



**Safety
Codes
Council**

MASTER ELECTRICIAN COMPLIANCE
STANDARD OPERATING PROCEDURE

1. BACKGROUND

This standard operating procedure falls under the Master Electrician Certification Policy.

2. PURPOSE

The purpose of this standard operating procedure is to establish a standard process for master electrician compliance enforcement by the Administrator of Certificates of Competency for Master Electricians.

3. DEFINITIONS

Act: means the Safety Codes Act.

Administrator: means the person in the position of Administrator of certificates of competency for master electricians.

In Good Standing: means compliant with the Act, the Master Electrician Code of Ethics, and the Council's policies and procedures, to the satisfaction of the Administrator.

Respondent: the master electrician or master electrician candidate whose compliance is under investigation.

Affected Parties: anyone directly affected by the alleged non-compliance.

4. ROLES AND RESPONSIBILITIES

Administrator

- 4.1. Makes decisions in accordance with the Master Electrician Certification Policy and Master Electrician Code of Ethics.
- 4.2. May delegate responsibilities including imposing conditions governing the exercise of the performance of any delegated responsibilities.
- 4.3. Is the authority to approve standard operating procedures related to master electrician certificates of competency.

5. PROCEDURE

Step 1: Initiate the procedure

- 5.1. The Administrator may initiate this procedure if one or more of the following conditions apply:
 - 5.1.1. The Council receives a complaint as per the Complaint Management and Investigations policy.
 - 5.1.2. A master electrician does not provide proof of completion for mandatory code update training by the mandated deadline.
 - 5.1.3. A master electrician otherwise ceases to be in Good Standing with the Administrator.

Step 2: Inform affected parties

- 5.2. The Administrator must inform the Respondent by email that this compliance enforcement procedure has been initiated, and include:
 - 5.2.1. the reason why the procedure was initiated;
 - 5.2.2. instructions on how to submit a response and supporting documentation; and
 - 5.2.3. the deadline for submitting the written response, which must be no sooner than two weeks after the day the email is sent.

Step 3: Investigate and review

- 5.3. The Administrator reviews any available evidence, which may include:
 - 5.3.1. any evidence submitted to the Administrator by the Respondent or other Affected parties if applicable;
 - 5.3.2. any evidence sought out by the Administrator for this purpose, such as the Respondent's electronic or paper file; and/or
 - 5.3.3. an official investigation report, as submitted to the Administrator as part of the Council's Complaint Management and Investigation process.

Step 3: Determine whether non-compliance has occurred

- 5.4. After reviewing the available evidence, the Administrator determines whether the respondent is in non-compliance with one or more of the following:
 - 5.4.1. Safety Codes Act and associated regulations
 - 5.4.2. Safety Codes Council Policies or Procedures
 - 5.4.3. Master Electrician Code of Ethics
 - 5.4.4. Code update or other mandatory training requirement
 - 5.4.5. A condition or requirement imposed by the Administrator as part of a prior compliance enforcement process.
- 5.5. If no non-compliance is found to have occurred, the Administrator skips steps 4 and 5 and informs all affected parties as per Step 6.

Step 4: Determine the severity of the non-compliance

- 5.6. If non-compliance is found to have occurred, the Administrator determines the severity of the non-compliance using the definitions and matrix found in Schedule 1.

Step 5: Determine the appropriate response

- 5.7. After determining the severity of the non-compliance, the Administrator determines a proportional response to the non-compliance, in their sole discretion.
- 5.8. The table found in Schedule 2 includes examples of proportional compliance enforcement actions that may be taken by the Administrator; however, the Administrator's discretion is not limited to the options presented in the table.
- 5.9. Before issuing a decision that includes a long-term or permanent suspension, the Administrator must consult legal counsel. For all other decisions, the Administrator may consult legal counsel at their discretion.

Step 6: Inform

- 5.10. The Administrator informs the Respondent by email and registered mail of the outcome of the process, including any compliance actions.
- 5.11. The Administrator may inform other Affected Parties that the investigation is complete. The Administrator may also, if deemed appropriate in the Administrator's discretion and after consultation with legal counsel, inform these Affected Parties of the outcome of the process.

Step 7: Document and follow up

- 5.12. The Administrator ensures that the outcome of the process is documented on the Respondent's file.
- 5.13. Should the compliance action require follow-up, the Administrator shall ensure that any deadlines or follow-up actions are adhered to.

6. EQUIPMENT AND MATERIALS

No specific equipment and materials are needed to carry out this procedure.

7. HEALTH AND SAFETY CONSIDERATIONS

The Administrator will notify the Executive Team member of the Health and Safety Committee and their direct supervisor of any instances in which an individual exhibits threatening or aggressive behavior so that a response plan can be developed to ensure the health and safety of Council Staff.

