

**As of January 10, 2018, the IEC will be offering Working at Heights Refresher Training.**

**To register, participants must present their CPO-issued proof of completion card for their original WAH training.**

## **Frequently Asked Questions (F.A.Q.)**

Effective April 1, 2015, the Ontario Ministry of Labour (MOL) standardized fall protection training across the province. This standard lays out minimum learning outcomes for Working at Heights (WAH) training programs in Ontario which includes initial 8-hour training and a 4-hour refresher program. Working at Heights programs must be approved by the MOL and must be delivered by a training provider approved by the MOL.



Workers who have previously successfully completed a MOL-approved working at heights training program are eligible to take refresher training.

### **Q: When do workers need refresher training?**

**A:** Working at heights training is valid for three (3) years from the date of successful completion of an approved program. In order to maintain the validity of training, learners must take refresher training within three (3) years of the date of successfully completing an approved working at heights program.

### **Q: Who can take refresher training?**

**A:** Any worker who had previously successfully completed an approved working at heights program.

### **Q: What training topics and information will be included in an approved working at heights refresher training program?**

**A:** The refresher training must meet the learning outcomes of Module 2: Practical of the Working at Heights Training Program Standard. This includes:

- Legislative/ regulatory updates
- Safety procedures for warning methods, physical barriers, and safety nets
- Safety procedures for work positioning systems, work access equipment and platforms
- Fall arrest forces
- Proper selection and use of anchor points
- Introduction and practical use of fall arrest equipment
- Purpose and components of a rescue plan

**Q: Do workers need to take refresher training with the same approved training provider that they completed their working at heights training**

**A:** No, workers can register to take their refresher training with any CPO-approved training provider. A list of approved training providers can be found on the MOL's website:  
[https://www.labour.gov.on.ca/english/hs/wah\\_providers.php](https://www.labour.gov.on.ca/english/hs/wah_providers.php)

**Q: Is the IEC an approved training provider for working at heights refresher training?**

**A:** Yes! On Wednesday March 4<sup>th</sup>, 2015, the MOL officially approved the IEC's Working at Heights course following a class and equipment audit held on February 26<sup>th</sup>, 2015. The IEC is an MOL Accredited Training Provider for both Working at Heights and Working at Heights Refresher Training.

**Q: How can lost proof of training cards be replaced?**

**A:** Learners who have lost their CPO issued proof of training card can request a replacement card by calling the Ministry of Labour Contact Centre at 1-877-202-0008.

**Q: If I took an approved working at heights course over 3 years ago can I still take the refresher training?**

**A:** Yes, workers who do not complete refresher training within three (3) years may take it at any time after this three (3) year period to renew its validity. Workers who do not have valid working at heights training will be unable to work at heights on construction projects in Ontario.

**Q: How long is refresher training?**

**A:** The IEC's Working at Heights Refresher program is 4.5 hours long. This complies with the minimum requirements outlined in the Ministry of Labour's WAH Training Program Standard.

**Q: What is the expiry date on the WAH refresher training?**

**A:** The training is valid for three years from the date of successful completion of an approved program.