



Transport
Canada

Transports
Canada



TP 15215E
(09/2013)

Quality Assurance and Control Requirements for Course Providers, National Pleasure Craft Operator Competency Program

FIRST EDITION
SEPTEMBER 2013



TC-1005067

Canada

<p>Responsible Authority</p> <p>The Director, Personnel Standards and Pilotage, is responsible for this document, including any changes, corrections, or updates.</p>	<p>Approval</p> <p>“Original signed by Naim Nazha”</p> <hr/> <p>Naim Nazha, Director Marine Personnel Standards and Pilotage Marine Safety and Security</p> <p>Date signed: _____</p>
--	---

Original Date Issued: 2013-09

Date Revised:

© Her Majesty the Queen in Right of Canada, as represented by the Minister of Transport 2013.

Transport Canada grants permission to copy this TP 15215E as required. While use of this material has been authorized, Transport Canada shall not be responsible for how the information is presented, nor for any interpretations thereof. This TP 15215E may not be updated to reflect amendments made to the original content. For up-to-date information, contact Transport Canada.

ISBN: 978-1-100-22211-0
Catalogue No.: T29-109/2013E-PDF

TP 15215E
(09/2013)

TC-1005067

DOCUMENT INFORMATION				
Title	Quality Assurance and Control Requirements for Course Providers, National Pleasure Craft Operator Competency Program			
TP No.	15215E	Edition	1	RDIMS # 8801916 v4
Catalogue No.	T29-109/2013E-PDF	ISBN	978-1-100-22211-0	
Originator	Marine Personnel Standards and Pilotage (AMSP) Tower C, Place de Ville 330 Sparks street, 8 th floor Ottawa, Ontario, K1A 0N8	Telephone	613-990-4350	
		Fax	613-990-1538	
		E-mail	Marinesafety-securitemaritime@tc.gc.ca	
		URL	http://www.tc.gc.ca/MarineSafety	

REVISIONS				
Last Review				
Next Review				
Revision No.	Date of Issue	Affected Pages	Author(s)	Brief Description of Change

TABLE OF CONTENTS

INTRODUCTION	1
BACKGROUND.....	1
QUALITY ASSURANCE AND CONTROL REQUIREMENTS	1
LEGAL AUTHORITY AND TRANSPORT CANADA OVERSIGHT	2
PREPARING FOR TRANSPORT CANADA REVIEW AND APPROVAL	2
LANGUAGE OF SUBMISSION	3
AMENDMENTS TO QUALITY ASSURANCE AND CONTROL	3
1. INSTRUCTOR TRAINING AND COURSE ADMINISTRATION Standard.....	4
1.1 OVERVIEW	4
1.2 REQUIREMENTS	5
1.2.1 INSTRUCTORS	5
Instructor Qualifications and Pre-requisites.....	5
Instructor Materials for Teaching the Boating Safety Course	6
Instructor Responsibilities	6
Training and Support Provided to Instructors	7
1.2.2 COURSE ADMINISTRATION.....	8
Candidate Registration	8
Course Site.....	8
Maximum Course Size.....	9
Stated Minimum Course Length	9
Course Follow-up Procedures	9
2. TEST ADMINISTRATION AND SECURITY STANDARD	10
2.1 OVERVIEW	10
2.2 REQUIREMENTS	11
2.2.1 TEST PROTOCOL.....	11
Criteria for Appropriate Test Sites.....	12
Registration Process (before the test).....	12
Supervising the Test (during the test)	13
Follow-up after the Test	13
Special Circumstances	14
2.2.2 TEST DISTRIBUTION AND CONTROL SYSTEM.....	15
2.2.3 AUTHORIZING A THIRD PARTY TO ADMINISTER THE TEST	16
3. COMMUNICATION STANDARD.....	18
3.1 OVERVIEW	18
3.2 REQUIREMENTS	18
Capacity to Respond to Enquiries.....	18
Accurate and Factual Information	19
Communication with Representatives*	20

4. INTERNAL MONITORING AND CONTROL STANDARD	21
4.1 OVERVIEW	21
4.2 REQUIREMENTS *	22
Capacity to Implement Internal Monitoring and Control Procedures.....	22
Boating Safety Course Instructors	23
Test Administration.....	23
Test Distribution and Security	23
Customer Service (excluding Online Study Guide and Test Support)	24
Online Study Guide and Test Support	24
Visual, Audio and Written Communications and Promotions.....	25
Document Review and Record Keeping	25
APPENDICES.....	26
APPENDIX A.....	26
Cover and Declaration for <i>Quality Assurance and Control Requirements</i>	
Submission Review and Approval	26
APPENDIX B.....	28
Submission Checklist: Instructor Training and Course Administration Standard .	28
APPENDIX C.....	30
Submission Checklist: Test Administration and Security Standard	30
APPENDIX D.....	32
Submission Checklist: Communication Standard.....	32
APPENDIX E.....	34
Submission Checklist: Internal Monitoring and Control Standard.....	34
APPENDIX F.....	36
Sample Boating Safety Course Evaluation Form	36
APPENDIX G.....	38
Guidelines for Temporary Pleasure Craft Operator Card Issued Following Written Test.....	38
APPENDIX H.....	39
Course Provider’s Annual Report to Transport Canada	39

INTRODUCTION

Background

Only Transport Canada accredited course providers may deliver boating safety courses and tests to the public in order to issue Pleasure Craft Operator Cards, including replacement cards. To receive Transport Canada accreditation, you must meet minimum requirements established under the *Competency of Operators of Pleasure Craft Regulations (COPCR)*.

The accreditation process includes five inter-related components¹:

1. Application
2. Boating Safety Education
3. Database Agreement
4. **Quality Assurance and Control Requirements**
5. Language Requirements Declaration

Quality Assurance and Control Requirements

This document deals only with the Quality Assurance and Control Requirements. Course providers must incorporate these four interrelated standards² into their business practices:

1. Instructor Training and Course Administration Standard
2. Test Administration and Security Standard
3. Communication Standard
4. Internal Monitoring and Control Standard

To comply with these standards, you must demonstrate that you have documented policies and procedures in place to effectively control and monitor your own activities to ensure you follow Transport Canada's policies and meet its standards under the COPCR. These standards will help recreational boaters receive good quality boating safety education, testing and card issuing services from reliable and reputable course providers.

¹ In planned amendments to the COPCR, accreditation requirements will be revised to incorporate all of these components.

² Transport Canada will incorporate these standards into future amendments to the COPCR. This means that while you can expect to see changes in some of the wording and language used in this document in amended regulations, the intentions associated with the standards will not change.

Legal Authority and Transport Canada Oversight

Transport Canada oversees the National Pleasure Craft Operator Competency Program (Program) in Canada, under the COPCR. We make these regulations under the authority of the *Canada Shipping Act, 2001* (Part 10, Section 207). With respect to boat operators, these regulations may address:

- boat operator qualifications;
- operation of a pleasure craft;
- courses and tests for operators;
- accreditation of course and test service providers; and
- the issuing, cancelling or suspension of documents that show compliance with any of these regulations.

As part of Transport Canada's National Monitoring Strategy, we may audit any of your services or documentation at any stage of the accreditation cycle. This may include full or partial, announced or unannounced audits of people, documents, records or systems connected with the services, documentation and controls you described as providing or have agreed to provide.

We conduct these audits to verify that you are operating in compliance with **Transport Canada acts, regulations, standards and policies**. Following an audit, Transport Canada will identify any issues that require correction and request in writing that you make these corrections within a specific time period. Note that Transport Canada has the right to reconsider, withhold, suspend or cancel your accreditation for noncompliance or for refusing access to a Transport Canada official for the purpose of an audit.

Preparing for Transport Canada Review and Approval

Complete a submission cover page (Appendix A) and documentation describing how you meet each of the four standards. Checklists for each appear in Appendices B, C, D, and E.

We recommend that you develop the documentation **one standard at a time**, and in the order set out in this document. The content and size of your submission will depend on the type and scope of your activities.

Your submission must include **both** electronic and paper copies of the documentation for each standard as well as Appendices A, B, C, D and E.

Note: *Throughout each of the four standards, we use italics to give examples of different ways to meet the requirements, or to explain how to apply a requirement in different-sized course provider organizations.*

Electronic files

Your electronic submission must be in Word or PDF format. You may submit it by email or on a clearly labeled Memory Stick. When using a Memory Stick, clearly name the files for each standard and place them into four file folders, one for each standard.

Paper copies

You must organize your paper submission by standard, in a binder.

Notes:

1. We will return all submissions that do not meet our specifications.
2. You may bring your questions about submission requirements to: Chief, National Pleasure Craft Operator Competency Program, 613-990-5898.

Language of Submission

You may make your submission in the official language of your business. If you offer services in both English and French, you may make your submission in the language of your choice.

If you offer services in both official languages, we expect you to have any documents intended for your representatives or the public translated and available in both official languages at the point of service.

Amendments to Quality Assurance and Control

Course providers must give Transport Canada written notice of any:

- **proposed** amendments to their *Quality Assurance and Control Requirements* policies and procedures **for approval**.
- changes to contact person(s) with the administrative responsibility for any or all *Quality Assurance and Control Requirements* within five business days of the change.

1. INSTRUCTOR TRAINING AND COURSE ADMINISTRATION STANDARD

1.1 Overview

The *Boating Safety Course and Test Syllabus (TP 14932)* and your approved *Boating Safety Course Manual* contain the **minimum** information recreational boaters should know to operate a motorized pleasure craft on Canadian waters. Neither document addresses the standards for instructors who teach boating safety courses nor the administration of these courses. The *Instructor Training and Course Administration Standard* was developed to address these gaps. This standard applies to course providers offering classroom-based boating safety courses.

A boating safety course is a course where instructors teach students about the basic boating safety rules, regulations, and safety practices described in the *Boating Safety Course and Test Syllabus (TP 14932)*. A boating safety course must:

- Be delivered by a qualified instructor
- Take place in a classroom-type setting
- Address and adequately cover the content of the course provider's approved course manual
- Use the course provider's approved Boating Safety Course Manual as the student text for the course
- Be a minimum of four hours of instructional time

At the end of the course, students take a knowledge-based test to evaluate whether or not they understand the basics of boating safety taught during the course.

Note: Test briefing or review sessions, which focus specifically on test questions to prepare candidates for the boating safety test, are NOT considered to be boating safety courses and are NOT supported by Transport Canada.

You are responsible for your instructors' conduct and for how they deliver the boating safety course content. They must meet training standards that incorporate qualifications, instructor materials, responsibilities, training and support. You must also meet standards related to candidate registration, course site, course size and length, and course follow-up.

You are also responsible to ensure that your instructors follow established policies and procedures through ongoing monitoring (see *Internal Monitoring and Control Standard*).

1.2 REQUIREMENTS

1.2.1 INSTRUCTORS *

**Note: For course providers with one instructor (e.g. course provider-owner), only 1.2.1 (a), (d) and (e) apply in this section, with these modifications:*

- *You must describe your qualifications and experience for teaching boating safety courses as described in 1.2.1 a(ii), (iii), (iv), and (v)*
- *You must use current instructor materials for the boating safety course as described in 1.2.1 d(i) and (ii)*
- *You must use course evaluation/feedback forms as described in 1.2.1 e (i), (ii) and (iii)*

Instructor Qualifications and Pre-requisites

- a. You must set policies for minimum qualifications and prerequisites for instructors including:
 - i. Minimum age requirements
 - ii. Any pre-requisite boating competency/skill certificates and experience
 - Proof of competency, such as a Pleasure Craft Operator Card (minimum requirement)
 - Other boating certificates
 - Practical boating experience and boating safety skills
 - iii. Any pre-requisite teaching, training, or facilitation experience, and/or related certificates (e.g. Instructor certification in another subject area)
 - iv. Thorough knowledge of the Boating Safety Course and Test Syllabus (TP 14932) and the course providers' approved Boating Safety Course Manual
 - v. Any other specific knowledge or skills the instructor must demonstrate with respect to the course material, lesson planning, teaching and facilitating
 - vi. References (specify type and number required)
- b. You must adopt procedures to validate instructor qualifications and pre-requisites (*e.g. application form, candidate copy of certificate, reference checks, etc.*).

- c. You must set policies for instructors to maintain “active” status within your organization (*e.g. keeping contact information current; offering a minimum number of courses and/or tests over a period of time; or within a specific geographic area; attending training events; etc.*).

Instructor Materials for Teaching the Boating Safety Course

- d. You must give your instructors current teaching materials for the boating safety course, in a format consistent with accepted education and training practices. At a minimum, teaching materials include:
 - i. Detailed outline of the boating safety course by topic and suggested time per topic
 - ii. Sample lesson plan or equivalent resource for presenting the boating safety course to participants
 - iii. Approved course manual
- e. You must give your instructors course evaluation/feedback forms³ to give to their course participants at the end of boating safety courses. This form must include:
 - i. Date and location of the course
 - ii. Name of the instructor
 - iii. A basic rating system (e.g. any Likert scale) candidates use to indicate their satisfaction with:
 - Instructor knowledge
 - Instructor teaching style
 - the content of the course
 - the length of the course
 - space for candidates to offer suggestions for improvement

Instructor Responsibilities *

**Note: This section applies to course providers with more than one instructor (i.e. someone other than the course provider-owner).*

- f. You must identify in writing, your instructors’ specific responsibilities and the conduct you expect of them, which at a minimum include statements about the:

³ We provide a sample evaluation form in Appendix F. Course evaluations gives course providers feedback on instructor performance and course content and helps to identify areas for improvement. Course providers must compile and keep evaluation results according to their established procedures.

- i. activities they may carry out on your behalf (*e.g. any advertising or promotions, handling registration and/or financial transactions; using approved course manual and lesson plans when teaching the boating safety course; administering the test according to the test protocol, implementing test control measures, etc.*)
 - ii. conduct you expect when they carry out their responsibilities (*e.g. training materials and/or lesson plans must be readily available and in use when course is delivered; dress code/ identification; expected conduct when interacting with clients; adherence to specific procedures and timelines, etc.*)
 - iii. consequences of not meeting their responsibilities (*e.g. no longer authorized to offer course and test; probation; teach under the supervision of another instructor; etc.*)
- g. You must adopt ways to fully inform instructors of their responsibilities and the conduct you expect when carrying out course and test activities on your behalf (*e.g. instructors review and sign a contract as part of their training program*).
- h. You must adopt ways to fully inform instructors of the consequences related to not meeting expectations (*e.g. no longer authorized to offer course and test; prosecution; etc.*).
- i. You must validate your instructors' understanding of their responsibilities in a manner consistent with the size and scope of your organization (*e.g. personal interview, post-training agreement, online or paper contract, etc.*).

Training and Support Provided to Instructors *

**Note: This section applies to course providers with more than one instructor (i.e. someone other than the course provider-owner).*

- j. You must have an instructor-training program in place tailored to the type and scope of your organization⁴. The training program must include, as a minimum:

⁴ *Note on Training Program*

To meet the standards, course providers may tailor their training program according to their geographic reach, number of clients, and the types of services they provide. For example:

- *A course provider with a smaller geographic reach and client base may prefer to recruit instructors with training experience in other subject areas. One approach could be a one-one*

- i. Goals and/or objectives and duration
 - ii. Description of the format (*e.g. workshop, meeting, webinar, etc.*)
 - iii. Outline of the content (**Note:** *You should include orientation to the test protocol and test distribution and control procedures here*)
 - iv. Any post training requirements (*e.g. teach with experienced instructor, etc.*)
- k. You must designate a person or persons whom your instructors may contact with questions or issues related to their duties.
 - l. You must adopt ways to help instructors update their relevant knowledge and skills (*e.g. mentoring, newsletters, specialized training sessions, workshops, webinars, etc.*).

1.2.2 COURSE ADMINISTRATION

Candidate Registration

- a. You must adopt policies and procedures for registering candidates for boating safety courses, including:
 - i. Minimum age policy for candidates, if any
 - ii. How candidates register for a boating safety course
 - iii. What personal information you collect at registration, how you collect and protect it, and how you will use it in the future
 - iv. Course fees for candidates and a clear description of what that fee includes (*course fees, course materials, test, etc.*)
 - v. Refund policy for candidates

Course Site

- b. You must adopt procedures to ensure:

meeting for an afternoon to review the boating safety course content, teaching materials, test protocol, and test control measures, followed by on-site visit and assessment.

- *Course providers whose services are national in scope may find efficiency in a standardized national training program, using a train-the-trainer approach. A combination of a self-study training package with a follow-up interview or training session may suit other course providers.*

Whichever policies and procedures they put in place to meet the standards, course providers must ensure that their instructors deliver good quality boating safety education and testing to recreational boaters, in compliance with Transport Canada acts, regulations, standards, and policies.

- i. The course site provides all facilities necessary to effectively and efficiently conduct the entire course with minimum disruptions
- ii. The course is taught only by instructors who meet your instructor requirements

Maximum Course Size

- c. You must adopt procedures to ensure class size **does not exceed** a ratio of 20:1 (i.e. 20 candidates for every 1 instructor).

Stated Minimum Course Length

- d. You must adopt procedures to ensure a boating safety course is at least FOUR hours⁵ long, EXCLUDING the time you allow for the test.

Course Follow-up Procedures*

**Note: This section applies only to course providers with more than one instructor (i.e. someone other than the course provider-owner).*

- e. You must adopt procedures to ensure:
 - i. Your instructors administer tests according to your test protocol
 - ii. After a course and test, instructors send the candidate information, test results, and course feedback forms to you in a time period and secure method that you specify

⁵ We base the FOUR-hour minimum for the classroom on the four-hour minimum for the online course (three hours for the study guide content plus one hour for all the quiz questions). In both cases, the four hours does not include the boating safety test.

2. TEST ADMINISTRATION AND SECURITY STANDARD

2.1 OVERVIEW

This standard applies to course providers offering the **written test** to:

- course participants at the end of a “boating safety course” as defined in the *Instructor Training and Course Administration Standard*.
- clients who choose to “challenge” the test. This is suitable for those who have prepared for the test on their own by reading the boating safety course manual.

Notes:

1. For on-line tests, course providers must meet the *Standard for Pleasure Craft Operator Card Testing over the Internet (TP 15080)*
2. Transport Canada does not approve or support “test briefing” or “test review” sessions that focus specifically on the test question content. These “sessions” undermine the importance of good boating safety education as well as the credibility of the boating safety test.

You are fully responsible for the conduct of all your representatives in respect to test administration and security. You must adopt and follow a test protocol and establish a test distribution and control system. If you want to offer testing services by a third party, you must also establish procedures for authorizing them to deliver this service on your behalf.

The standard falls into three broad requirements described briefly as follows:

1. Adopt and follow a test protocol for test site criteria and procedures for administering the boating safety test

Your test protocol must describe appropriate test sites and detail the procedures to follow before, during and after testing—from validating the candidate’s identity—to supervising the test and issuing temporary cards to successful candidates. It should also include procedures for testing in special circumstances, such as candidates with reading difficulties or whose language is neither French nor English.

You are responsible to administer all written tests for the Pleasure Craft Operator Card in an appropriate test environment. The gold standard for the test environment is the classroom or training room designed specifically for teaching, training and/or testing.

If you authorize testing outside the traditional classroom settings (e.g. boat show environment, retail setting, office), you must ensure these settings meet the established criteria for the test environment and can accommodate all of your established test administration procedures.

2. Adopt and follow procedures to control test distribution and handling

You are responsible for the security of the test at all times. To protect against any unauthorized use or distribution of the tests or any portion of the test, or its release into the public domain, you must adopt and follow procedures to:

- control the distribution and handling of each version of Transport Canada boating safety tests and test answer keys in the Database System
- handle expired or recalled tests

3. Adopt and follow procedures for authorizing third parties⁶ to administer the test on your behalf

While you may have a third party administer the Boating Safety Test on your behalf, **you** are fully responsible for their actions. This is why you must establish screening and orientation measures suitable for the scope of the testing activity.

You are also responsible for ensuring that any party you authorize to conduct tests clearly understands their responsibilities related to the test protocol, test distribution and handling procedures, as well as possible sanctions for any breach in following these procedures.

Finally, you are responsible for meeting this standard through routine quality monitoring of both the policies and procedures and the people you entrust to follow them.

2.2 REQUIREMENTS⁷

2.2.1 TEST PROTOCOL

Every course provider must have a test protocol in place that identifies the criteria for an appropriate test environment and describes the procedures for administering the test. Five broad categories make up the Test Protocol:

- Criteria for Appropriate Test Sites
- Registration (before the test)
- Supervision (during the test)
- Follow-up (after the test)
- Special Circumstances

⁶ Examples of *third parties* include, but are not limited to: Boating Safety Instructors; an organization or agency that serves as a permanent test site generally accessible to the public (e.g. marine retailer, Registry of Motor Vehicles, St. John Ambulance); individuals who may offer testing, etc.

⁷ Test administration and security requirements refer to both the boating safety test and test answers.

Criteria for Appropriate Test Sites

- a. You must give Transport Canada a broad description of acceptable test sites where you may offer testing services (covering all applicable settings you intend to use for testing, such as traditional classroom, trade show settings, etc.).
- b. You must describe specific criteria for your test sites (covering all applicable settings you intend to use for testing). These criteria must demonstrate that the test site:
 - i. Is designated solely for the use of the person(s) administering the test, candidates and, if applicable, agents of Transport Canada, for the duration of the test
 - ii. Is owned, leased, occupied or otherwise controlled by the course provider but in no way under control of a candidate taking the test (e.g. testing may not take place in a private residence);
 - iii. Permits access to any Transport Canada officials
 - iv. Offers few distractions and maintains candidates' privacy during the test
 - v. In the case of test site within a space where a commercial or sporting activity is occurring, you delineate the test site by walls or partitions in a way that prevents the candidates from seeing anything outside the test site while taking of the test, except through a window
- c. You must ensure a copy of the test protocol is available at every test site.

Registration Process (before the test)

- d. You must describe the procedures you have in place for verifying candidates' personal information and informing them of the procedures to follow during testing. At a minimum, this shall include procedures to:
 - i. Verify a candidate's identity and birth date
 - o specify acceptable forms of identification
 - o specify procedures for minors without one of these acceptable forms of identification
 - ii. Verify that the candidate has not taken the test within the previous 24 hours
 - iii. Collect the candidate's personal information (you can do this after he or she has successfully completed the test) that you need to process a Pleasure Craft Operator Competency Card as per your Database System Agreement
 - iv. Inform the candidate of the maximum time-limit for the test

- v. Inform the candidate of the pass mark for the test (75% or correctly answer 38 out of 50 questions)
- vi. Tell candidates how to complete the test (for example, how to complete answer key; what to do if they have questions)
- vii. Ensure candidates understand you will not tolerate cheating; that it will result in voiding their test results
- viii. Require candidates to turn off and put away all electronic mobile devices such as cell phones and tablets

Supervising the Test (during the test)

- e. You must describe your procedures for supervising the test so that you or your agents:
 - i. Use only current tests
 - ii. Ensure that the ratio of candidates to persons supervising the test does not exceed 20 candidates per 1 test supervisor
 - iii. Control distractions
 - iv. Maintain candidates' privacy
 - v. Actively supervise candidates to prevent cheating
 - vi. Address cheating immediately by removing the candidate from the test site and forfeiting test results
 - o no candidates communicate with any person other than the person administering the test
 - o no candidate has access to documentation other than the test and the instructions related to it
 - o no candidate copies, scans, removes from the test site, or sends anyone the test or any portion of it
 - vii. Respond to candidates individually or as a group to clarify questions or answer choices, but do not provide correct answers or helpful hints

Follow-up after the Test

- f. You must describe the follow-up procedures you have in place once candidates have completed the test. At a minimum, this shall include procedures for you or your agents to:
 - i. Correct the test and provide results to candidate. You or your agents:
 - o will not change, or allow a candidate to change, the answer to any question once the test has been completed and submitted for correction

- may give unsuccessful candidates suggestions on how to prepare for the re-write of the test and instructions on re-writing the test, noting that they cannot take the test more than once in one day
 - may provide a candidate a detailed review of the test results if requested, and provide follow-up contact information if appropriate
 - must collect personal information from successful candidates (if you did not do this before the test) for issuing Pleasure Craft Operator Cards
- ii. Issue a Temporary Pleasure Craft Operator Card to each successful candidate at the exam site using your template (see Appendix G)
- iii. Ensure proper supervision of remaining test takers. (*For test sites with rotating candidates such as boat shows, you MUST ensure you or your representatives provide adequate supervision of candidates still taking the test while correcting individual tests and/or giving feedback*)
- iv. Within 10 business days of offering the test on your behalf, your representatives must:
- complete all of the administrative documents and/or tasks you require
 - note and report any problems or irregularities with test process
 - note and report any candidate feedback on the test questions
 - submit test documents and personal candidate information by the secure method of your choice

Special Circumstances

- g. You may adapt established procedures in your test protocol to accommodate persons with communication difficulties or other documented special needs, in ways that do not compromise the integrity of the test. Examples include:
- i. Guidelines for when you or your representatives may use these provisions (*e.g. reading difficulties, visual impairment, hearing impairment, first language other than English or French, etc.*)
 - ii. Guidelines for oral testing (*e.g. carried out in private area, where other candidates or the general public cannot overhear or interfere in any manner with the test; time limit may need to be increased; etc.*)
 - iii. Guidelines for using interpreters (*e.g. someone other than person administering the test; impartiality of interpreter, etc.*)

2.2.2 TEST DISTRIBUTION AND CONTROL SYSTEM

- a. You must set criteria, adopt and follow procedures to control downloading, printing, distribution, storage, general access and use, return, and destruction for all versions of the Transport Canada boating safety test and test answers created in the Database System. The system shall include:
- i. Procedures to select and authorize representative(s) to download the test from the Database System
 - ii. Procedures for a central record keeping system that:
 - keeps and makes available, an inventory of all tests you produce, distribute, use and destroy
 - accounts for all copies of the test documents
 - iii. Procedures for printing multiple copies of blank test documents, including security arrangements if using external printing services

Note: for a large national course provider, procedures might include who is responsible for printing, a contract with security clause with external printer, annual print quantity, etc., whereas a one-person operation's procedure may be simply to photocopy as needed at a local self serve copier

- iv. Procedures for the secure distribution of test documents (e.g. courier, registered mail, etc.)

Note: Once downloaded from Transport Canada's Database System, you must print or photocopy the tests for distribution. Transport Canada prohibits you and your representatives from electronically copying, transmitting, distributing, emailing, sharing or posting in whole or part, the Transport Canada boating safety test or test answers in any manner.

- v. Criteria for secure storage of printed test documents at different types of sites, including at your place of business, at your representatives' place of business, and at course and/or test sites (including temporary test sites)
- vi. Procedures for returning test documents to head office, and when applicable, destroying:
 - damaged or marked tests
 - completed tests (e.g. when answers are recorded on the test itself)
 - completed answer sheets
 - unused, expired tests and test answers
 - recalled tests and test answer

Note: a test may be recalled due to a technical error.

- vii. Procedures for acceptable ways to destroy test documents and any related documentation (e.g. Certificate of Destruction from shredding company; paper copies securely returned to course provider; affidavit attesting documents shredded in a cross shredder by the representative; etc.)
- viii. Procedures for you or your agents to protect candidates' personal information at the test site and transmitting/delivering them securely to you for card processing
- b. You must adopt procedures to ensure that you and all of your representatives (such as employees, affiliates, agents, test administrators, and instructors) do not electronically copy, transmit, distribute, share, or post in whole or part the Transport Canada boating safety test or test answers in any manner to any other person.

2.2.3 AUTHORIZING A THIRD PARTY TO ADMINISTER THE TEST *

**Note: This section applies only to course providers using third parties to administer the test.*

You may authorize a third party to administer boating safety tests on your behalf if they meet the prescribed standards. *(A third party is someone other than course providers and their immediate, regular employees. Course providers often refer to them as Test Agents, Test Supervisors, Affiliates, or Proctors.)*

Remember, Transport Canada holds **you** responsible for the actions of all of your representatives involved in test administration, test distribution and control.

To authorize a third party to administer the test on your behalf, you must:

- a. Adopt and follow policies and screening procedures for third party test providers suitable for the scope of the testing activity. At a minimum, these must address:
 - i. Minimum age requirements
 - ii. Any prerequisite knowledge, skills, and/or experience
 - iii. References (*specify type and number required*)
- b. Adopt and follow procedures to validate third party test provider qualifications and prerequisites (*e.g. application form, reference checks, etc.*).
- c. Identify in writing, your test providers' specific responsibilities and the conduct you expect of them, including:
 - i. The test activities you authorize them to carry out on your behalf (*e.g. to administer the test according to your test protocol; handle*

- financial transactions; implement specific test control measures; advertise or promote testing; etc.)*
- ii. The conduct you expect when acting on your behalf (*e.g. to make the test protocol available and in full view at test site; follow specific communication policies; code of conduct for client interaction; etc.*)
 - iii. The consequences of non-compliance (*e.g. no longer authorized to offer services; probationary period; etc.*)
- d. Adopt and follow procedures **to fully inform test providers** of their responsibilities and the conduct you expect in respect to your test protocol and test control procedures, as well as the consequences of non-compliance, in a manner consistent with the size and scope of your organization (*e.g. web-based orientation, personal interview, post-training agreement, signed contract/legal agreement, etc.*).
- e. Adopt and follow procedures **to validate test providers' understanding** of their responsibilities and the conduct you expect in respect to your test protocol, test control procedures, and consequences of non-compliance, in a manner consistent with the size and scope of your organization (*e.g. web-based orientation, personal interview, post-training agreement, signed contract/legal agreement, etc.*).
- f. Set policies for test providers to maintain "active" status within your organization (*e.g. keeping contact information current; offering a minimum number tests over a specific period of time or within a specific geographic area; participating in training events; etc.*).
- g. Designate a person or persons whom your test providers may contact with questions or issues related to their duties.

3. COMMUNICATION STANDARD

3.1 OVERVIEW

The purpose of this standard is to ensure the public receives accurate, reliable information from course providers and their representatives in a timely manner. The standard applies to ALL course providers.

You must demonstrate the capacity to:

- Respond to enquiries and resolve complaints relative to the type and scope of services you provide, and in the official language(s) for which your services are approved
- Provide information to the public that is accurate, factual and easy to access

Transport Canada expects:

- You and your representatives to adhere to *Approved Text and Graphics for Accredited Course Providers, TP 15234E*, a document that contains all of the approved wording and symbols to indicate Transport Canada accreditation and approvals
- You to communicate relevant changes and updates in regulations, standards, policies, and procedures to your representatives in a timely manner

You are also responsible to effectively monitor and control your organization and representatives to ensure they comply with this standard and your policies and procedures that relate to it.

3.2 REQUIREMENTS

Capacity to Respond to Enquiries

- a. You must describe your capacity to respond to enquiries and complaints in a timely manner relative to the type, volume, and scope of the services you offer, in the languages approved, noting any specialized resources you may use (*e.g. answering service, external or internal call center, dedicated customer service agents on site, etc.*).
- b. You must describe your procedures for posting and/or otherwise communicating your normal business hours and contact information.
- c. You must describe your established policies and procedures for responding to enquiries and complaints within two business days.

Note: Automated acknowledgements do not satisfy this requirement.

- d. You must describe your established procedures for ensuring that people responding to enquiries and/or complaints on your behalf:
 - i. Possess thorough knowledge of your services, including policies and procedures
 - ii. Can answer basic questions about the Boating Safety Course Manual content
 - iii. Can answer basic questions about the test process
 - iv. Know the policies and procedures for issuing replacement cards (including issuing cards to clients of other course providers and validating Verification Letters issued by Transport Canada)
- e. You must describe your established policies and procedures for identifying and resolving problems and complaints relating to approved services (*e.g. problems identified through internal monitoring; complaints received from the public of a service nature; complaints received from Transport Canada*).
- f. If you are an online course provider, you must describe your established procedures for ensuring your clients have access to both study guide content assistance and technical support during your advertised business hours.

Accurate and Factual Information

- g. You must describe your established policies and procedures for ensuring that all communications (e.g. any advertising and promotions; website content; print materials; media interviews; correspondence; etc.) that promote or explain your services:
 - i. Provide accurate and factual information about course, test, and card issuing and replacement services
 - ii. Are consistent with Program content and intent (*e.g. pictures used in promotional material reflect recommended safety practices such as wearing a PFD onboard; course provider media campaigns incorporate Transport Canada-provided boating safety messaging; etc.*)
 - iii. Add value and credibility to the Program, rather than diminish it (*e.g. use wording like “Acing online exams”, “It’s fast and easy”, “Guaranteed Pass”, and “98% Success Rates” in online course promotions diminishes the value of the Program*)
 - iv. Reflect current Transport Canada regulations, standards and policies as well as your own policies and procedures

- v. Abide by the *Approved Text and Graphics for Accredited Course Providers, TP 15234E* when representing your affiliation with Transport Canada in communication and promotional activities
- vi. Are available in the official language(s) in approved services
- h. You must describe your procedures for communicating to customers about prices for specific services and related refund policies, in clear language that is easy to understand.

Communication with Representatives*

**Note: This section applies to course providers who use representatives to deliver any services to the public).*

- i. You must describe your established procedures for notifying your representatives of relevant changes or updates to Transport Canada's or your policies, procedures, program content, regulations, or communication activities. *(Depending on the size and scope of your services, this could be as basic as a phone call or forwarded email, to a monthly or quarterly email update or newsletter, to more interactive procedures, such as webinars, conference calls, training sessions, or conferences, or any combination of these strategies).*

4. INTERNAL MONITORING AND CONTROL STANDARD

4.1 OVERVIEW

Course providers are responsible for ensuring adherence to standards through routine internal monitoring⁸ and control of their policies and procedures *and* the people who carry them out. Both imply that as a course provider, you are well aware of *what* goes on *within* your organization and know *who* is doing what and *how* well. Monitoring and control procedures ensure compliance with Transport Canada acts, regulations, standards and policies, which means that the public continues to have access to good quality boating safety education and reliable services from course providers.

Monitoring and control procedures and checks also keep the quality of the boating safety test and the integrity of the testing process intact. Test integrity and security is of great concern from a safety perspective, since a pass mark means a person receives a Pleasure Craft Operator Card as proof that he or she has a basic level of boating safety knowledge and understands the rules and regulations governing recreational boating on our waterways.

The purpose of internal monitoring and control is to provide immediate feedback that can help you identify modifications, adjustments, preventative actions, and corrections you may need to make in your policies, procedures, documents, responsibilities, and promotional activities, or in responsibility areas among your staff/agents. This helps you to continue to provide good quality boating safety services to the public.

You should tailor your internal monitoring and control activities to the size and scope of your organization. Your methods for conducting internal monitoring should include a minimum of some combination of:

- direct observation
- self-evaluation and reporting (*e.g. test agent reporting on their annual activities*)
- document /records reviews
- client feedback (*e.g. online, paper, and telephone surveys/interviews*)

⁸ In this document, monitoring refers to any action focused on an individual's or a group's performance and checked against objectives or criteria (e.g. an onsite evaluation; telephone survey to course clients; course evaluation form completed by clients), whereas control checks are the activities that provide specific information about the process or procedure and documentation rather than a person's performance.

Who conducts monitoring and control checks will also vary, depending on the size and scope of your organization. This can range from the course provider owner, to senior test administrators and trainers, to designated Quality Managers, all the way to external resources⁹ such as peer reviewers from other course providers or professions, secret shoppers and formal auditors, or some combination of these.

In terms of frequency, strive to monitor in the range of 20-30% of the people involved in each service area (e.g. customer service, boating safety course instruction, test administration) during each year of the accreditation cycle. Understanding that representatives will come and go throughout the accreditation cycle, the range provides flexibility throughout the cycle so that you monitor most, if not all, representatives at least once, unless otherwise indicated (such as receiving a complaint, or needing to check that performance has improved).

Remember, as a course provider, **you** are responsible for ensuring that internal monitoring and control activities occur, and that they provide the rigor, discipline and coverage needed to provide reasonable assurance that your organization and representatives operate according to Transport Canada acts, regulations, standards, and policies.

The *Course Provider's Annual Report to Transport Canada* will require you to report on some aspects of your monitoring and control activities (see Appendix H). In addition, Transport Canada has the right to access internal monitoring and control documentation and records for review at any time during the five-year accreditation cycle.

4.2 REQUIREMENTS *

**Note: For course providers with one instructor (e.g. course provider-owner), only 4.2 (h) and (j) apply.*

Capacity to Implement Internal Monitoring and Control Procedures

- a. You must describe your organization's capacity to apply internal monitoring and quality control procedures and checks relative to the type, volume, and scope of the services that you and your representatives offer.

⁹ *Course providers using answering services or call centers to assist in communication activities should investigate the availability/feasibility of live call monitoring and/or automated call recording services.*

Boating Safety Course Instructors

- b. You must demonstrate that the monitoring procedures and control checks you have in place provide reasonable assurance that your boating safety instructors provide good boating safety quality education to the public and comply with your established policies and procedures. At minimum:
 - i. Describe your method(s) (*e.g. Site visit/audit; telephone interview, client satisfaction survey (online, telephone, mail-in)*)
 - ii. Describe the tools you use and attach sample(s) (*e.g. survey, Instructor Observation Checklist, Test Provider annual visit checklist, interview guide, test distribution tracking spreadsheet*)
 - iii. Indicate who (title or responsibility area) will carry out these procedures and checks
 - iv. Describe how often you will apply each of these procedures and checks over the course of the accreditation cycle

Test Administration

- c. You must demonstrate that your established monitoring procedures and control checks provide reasonable assurance that test administrators are administering the test according to your test protocol at test sites that meet established criteria. At minimum:
 - i. Describe your method(s) (*e.g. Site visit/audit; post-test audit by phone, client post-test audit/survey (online, telephone, mail-in) etc.*)
 - ii. Describe the tools you use and attach sample(s), (*e.g. survey, Instructor Observation Checklist, Test Protocol audit form, Test Provider annual visit checklist, interview guide, etc.*)
 - iii. Indicate who (title or responsibility area) will carry out these procedures and checks
 - iv. Describe how often you will apply each of these procedures and checks over the course of the accreditation cycle

Test Distribution and Security

- d. You must demonstrate that your established monitoring procedures and control checks provide reasonable assurance that your distribution and control system to prevent unauthorized use or distribution of the boating safety test, including electronic distribution, is working as intended. At a minimum:

- i. Describe your method(s) (e.g. *website audit, site visit/audit; telephone interview, client satisfaction survey (online, telephone, mail-in), etc.*)
 - o note that auditing websites of all representatives receiving the test (as applicable) must be at least one of your methods for monitoring compliance to your test security and control procedures
- ii. Describe the tools you use and attach sample(s), (e.g. *survey, Instructor Observation Checklist, Test Protocol Audit Form, Test Provider annual visit checklist, interview guide, test distribution tracking spreadsheet, etc.*)
- iii. Indicate who (title or responsibility area) will carry out these procedures and checks
- iv. Describe how often you will apply each of these procedures and checks over the course of the accreditation cycle

Customer Service (excluding Online Study Guide and Test Support)

- e. You must demonstrate that your established monitoring procedures and control checks provide reasonable assurance that the persons responding to public enquiries and/or complaints follow established policies and procedures. At a minimum:
 - i. Describe your method(s) (e.g. *client satisfaction survey (online, telephone, mail-in), live call monitoring, complaint documentation review, etc.*)
 - ii. Describe the tools you use and attach sample(s), (e.g. *document review checklists, call monitoring audit checklist, etc.*)
 - iii. Indicate who (title or responsibility area) will carry out these procedures and checks
 - iv. Describe how often you will apply each of these procedures and checks over the course of the accreditation cycle

Online Study Guide and Test Support

- f. You must demonstrate that your established monitoring procedures and control checks provide reasonable assurance that the persons providing support for Online Study Guide and Test enquiries and technical issues follow established policies and procedures. At a minimum:
 - i. Describe your method(s) (e.g. *client satisfaction survey (online, telephone, mail-in), live call monitoring, complaint documentation review, etc.*)

- ii. Describe the tools you use and attach sample(s), (*e.g. document review checklists, call monitoring audit checklist, etc.*)
- iii. Indicate who (title or responsibility area) will carry out these procedures and checks
- iv. Describe how often you will apply each of these procedures and checks over the course of the accreditation cycle

Visual, Audio and Written Communications and Promotions

- g. You must demonstrate that your established monitoring procedures and control checks provide reasonable assurance that all visual, audio and written communications promoting or providing information about course provider services comply with established policies and procedures. At a minimum:
 - i. Describe your method(s) (*e.g. website audit; document review, site visit/audit, etc.*)
 - ii. Describe the tools you use and attach sample(s), (*e.g. Website review checklist, Test Provider interview guide, document review checklist, etc.*)
 - iii. Indicate who (title or responsibility area) will carry out these procedures and checks
 - iv. Describe how often you will apply each of these procedures and checks over the course of the accreditation cycle

Document Review and Record Keeping

- h. You must demonstrate that you have procedures in place to ensure that you review major policies, procedures and documents annually so they continue to meet the needs for which they are intended, and remain current.
- i. You must demonstrate that you have procedures in place to ensure your contact list of all representatives (instructors, test administrators, third party test providers, etc.), including contact information for emailing or mail delivery, and website address if applicable, is up-to-date.
- j. You must maintain monitoring records (*e.g. boating safety course evaluation forms, performance reviews, audit reports, training records*) for no less than five years after last administrative use.

APPENDICES

APPENDIX A

Cover and Declaration for *Quality Assurance and Control Requirements* Submission Review and Approval

Name of Course Provider:

Official Name of Company
and/or Organization as it is
indicated in the registry of
your province:

Course Provider Contact:

Mailing Address:

Phone:

Fax:

Email:

Web Address:

Language of Submission:

Declaration

1. I, [<Name of Course Provider Authorized Representative>](#), named above as the authorized Course Provider representative, hereby declare that the *Quality Assurance and Control Requirements* submission developed by [<Name of Course Provider Organization >](#) and submitted for Transport Canada review has been derived from and reflects the entire contents of

Quality Assurance and Control Requirements for Course Providers, TP 15215.

2. I further declare that the checklists (*Appendices B, C, D, E, F*) – summarize the content of [<Name of Course Provider Organization >](#), *Quality Assurance and Control Requirements* submission and are complete and accurate to the best of my knowledge.
3. In requesting Transport Canada review and approval of this *Quality Assurance and Control Requirements* submission, I agree to make whatever corrections, additions, modifications or deletions Transport Canada deems necessary and presents as recommendations.
4. I agree that the procedures, controls, and documentation described and/or indicated in [<Name of Course Provider Organization >](#), *Quality Assurance and Control Requirements* submission are subject to Transport Canada review and/or audit at any time throughout the duration of the accreditation lifecycle. Consequently, I agree to make whatever corrections, additions, modifications or deletions Transport Canada deems necessary and presents as recommendations in order to maintain our accreditation status.
5. I, the undersigned, understand and acknowledge that the attached *Quality Assurance and Control Requirements* submission follows all criteria set out in *Quality Assurance and Control Requirements for Course Providers, TP 15215* and is required for Transport Canada accreditation to deliver the National Pleasure Craft Operator Competency Program.
6. This declaration represents the entire understanding between [<Name of Course Provider Organization >](#) and Transport Canada regarding the design and development of *Quality Assurance and Control Requirements* and supersedes all prior communications, negotiations or declarations, whether written or oral, concerning this understanding.

<hr/> <Course Provider Representative> <Title>	<hr/> Date
---	-------------------

When completed, please return to:

Chief, National Pleasure Craft Operator Competency Program
Marine Safety and Security, Transport Canada
330 Sparks Street
Tower C, Place de Ville, 8th floor
Ottawa, Ontario K1A 0N8

APPENDIX B

Submission Checklist: Instructor Training and Course Administration Standard

CHECKLIST	YES	N / A	Page
ADMINISTRATIVE			
Cover Page: • Title of document • Course provider name			
Introduction • Briefly describe the size and scope of your organization relative to this standard			
Hard copy of submission			
Electronic version of submission			
1.2.1 INSTRUCTORS	<i>NOTE: For course providers with one instructor (e.g. course provider-owner), only "a", "d", and "e" apply – see standard for modifications</i>		
Instructor Qualifications and Pre-requisites			
a. Describe policies for minimum qualifications and prerequisites for instructors			
b. Describe procedures to validate instructor qualifications and pre-requisites			
c. Provide policies for instructors to maintain "active" status within the course provider organization			
Instructor Materials for Teaching the Boating Safety Course			
d. Attach materials developed for instructors use (course outline, sample lesson plan)			
e. Attach the course evaluation form			
Instructor Responsibilities			
f. Identify instructors' specific responsibilities and the conduct you expect of them			
g. Describe procedures to fully inform instructors of their responsibilities and the conduct you expect of them			
h. Describe procedures to fully inform instructors of the consequences in the case of noncompliance with respect to responsibilities or conduct			
i. Describe how you validate instructors' understanding of their responsibilities			

CHECKLIST (continued)	YES	N / A	Page
Training and Support Provided to Instructors			
j. Describe training program in place for instructors			
k. Provide list of designated resource person(s) for instructors			
l. Describe procedures to support instructors' efforts to update their relevant knowledge and skills			
1.2.2 COURSE ADMINISTRATION <i>NOTE: For course providers with one instructor (e.g. course provider-owner), only "a", "b", "c" and "d" apply</i>			
Candidate Registration			
a. Describe policies and procedures for registering candidates for boating safety courses			
Course Site			
b. Describe procedures to ensure that: <ul style="list-style-type: none"> i. the course site provides all the facilities necessary to effectively and efficiently conduct the course with minimum disruptions ii. the course is taught only by instructors meeting your instructor requirements 			
Maximum Course Size			
c. Describe procedures that ensure the maximum class size does not exceed a ratio of 20:1			
Stated Minimum Course Length			
d. Describe procedures to ensure the minimum length of a boating safety course is at least FOUR hours long, EXCLUDING the time you allow for the test			
Course Follow-up Procedures			
e. Describe procedures to ensure: <ul style="list-style-type: none"> i. Tests administered by instructors comply with the test protocol ii. After a course, Instructors send the candidate information, test results, and course feedback forms to the course provider within the time period and secure method specified 			

APPENDIX C

Submission Checklist: Test Administration and Security Standard

CHECKLIST	YES	N / A	Page
ADMINISTRATIVE			
Cover Page: • Title of document • Course provider name			
Introduction • Briefly describe the size and scope of your organization relative to this standard			
Hard copy of submission			
Electronic version of submission			
2.2.1 TEST PROTOCOL			
Criteria for Appropriate Test Sites			
a. Provide a broad description of your test sites			
b. Describe specific criteria for test sites, covering all applicable settings and addressing, at minimum, the five criteria identified in the standard			
c. Describe procedures to ensure a copy of the test protocol is available at every site			
Registration Process (before the Test)			
d. Describe your procedures for verifying a candidate's personal information and informing candidates of the procedures to follow during testing, and address, at minimum, the eight criteria identified in the standard			
Supervising the Test (during the Test)			
e. Describe your procedures for supervising the test, addressing at minimum the seven criteria identified in the standard			
Follow-up (after the Test)			
f. Describe the procedures you follow after candidates complete the test and address, at minimum, the four criteria identified in the standard			

CHECKLIST (continued)	YES	N / A	Page
Special Circumstances			
g. Describe, if applicable, your provisions for adapting the test protocol in special circumstances to accommodate persons with communication difficulties or other special needs, ensuring to address the three criteria identified			
2.2.2 TEST DISTRIBUTION AND CONTROL SYSTEM			
a. Describe criteria and procedures in place to control downloading, printing, distribution, storage, general access and use, return, and destruction of the boating safety test and answers, by addressing, at minimum the eight criteria identified in the standard			
b. Describe procedures to ensure that you and your representatives do not electronically copy, transmit, distribute, share, or post in whole or part the boating safety test or answers in any manner			
2.2.3 AUTHORIZING A THIRD PARTY TO ADMINISTER THE TEST		<i>Note: This section applies only to course providers using third parties to administer the test.</i>	
a. Describe policies and screening procedures for third party test providers according to the three criteria identified			
b. Describe procedures to validate qualifications and prerequisites of third party test providers			
c. Describe your test providers' specific responsibilities and the conduct you expect from them, addressing the specific criteria identified			
d. Describe procedures in place to fully inform test providers of their responsibilities and the conduct you expect of them in respect to the test protocol and test control procedures, as well as the consequences of non-compliance			
e. Describe procedures you use to validate test providers' understanding of their responsibilities and the conduct you expect of them in respect to the test protocol, test control procedures, and consequences of non-compliance			
f. State policies for test providers to maintain "active" status within your course provider organization			
g. Provide the name of designated person(s) your test providers can contact with any questions or issues related to their duties			

APPENDIX D

Submission Checklist: Communication Standard

CHECKLIST	YES	N / A	Page
ADMINISTRATIVE			
Cover Page: • Title of document • Course provider name			
Introduction • Briefly describe the size and scope of your organization relative to this standard			
Hard copy of submission			
Electronic version of submission			
3.2 REQUIREMENTS			
Capacity to Respond to Enquiries			
a. Describe your capacity to respond to enquiries and complaints in a timely manner relative to the type and scope of services you offer, in the languages approved, noting any specialized resources you may use			
b. Describe procedures to post and/or otherwise communicate your normal business hours and contact information			
c. Describe established policies and procedures to ensure you respond to enquiries and complaints within two business days.			
d. