



## 2019 Annual General Meeting

### Minutes of Meeting

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**Date/Time: September 26<sup>th</sup>, 2019**

**Location: CNRL Office – Home Oil Tower 324 8<sup>th</sup> Ave SW, Calgary AB**

*Check in at 18<sup>th</sup> floor reception, meeting room is HOT 1860, on the same floor. Call Laura Ritchie if any questions / concerns 403 969 0186*

*There will be no phone-in option. Minutes will be emailed to members after the meeting and posted on the following link: <http://www.safetycodes.ab.ca/Organizations/Accreditation/Pages/AACA.aspx>*

#### **1:00 PM Association Business (Meeting Kickoff at 1:04)**

- Sign in and new member applications
  - Introductions
    - Bert Neish (Chairman)
    - Gary Haynes (Secretary)
    - Laura Ritchie (Director at large)
    - John Dickason (Director at large)
    - Michael Wilson (Director at large)
  - Distribution of Agenda
  - Safety Moment
    - Michael Wilson presented on raking of leaves and how to avoid twisting keeping your body in good positions, do some stretching at the start and wear gloves
- **Association Business**
  - Review and adoption of 2019 Agenda
    - Ken Kozak from MEG made a motion to accept, Ryan Carroll for the 2<sup>nd</sup> and carried
  - Review of 2018 AGM Minutes for possible amendments and adoption
    - Motion to accept done by Michael Wilson, and Aryn Mything from MEG 2<sup>nd</sup> and carried.
  - Receive Financial Statements for 2018
    - Motion to accept, Denis Hutchins, Ryan Carroll 2<sup>nd</sup> and carried
  - Waive requirement to appoint an independent auditor
  - Nominations and elections of Board Positions to be an AACAA director
    - Encana, Shell and Suncor have all indicated that they are willing to hold their seats.
    - Motion to close the floor to new by Ken Kozak from MEG.
    - Encana, Shell and Suncor were acclaimed.
  - Bylaw Updates
    - Bylaw questions

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- Motion to have the board make suggestion of changes to the bylaws, forward out to the members for review and comment, and bring forward for final approval at the next AGM. Motion to accept by John Dickason, 2<sup>nd</sup> Ken Kozak 2<sup>nd</sup>, and it was carried
- 
- **Committee Updates**
  - Technical Sub-Council
    - Pressure (Greg Gaudet represents AACA through the Heavy Oil and Oil Sands industry segment)
    - Gas – sub-council voted in favor to include AACA at their Sept 21 2017 meeting. AACA was approached for a nominee and selected Randy Saunders from Nova. All changes to the policy manual including the sub-council member matrices were then put on hold internally at the SCC. No further updates.
      - Laura gave an update is that SCC board has approved the seat as of Sept 2019. AACA will be awaiting the final job description from SCC technical subcommittee.
    - Electrical – sub-council voted in favor to include AACA at Sept 25 2017 meeting. No nominations or further action yet due to SCC policy update.
      - Laura gave an update is that SCC board has approved the seat as of Sept 2019. AACA will be awaiting the final job description from SCC technical subcommittee.
    - Buildings – sub-council voted in favor to include AACA at Nov 16 2017 meeting. No nominations or further action yet due to SCC policy update.
      - Laura gave an update is that SCC board has approved the seat as of Sept 2019. AACA will be awaiting the final job description from SCC technical subcommittee.
      - Fire - Laura gave an update is that SCC board has approved the seat as of Sept 2019. AACA will be awaiting the final job description from SCC technical subcommittee.
  - **AACA Working group Updates**
    - Buildings – Laura Ritchie (CNRL)
      - No working group meeting, Laura put out a call for interest in any companies who may want to join the building working group
    - Electrical – Ryan Carroll (CNRL)
      - No working group meeting held, Ryan will be putting out a call for members,
      - Dennis Hutchins suggested making these working group meetings in the first and 2<sup>nd</sup> quarter. The suggestion is just to pre-book some time.
    - Gas (Open for a chair)



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- No Updates
- Fire – John Dickason from Suncor has nominated Mike Bradford from Suncor as the chairperson.
- **New Business**
  - Numerous discussions around the LEMS program, some accredited corporations are not sure how to interpret this information. James Orr will talk to some of this.
  - Motion to close the meeting 1:53 by Ken Kozak, 2<sup>nd</sup> by Michael Wilson

#### 1:50 PM BREAK

#### 2:00 PM

- **Alberta Municipal Affairs Presentation – James Orr, Director, Standards Development**
  - Province-wide variance for gas, engineer authentication at oil and gas production facilities (July 2019, posted); and
    - LEMS is a reversal according to James. The LEMS program is effectively over. Municipal Affairs will not be taking any action past the Jan 1 2020 deadline.
    - There is more than one path to compliance, James mentioned
    - LEMS was a single path to compliance via IB/CB.
    - James made it clear to follow the guidance in the variance. All 6 items listed in the variance are key. Jurisdiction on qualification of the engineer falls under APEGA not AMA.
    - In the LEMS notice, where it references *authority having jurisdiction*, this means either a Corporation accredited in the Gas Discipline, or the local Municipality. (Defaults to the Accredited Corporation in the event of an overlap.)
    - Operating companies with non-compliant/non-approved equipment remaining are responsible to develop plans for compliance. Approval of these plans stays within the operating company's management.
    -
  - Province-wide bulletin on the application of variances (August 2019, posted)
    - Issues to remind what a variance is and what the interpretation of a variance.
    - A variance can be used towards anything, in the act. Alternative to the prescribed rules can be used for innovation. This notice formalizes details, it is not to correct errors but facilitate construction alternatives.
    - It does not change the code, the SCO does not create the variance, it is the proponent of the variance, and the SCO can only approve the variance.
    - John asked if you completed a risk assessment on a variance and the risk level did not go up or down, then it is approximately equal, is this acceptable to move forward with a



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variance, James said AMA is mostly concerned with the outcome of the variance not on the details that came up behind the variance.

- James mentioned that historically a variance could only be issued as a site-specific variance, and this was interpretation of the act and this was wrong. The act does not specify if you can issue a variance for more than one thing or not. Interpretation is now that an SCO can issue a variance for a corporation wherever they have care and control and it may be province wide. This is for all disciplines.
- If there are overlap concerns with using a variance between a municipality and a corporation this can only be solved by the minister.
- Currently there is no appeal of a variance, this is still in discussion, SCO has no authority to change a variance. A variance though issued in bad faith removes backing of the act and opens the corporation, SCO etc. to negligence.
- Additional training is coming for variances from AMA.
- Starting this fall, Gas SCO's should be able to issue gas variances for distance measurements, and in 2020 issue variances for products and equipment. (A scope previously reserved for the Gas Technical Administrator.)

**3:00 PM**

- **Safety Codes Council Presentation – Peter Thomas, Administrator of Accreditation**

- The group provided Peter feedback that the QMP should remove the requirement for going to the technical administrator for the discipline when attempting to resolve disputes. The technical administrator should only be used for information.
- QMP signoff is being simplified, when small changes are made this will not require senior management signoff; can be signed by the QMP Manager.

**4:00 PM END**



## **Corporate Financial Statements for the Fiscal Year Ending Dec 31, 2018**

January 3, 2019

1. The Association of Accredited Corporations of Alberta (the "corporation") does not charge dues and collects no revenue of any kind from any source. Member corporations pay for their employee's time and expenses.
2. The corporation does not have any expenses of any kind. The corporation does not pay any sums to members for their time or expenses.
3. The corporation does not have a bank account, is not registered for Goods and Services Taxes or Payroll Taxes and does not file an annual tax return.

The corporation has zero revenue and zero expenses and does not prepare Corporate Financial Statements.

This document is in lieu of any actual Corporate Financial Statements for fiscal year 2018

**The Association of Accredited Corporations of Alberta**

A handwritten signature in black ink, appearing to read "Robert Neish", is written over a horizontal line.

Robert Neish CME

Chairman of the Board of Directors

## Pressure Equipment Sub Council (PESC) Update – 2019

The PESC has been actively involved in working with ABSA to ensure that the Pressure Equipment Safety Regulations (PESR) are current and relevant. We are also active in reviewing and providing recommendations on Code interpretations. Some of the areas of focus in the past year have been;

1. Review of the Fernie Curling rink incident which resulted in 3 fatalities and an evacuation of part of the town. The PESC is providing recommendations for potential updates to help avoid a similar incident in Alberta. Some of the issues include;
  - a. Mechanical joints, now covered more extensively in CSA pressure equipment codes
  - b. Building construction requirements, such as equipment room doors and vent locations
  - c. Lack of procedures
  - d. Qualifications and training of personnel
  - e. Inspection requirements

It should be noted that ABSA has proactively visited almost every curling rink and ice arena in the province to promote safe operation of these facilities.

2. Review of P91 material requirements. P91 is a common grade of piping used extensively throughout the power plant industry. Industry has experienced premature failures which has led to reduction in code allowables, resulting in huge issues in replacement of existing materials. A PESC sub-committee, with representatives from industry and regulators, authored a document, AB-536, issued by ABSA. This was the basis of new Information Bulletins issued by ABSA.
3. Fitness for Service requirements were published in 2018 as AB-535. This document provides direction in the use of fitness for service assessments and how it may affect pressure equipment registrations.
4. Engineered Pressure Enclosures (EPE), AB-521, was issued in July of 2019 to provide direction regarding temporary repairs commonly utilized in the pressure industry.
5. AB-531 was issued in April, 2019 to outline quality plan requirements for pressure piping.

The PESC has only had three meetings so far in 2019, one had to be cancelled due to being able to make a quorum (I was one of the 5 that had committed to attending). Unfortunately, I had to miss the March meeting though due to a personal commitment.

The PESC has had some changes as Izak Roux, the previous Chair had to step down as his tenure with the council had ended, he had served the maximum of three terms of three years. Henry Hau stepped up as Chair and David Miller and Geoff Kutz were elected as Vice Chairs.

