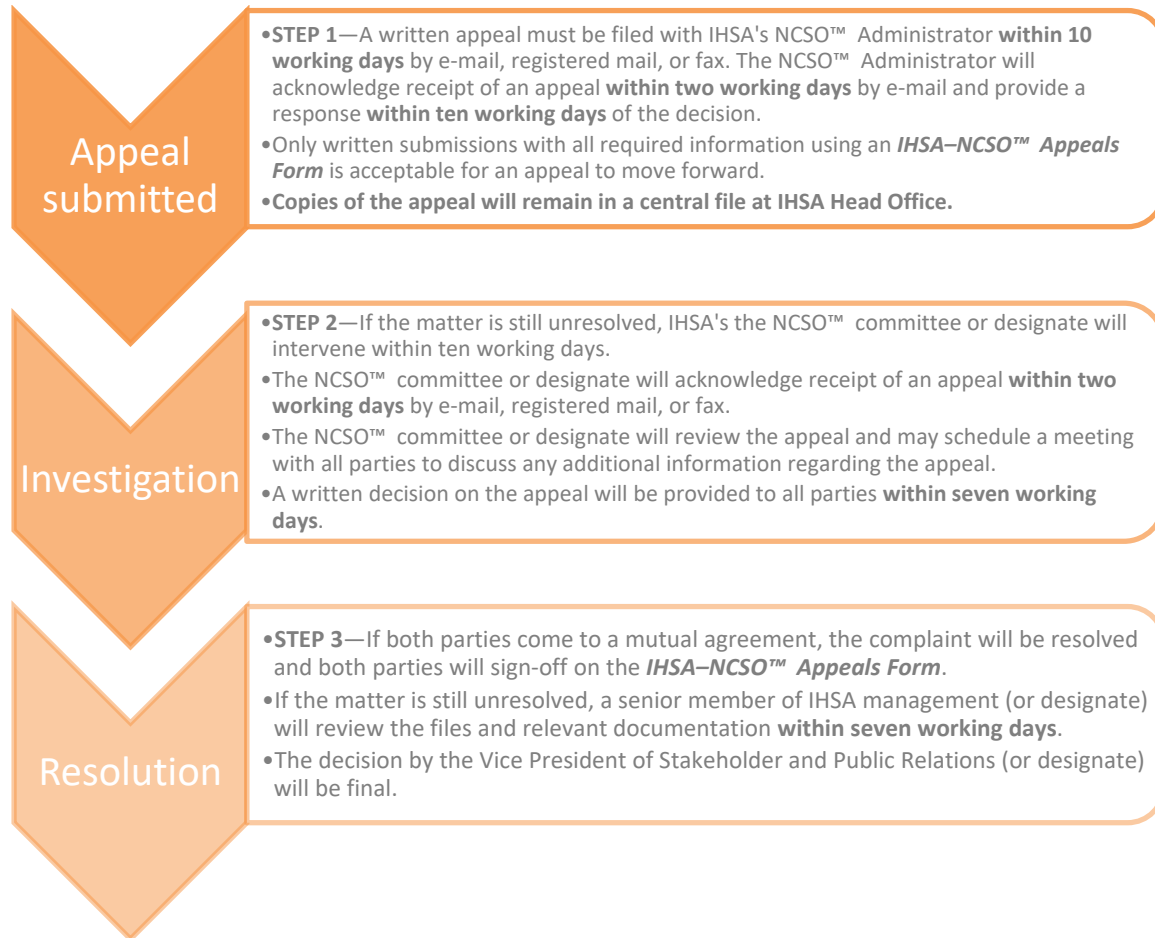
The NCSO™ administrator will respond to any appeal requests within two weeks of receiving the appeal form. If the appeal is unresolved at this level, the NCSO™ committee or designate, will intervene within two weeks of this time. A consultation meeting with all parties may be held to discuss the outcome.

A written decision on the appeal will be provided to all relevant parties within ten working days of this event. If a mutually satisfactory agreement has been reached to resolve the appeal, both parties will acknowledge the agreement by signing the NCSO™ Appeal Form. If a mutually satisfactory resolution has not been reached, a senior member of IHSA management (or designate), will review the files and relevant documentation within seven working days. The decision by the Vice President of Stakeholder and Public Relations (or designate) will be final.

For specific details, please review the appeal process flowchart below.



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## NCSO™ Review Process

As part of the application process, all initial NCSO™ applications will be reviewed by the NCSO™ Administrator. The administrator will review and approve or reject applications based on the documents received. Those who submit incomplete applications will be notified via email requesting any missing documentations. Please allow at least ten working days for this process. Questionable applications will be forwarded to a review committee for a decision. The review committee will meet on a regular basis to review applications.

## Maintenance requirements

In today's ever-changing business environment, it is essential to maintain a competitive advantage and learn the necessary skills to improve your marketability. IHSA has added the requirement of additional professional development courses as part of the maintenance process of the NCSO™ certificate.