8. TRAINING AND COMMUNICATION

The Administrator must ensure that any staff regularly acting for the Administrator are trained in this procedure.

9. APPENDICES

- Schedule 1: Severity of Non-Compliance
- Schedule 2: Compliance Enforcement Actions

10. REFERENCES

- Safety Codes Act
- Certification and Permit Regulation
- Safety Codes Council Complaint Management and Investigation Policy
- Safety Codes Council Complaint Management and Investigation Procedure
- Master Electrician Roles and Responsibilities Guide
- Master Electrician Code of Ethics

11. DOCUMENT CONTROL

This procedure should be reviewed and reaffirmed by the Administrator of Certification after each use. If substantial changes are required, the Administrator should consult legal counsel or a member of the policy team before making them.

12. DOCUMENT ADMINISTRATION

Position Responsible:	Administrator of Certification
Approved By (Signature):	Edith Garcia
Authority:	
Approved Date:	December 18, 2023
Effective Date:	

13. VERSION HISTORY

Date	Notes
November 30, 2023	Initial Procedure was approved by the Administrator.

SCHEDULE 1: Severity of Non-Compliance

1. Definitions: Estimated Impact on Public Safety and/or Public Confidence

Level	Description
Negligible	<ul style="list-style-type: none"> Non-compliance that does not impact public safety or public confidence.
Minor	<ul style="list-style-type: none"> Non-compliance that is unlikely to impact public safety or public confidence.
Moderate	<ul style="list-style-type: none"> Non-compliance that could result in moderate impact to public safety or public confidence.
Major	<ul style="list-style-type: none"> Non-compliance that could result in a significant impact to public safety or public confidence.

2. Definitions: Estimated Likelihood of Repeat Non-Compliance

Category	Description
Unlikely	<p>Repeat non-compliance is estimated to be unlikely based on the Respondent's past and ongoing non-compliance activities:</p> <ul style="list-style-type: none"> No known history of risk to public safety or public confidence due to non-compliance. Little or no demonstrated lack of knowledge and understanding of codes and standards, the Act, and its regulations. No breaches of the conditions of certification including the Master Electrician Code of Ethics.
Possible	<p>Repeat non-compliance is estimated to be possible based on the Respondent's past and ongoing non-compliance activities:</p> <ul style="list-style-type: none"> Few previous occurrences of a risk to public safety or public confidence due to non-compliance. Minor demonstrated lack of knowledge and understanding of codes and standards, the Act, and its regulations. Only minor, unintentional breaches of the conditions of certification including the Master Electrician Code of Ethics.
Likely	<p>Repeat non-compliance is estimated to be likely based on the Respondent's past and ongoing non-compliance activities:</p> <ul style="list-style-type: none"> Some occurrences of risks to public safety or public confidence due to non-compliance. Some demonstrated lack of knowledge and understanding of codes and standards, the Act, and its regulations. Some major and/or intentional breaches of the conditions of certification including the Master Electrician Code of Ethics.
Certain	<p>Repeat non-compliance is estimated to be certain based on the Respondent's past and ongoing non-compliance activities:</p> <ul style="list-style-type: none"> Multiple occurrences of risks to public safety or public confidence due to non-compliance. Major demonstrated lack of knowledge and understanding of codes and standards, the Act, and its regulations. Major and/or intentional breaches of the conditions of certification including the Master Electrician Code of Ethics.

3. Severity of Non-Compliance Matrix

Impact on Public Safety / Public Confidence →	MAJOR	Medium	Medium	High	Extreme
	MODERATE	Medium	Medium	High	High
	MINOR	Low	Medium	Medium	Medium
	NEGLIGIBLE	Low	Low	Medium	Medium
		UNLIKELY	POSSIBLE	LIKELY	CERTAIN
		Likelihood of Repeat Non-Compliance →			

SCHEDULE 2: Compliance Enforcement Actions

Severity of Non-Compliance	Examples for Proportional Responses
Extreme	<ul style="list-style-type: none"> ○ Permanent suspension of master electrician certification ○ Temporary suspension of master electrician certification (3+ months), plus full or partial rewrite of the master electrician examination
High	<ul style="list-style-type: none"> ○ Temporary suspension of master electrician certification (3+ months) ○ Temporary suspension of master electrician certification (3 months or less), plus full or partial rewrite of the master electrician examination
Medium	<ul style="list-style-type: none"> ○ Temporary suspension of master electrician certification (3 months or less) ○ Full or partial rewrite of the master electrician examination
Low	<ul style="list-style-type: none"> ○ Letter of reprimand from the Administrator ○ Successful completion of a supplemental training course