The PESC has also formed 4 Working Groups in order to solicit input from industry. They are;

- Pressure welders
- Power Engineers Working Group
- In-Service Inspections Working Group
- Codes and Standard, Design Survey/Registration and New Inspection Working Group

I have been acting as chair for the Codes and Standards group for the past year. The group, first was tasked with defining the terms of reference, essentially a charter. Since then there have been three

meetings with good attendance from industry. CNRL (myself) and Syncrude (Brian Lade and one other) were represented. The group has had discussions and input into;

- Application of new codes CSA B51, B52
- ASME Section 4
- ASME Section 8, Div. 1
  - Clarification of use of Design by Analysis requirements
  - Applicability of proof tests in lieu of calculations
  - Fatigue analysis requirements
  - Wind/seismic loadings used in vessel design
  - Application of User Design Specification “UDS”, especially in relation to Zick Analysis
- EPE requirements application
- FFS requirements
- Finite Element Analysis requirements, requirement for two methods of analysis reduced to only one code approved method
- P91 material requirements
- Low temperature impact test requirements for carbon steel
- Professional Engineer definition. PESR requires a professional engineer to be registered in North America, which seems to contradict the APEGA act.

Since joining the PESR in March, 2018 I have been an active member and have tried to represent the concerns of the Oil Sands industry as well as possible. I have been able to get support from some key members of industry on the Working Groups and have participated in the In Service Inspectors Group as well as the P91 working group. I appreciate the opportunity to serve on this committee and look forward to being able to have the opportunity to continue serving. I will also try to provide updates on meetings as they occur.

# Notice

## Legacy Equipment Management System Termination

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**Discipline** Gas  
**Date Effective** January 1, 2020

This Notice is to inform the Alberta Oil and Gas Industry of the termination of the Legacy Equipment Management System (STANDATA G-02-14[Rev 2]) on **January 1, 2020**.

**Summary** Municipal Affairs is not extending the voluntary program for management of registered legacy equipment. In the event that some equipment is recently acquired or recently evaluated and determined to be non-compliant, the operating company should work with third-party approval authorities, or engineers utilizing the province wide variance (STANDATA VAR-GAS-03-19) and the authority having jurisdiction (AHJ).

The legacy equipment management program provided additional time to upgrade existing non-compliant equipment to the minimum requirements of the applicable gas codes. A final report is expected from participating companies. This continues to be a voluntary program; equipment may be removed from the program at any time by notifying Municipal Affairs. Operating companies are required to have documentation that non-certified gas-fired equipment comply with codes and regulations applicable at the time of construction. Any equipment that historically was identified as exempt, met prescriptive requirements of the codes, regulations, and/or province wide variances continues to be compliant.

Documentation must be provided, upon request, to the AHJ confirming registration of equipment with a third party inspection body, or an engineer under the province wide variance. Without sufficient documentation the equipment may be deemed non-compliant and further action may be taken.

All appliances and equipment utilizing gas as a fuel shall be certified or approved as required by section 3 of the Gas Code Regulation and applicable province wide variances.

### Additional Notes

Under the *Safety Codes Act* it is the responsibility of the owner, or owner's representative, to ensure that the design, installation and operation of equipment comply with the specified Acts and Regulations.

Link to Legacy Equipment Management Standata –  
<http://www.municipalaffairs.alberta.ca/documents/G-02-14-Rev2-LEMP.pdf>

For more information, please call 1-866-421-6929



# GAS CODE REGULATION VARIANCE



July 2019

VAR-GAS-03-19

Page 1 of 3

## ENGINEER AUTHENTICATION AT OIL AND GAS PRODUCTION FACILITIES

### PURPOSE

To provide an alternative solution to the requirement under section 3 of the Gas Code Regulation for gas-fired equipment used in process applications at oil and gas production facilities to be tested, certified or inspected and accepted by a certification body or inspection body accredited by the Standards Council of Canada. This variance will expire if the option for engineering field approval is adopted into the next update to the gas code regulation.

### DISCUSSION

Province-wide variances for non-certified gas-fired process equipment to be approved by registered engineering professionals have been issued by the Provincial Gas Administrator since 2004. While compliance to section 3 of the Gas Code Regulation is a minimum requirement, the *Safety Codes Act* supports objective or performance based approaches to compliance through the application of a variance under section 38 of the *Safety Codes Act*. A variance provides approximately equivalent or greater safety performance for any thing, process or activity to which the *Safety Codes Act* applies. Regulations, codes and standards under the *Safety Codes Act* are not changed by the issuance of a province-wide or site-specific variance. The variance allows for an option or alternative solution to the prescriptive requirements of the *Safety Codes Act*, which include regulations, codes and standards.

A province-wide variance involving the practice of engineering is also a matter for the Association of Professional Engineers and Geoscientists of Alberta (APEGA) to take into consideration as the practice of engineering is a self-regulated profession governed by APEGA. The references to APEGA's authentication standard as a condition of this variance is a substantive basis for this variance providing approximately equivalent or greater safety performance.

### APPLICATION

This variance applies to all non-certified gas-fired equipment used in process applications at production facilities such as petroleum refineries, petrochemical plants and upstream oil and gas sites. This variance is not applicable to gas-fired appliances installed in control rooms, warehouses, corporate offices, gas stations and other non-process buildings. The installation of heating, ventilation and air-conditioning (HVAC) gas-fired appliances in any of these areas shall meet the requirements of the *Safety Codes Act*.

The use of this variance does not relieve a person from the regulatory duty under the *Safety Codes Act* to report an accident involving a fatality, injury or property damage involving gas installations or equipment.

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Issue of this STANDATA is authorized by  
the Provincial Gas Administrator

*[Original Signed]*  
Sidney Manning



A person who knows of a fatality or injury involving a gas installation or gas equipment; or property damage estimated to exceed \$250, if it is caused by fire or explosion; or an accident involving a gas installation or gas equipment where the accident results in injury to a person that requires professional medical attention, must notify a safety codes officer for the gas discipline of the circumstances and details of the accident. The safety codes officer is also required to notify the Provincial Administrator for the gas discipline of these incidents.

**Gas Code Regulation (AR 111/2010):**

**3(1)** No person shall manufacture, install, sell or offer for sale any equipment related to gas systems for use in Alberta unless the equipment has been

- (a) tested and certified by a certification body accredited by the Standards Council of Canada, or
- (b) inspected and accepted by a certification body or an inspection body accredited by the Standards Council of Canada, and the equipment bears evidence of having been accepted in the manner authorized by the certification body or inspection body.

**VARIANCE**

This variance provides approximately equivalent or greater safety performance with respect to persons and property as that provided for by the *Safety Codes Act* and section 3 of the Gas Code Regulation. This variance does not make or imply any assurance or guarantee with respect to life expectancy, durability or performance of any thing, process or activity to which this variance applies.

Where non-certified gas-fired equipment used in process applications at production facilities such as petroleum refineries, petrochemical plants and upstream oil and gas sites is authenticated by a professional engineer or permit holder authorized to engage in the practice of engineering under the Alberta *Engineering and Geoscience Professions Act*, the authenticated thing, process or activity is considered to provide approximately equivalent or greater safety performance subject to the following conditions:

- 1) The thing, process or activity is authenticated in accordance with the Association of Professional Engineers and Geosciences of Alberta (APEGA) professional practice standard for authentication of professional work products.
- 2) The engineered designs are for new equipment and the alteration, repair, relocation or removal of existing equipment for all heat inputs for which there is no certification.
- 3) The designs of the professional engineer include a risk based assessment related to the objectives of existing codes to provide approximately equivalent or greater safety with respect to persons, property and integrity of equipment;
- 4) All components are evaluated by a professional engineer include an assessment for conformance with industry-recognized published standards, process and performance requirements, and accepted test reports, or have a history of demonstrated successful performance;

- 5) The gas-fired process equipment displays a valid and permanent label (rating plate) and the equipment is appropriately documented with an engineering report describing the design and the operational and safety characteristics of the equipment;
- 6) Records to support the application of this variance for any thing, process or activity (i.e. equipment) shall be maintained by the owner for the life of the appliance and made available upon request.

This VARIANCE is applicable throughout the province of Alberta.

# NOTICE

## Variations

### Variations under the Safety Codes Act

A variance is a power exercised by a safety codes officer or an Administrator under the *Safety Codes Act* (“Act”), which provides approximately equivalent or greater safety performance to persons and property as provided by the Act. The Act includes all regulations, codes, standards and rules in force under the Act. It is an expectation that safety codes officers (SCO) who have the power to issue a variance will consider and evaluate a request for a variance. Section 38 of the Act states:

“38(1) An Administrator or a safety codes officer may issue a written variance with respect to any thing, process or activity to which this Act applies if the Administrator or officer is of the opinion that the variance provides approximately equivalent or greater safety performance with respect to persons and property as that provided for by this Act.

(2) An Administrator or a safety codes officer may include terms and conditions in the variance.

(3) A safety codes officer on issuing a variance shall notify an Administrator.

(4) The *Regulations Act* does not apply to variations issued under this section.”

A variance does not “change code” and it is not a relaxation of the Act. A variance provides an alternative to any thing, process or activity regulated under the Act. The prescriptive rules remain in place as a benchmark from which a variance may be developed. Anything that is not regulated by the Act cannot be the subject of a variance. Regarding the process for a variance, the person proposing the variance is responsible to provide evidence to the SCO that the variance would provide “approximately equivalent or greater safety performance with respect to persons and property as that provided for by this Act”. It is not the SCO’s responsibility to develop the variance or the evidence to support a variance.

With this understanding of a variance, safety codes officers should exercise all due diligence when issuing variations for which there is no recognized standard or for innovative materials, products and systems that are not listed by a recognized evaluation service such as the Canadian Construction Materials Centre (CCMC), or in accordance with the Association of Professional Engineers and Geosciences of Alberta (APEGA) professional practice standard for authentication of professional work products.

### Why issue a variance?

The Government of Alberta created the authority to issue a variance under the Act in recognition that a thing, process or activity may meet or exceed safety outcomes but not be in strict accordance with the regulations, codes, standards or other rules under the Act. Over the past few decades, jurisdictions around the world including Canada have seen the introduction of objective based and performance based codes that allow for a variance or alternative solution to meet the safety objectives of the construction and installation codes. A variance to a prescribed rule recognizes that there are often multiple ways to achieve compliance or meet the safety objective of the regulations, codes or standards.

### May a variance be issued for more than one thing, process or activity at a time?

Yes. Historically, a safety codes officer within their jurisdiction issued a variance that was site specific only. Section 38 of the Act is quite broad in application and does not place restrictions on whether a

August 1, 2019

For further information contact Municipal Affairs, Public Safety Division  
toll-free at 1-866-421-6929.



variance can be issued for a specific site or for multiple sites for the same thing, process or activity or with the same conditions. Therefore, a safety codes officer designated with a variance power and employed by an accredited municipality, an accredited region services commission or an accredited corporation may issue a variance for the same thing, process or activity for multiple sites within their jurisdiction. Safety codes officers for accredited agencies may also issue a variance for multiple sites within the jurisdiction of the accredited organization for which they provide services.

### **What is the role of accredited municipalities, corporations and agencies with respect to variances?**

An accredited body may manage variance issuance, including having policies and procedures for the administration of variances, provided the accredited organization does not interfere with or hinder a safety codes officer in the exercise of the officer's power when issuing a variance.

### **Which Administrator should receive a copy of a variance?**

The *Act* requires that an Administrator be notified when a safety codes officer issues a variance. A copy of the variance is to be sent to the Administrator of Accreditation with the Safety Codes Council. The Administrator will then add the variance to the Council's variance registry system. Do not provide a copy to the Provincial Technical Administrators at Municipal Affairs.

### **What should be documented in a variance?**

The Safety Codes Council currently provides a template for variances on their website. A revised template and updated training delivered through the Council will be developed at a later date to provide guidance for safety codes officers that aligns with this document.

### **Does an SCO have authority to review a variance proposed by a registered professional architect, engineer or other member?**

Yes. An SCO's responsibility is to ensure the proponent confirms that a proposed variance will provide approximately equivalent or greater safety performance to that of the *Act* including applicable regulations, codes, standards or other rules under the *Act*. It is the professional member's responsibility to demonstrate to the SCO that their proposed variance or alternative solution meets the objectives of the codes and provides approximately equivalent or greater safety performance. While the professional and the SCO may engage in constructive discussions respecting the proposed variance based on their experience and knowledge of the codes, the SCO may not engage in the practice of engineering or architecture by substituting their own design proposals for that of the professional member's proposed solution, even if that SCO is a registered professional member.



**Safety  
Codes  
Council**

# **2019 AACCA Annual General Meeting**

September 26, 2019

Peter Thomas  
Administrator of Accreditation

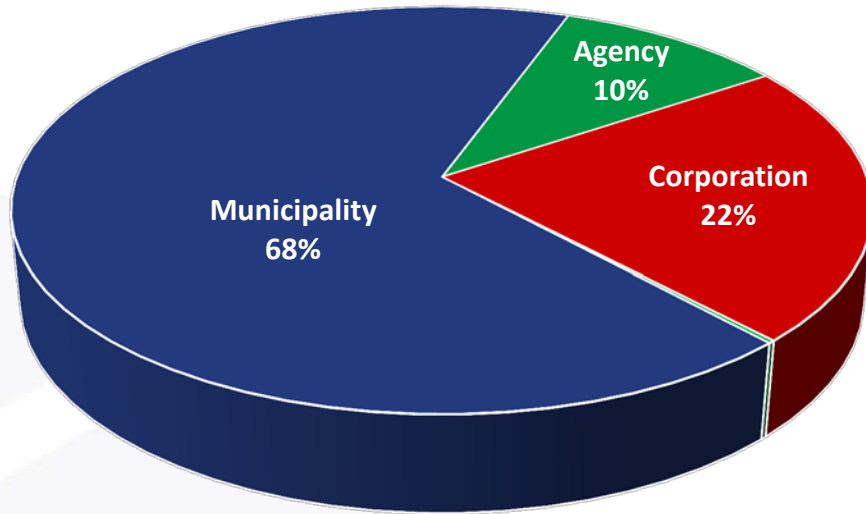
[www.safetycodes.ab.ca](http://www.safetycodes.ab.ca)

 @SafetyCodesAB

# Presentation Overview

1. Accreditation Status
2. Partnerships
3. Service Delivery
4. Education
5. Questions & Discussion

# Accredited Organizations



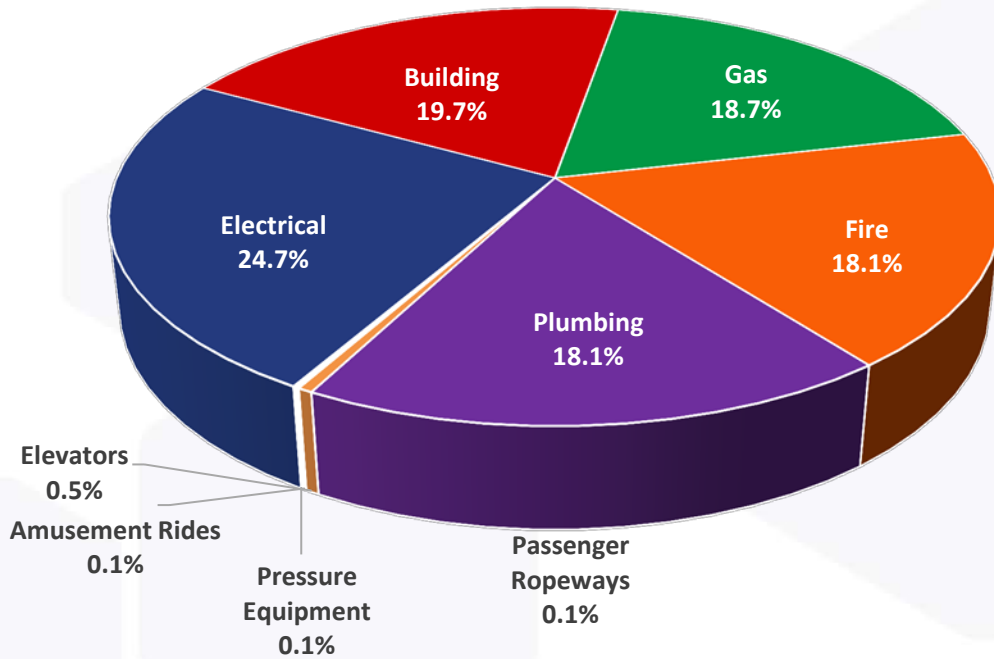
Type	Total
Agency	46
Corporation	102
Regional Commission	1
Municipality	308
*Joint	40
<b>Total</b>	<b>457</b>

- ↓ Decrease in total number accredited organizations 462 to 458
- Agency accreditation from 51 to 46



# Accreditation by Discipline

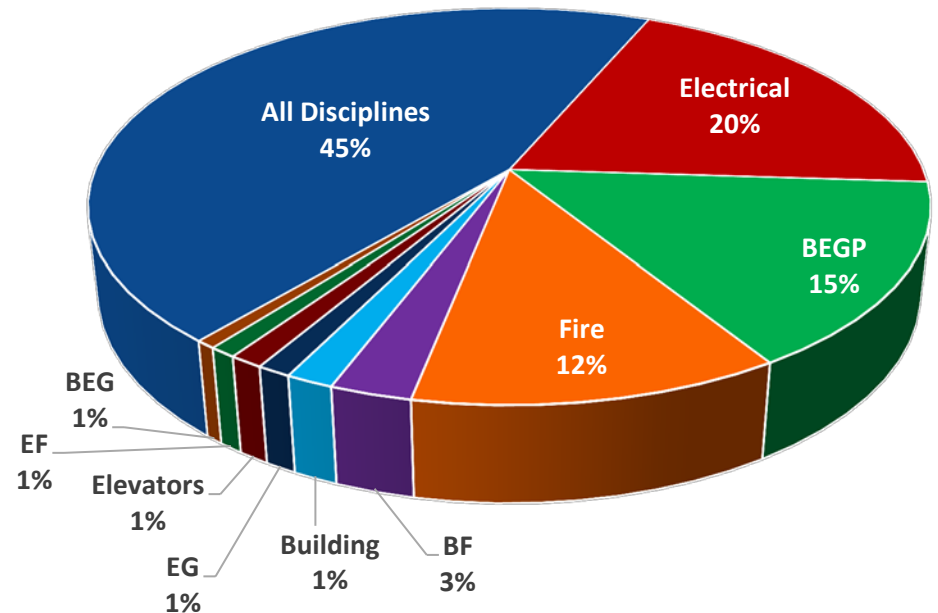
(Orders of Accreditation)



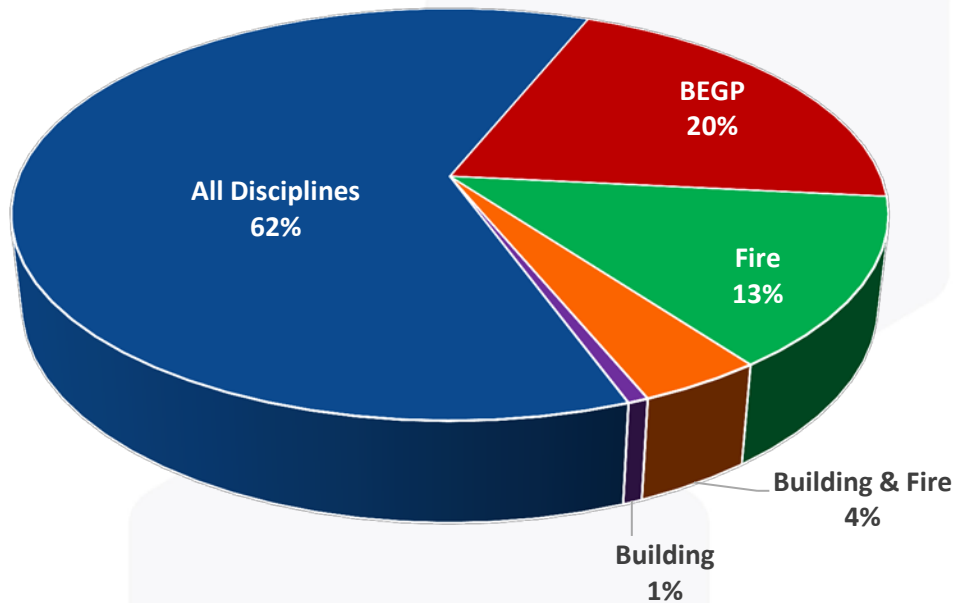
Discipline	Total
Electrical	375
Building	298
Gas	283
Fire	275
Plumbing	275
Elevators	7
Amusement Rides	1
Passenger Ropeways	1
Pressure Equipment	1
<b>Total</b>	<b>1516</b>

# All Accredited Organizations

- ❖ 93% of organizations accredited in **all disciplines** and **BEGP** are municipalities
- ❖ Of those accredited in **electrical only** 88% are corporations
- ❖ Majority (76%) accredited in **fire only** are municipalities
- ❖ Only 3% of agencies (8) are accredited in **all disciplines** and **BEGP**
- ❖ Where plumbing is present, so is gas, but not vice versa