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## Education

Part of the NCSO™ certificate involves a comprehensive maintenance program. This is intended to demonstrate that the NCSO™ is not only qualified but also maintains a continuous process of professional development. The maintenance program consists of two components:

1. Renewal of the required certifications that have an expiration date
2. Completion of ongoing professional development courses.

Ongoing professional development must be demonstrated beyond the required courses. A total of 18 hours must be accumulated (any number of courses can be taken as long as the time completed amounts to 18 hours) and must be taken within three years of receiving the NCSO™ Certificate or last renewal. These courses must be in line with the competencies set out by the other courses in the NCSO™ Certificate or must enhance the working skills of an NCSO™. For specific details on maintenance hours, please see the Maintenance FAQ document.

In order to satisfy the maintenance requirements, an application form must be submitted along with the maintenance fee and both of the following.

1. A course outline, providing details on the course curriculum and objectives of the professional development courses
2. Proof of completion of the courses that includes the date, instructor, and location.

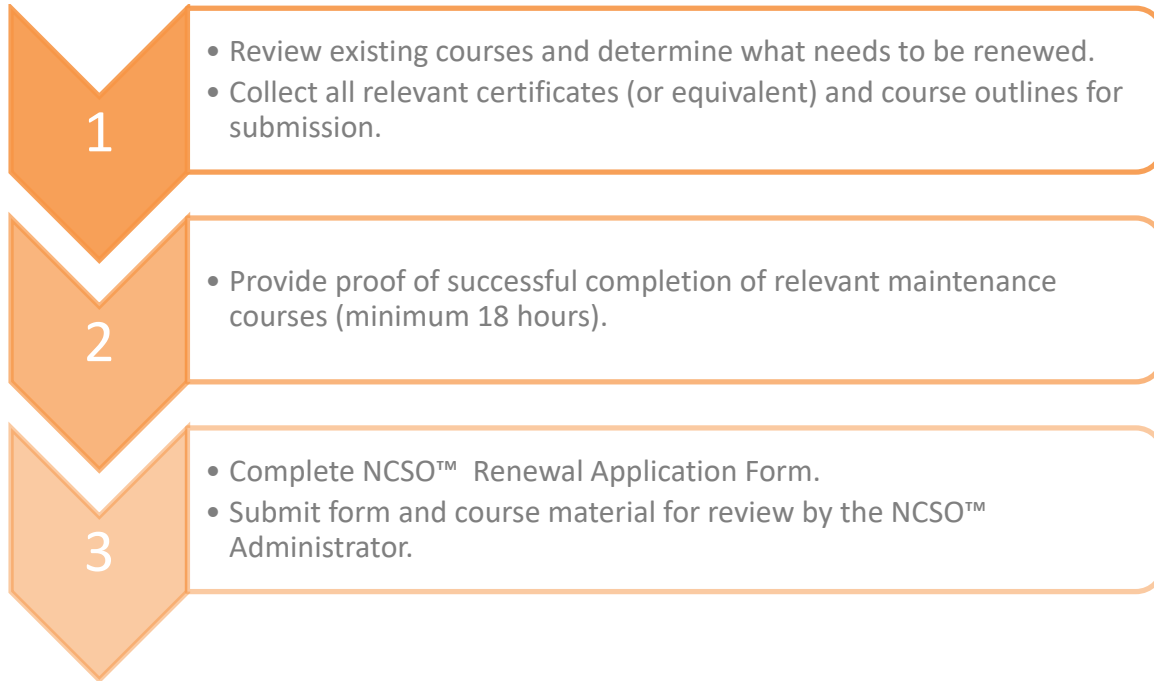
All courses submitted for the maintenance component will be subject to approval and verification.

Reminder: Working at Heights, Standard First Aid, and Joint Health and Safety Committee (JHSC) Level 1 after 2016 must be renewed and up-to-date for renewal. All of these must have no less than six months left before expiry in order to successfully be accepted for renewal.

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## Maintenance flowchart

The following chart outlines the process for the maintenance portion of the NCSO™ Certificate.



## Privacy and confidentiality

IHSA collects, stores, and uses information provided by applicants in accordance with IHSA's Privacy Policy. This information is collected solely for the NCSO™ Certificate and will not be shared with any outside organizations. The information will be stored in accordance with relevant laws and guidelines.

All applications, certificates, records of training or equivalents, and supporting documentation are strictly confidential and kept on file with IHSA for a minimum of three years. This documentation will not be released to anyone except as outlined above or as legally required.

IHSA will not disclose any information obtained through the application process without the expressed written permission of the applicant.

**Disclaimer:** All applications must be completed in full. Any incomplete application will be returned. The names of successful NCSO™ applicants may be posted on the IHSA website. If you any questions about this please contact the NCSO™ Administrator.

# Infrastructure Health and Safety Association National Construction Safety Officer Certificate

## 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](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](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](mailto: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](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™](http://www.ihsa.ca/NCSO™)
- Specific inquiries can be sent via email to [NCSOAdministrator@ihsa.ca](mailto: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](http://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](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.