# Municipal Accreditation



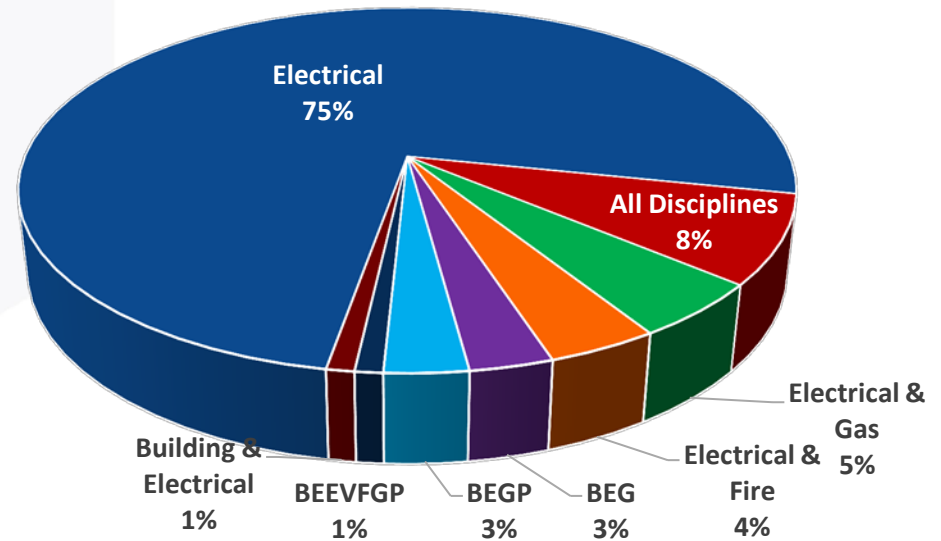
**\* Note:**

- BEGP = Building, Electrical, Gas and Plumbing

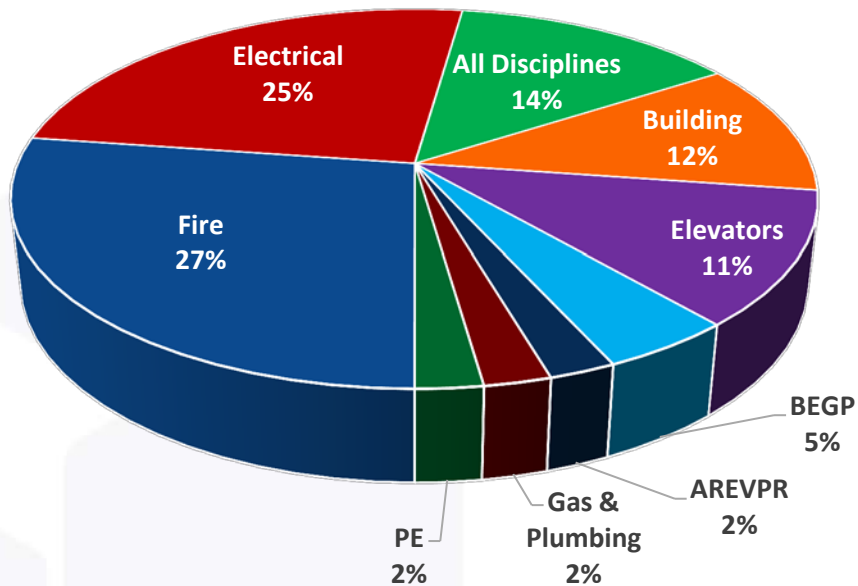
- Building drives municipal accreditation
- ❖ 157 or 44% are in a joint accreditation
  - 96 in Fire
  - 59 in BEGP
  - 30 in BEFGP
- ❖ 28 are in more than 1 joint accreditation.
  - Second is always in the fire discipline

# Corporate Accreditation

- ❖ Electrical drives corporate accreditation
  - All are accredited
- ❖ Majority accredited in **electrical only**
- ❖ Minority (12) are accredited in fire

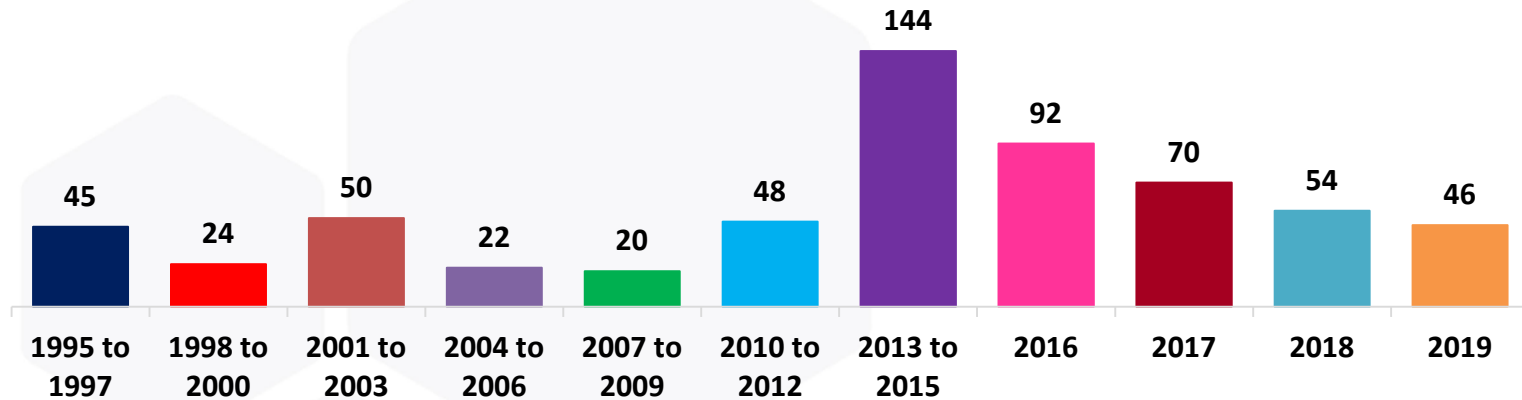


# Agency Accreditation



- ❖ Only 8 agencies accredited in all disciplines
- ❖ 66% have accreditation in the electrical and fire disciplines
- ❖ Majority (75%) are accredited in **one discipline only**

# QMP Aging



- ❖ 55% (277) of QMPs are older than 2015
  - 262 (78%) are municipal
  - 50 are older than 2000
- ❖ In 2017-18, 73% of QMPs were  $\leq$ 2014
  - As of Sept. 24 /19 it is 57% a reduction of 22%
- ❖ 45% of QMPs based on the 2016 template
  - Increased of 68% since 2017-18

# Business Plan Priorities for 2019-2021

## Safety

- Understand and assess system performance

## Governance

- Establish performance measures
- Risk management framework
- Records management

## Service Delivery

- Council Connect
- Update Council's website

## Education

- Implement Quality Management Plan training
- SCO Continuing education workshops
- Up-to-date competency analysis
- Series of videos on the system

## Sustainability

- Develop and implement a business continuity plan

# Partnerships

- ❖ Core to the Council mandate
- ❖ Collaboration with AACCA
- ❖ Future opportunities
  - Advisory group
  - Council Connect user group
  - Regular stakeholder meetings



# Service Delivery

## ❖ Client Feedback

- Surveys

## ❖ 2019-21 Business Plan

- Timeliness
- Staff knowledge
- Reporting

# Council **Connect**

## ❖ Streamlined processes

- 31 paper forms
- Updating personal information
- Transcripts, financial transactions
- Designation of powers
- Continuing Education

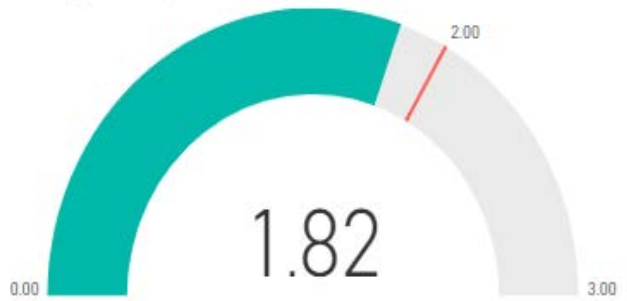
## ❖ Continued enhancements

- Organizational payments
- Online Proctoring
- Designation of powers lists, financial transaction reports
- Online Annual Internal Reviews (in development)

## ❖ Timeliness and reporting

# Service Delivery - Timeliness

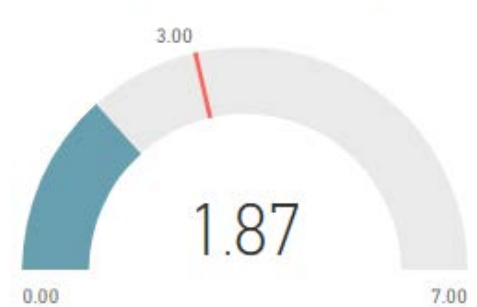
Average Completed Request Turnaround Time



SCO PreQual Turnaround Time



SCO Renewal Turnaround Time



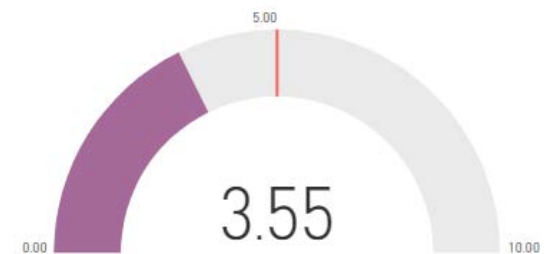
Course Reg to Advisor/Student Notified



Course Reg to Materials Sent Turnaround



Exam Received to Completion (Days)



# Service Delivery

## ❖ Training

- 94% happy with client service
- 82% happy with course quality
- Post-certification survey

## ❖ Accreditation

- Identifying efficiencies and opportunities to streamline
  - Draft QMP TAT – average of 23 days
  - Final QMP TAT – average of 12 days
  - AIR approval – average of 40 days

# Service Delivery Standards

- ❖ Greater alignment and consistency
  - QMP templates
  - QMP Training
  - Transition planning
  - Web-form Annual Internal Reviews
- ❖ Reduce Red Tape
  - Elimination of unnecessary requirements
    - 60-day written notice and accreditation Forms
  - QMP changes
    - **3.8 Non-Conformance/Corrective Actions**
    - Variances
  - Policy changes
    - QMP Sign-off, CORES Report and 60-day written notice.

# Education



- Continuing Education
- SCO workshops
- Competency Analysis



- QMP training
- Safety Tips
- BF Design Guide, PSDS SOP, Utility Code available free on website
- 2019 code changes for Part 9 online
- Collaboration with stakeholders



**Questions?**

# Contact Info

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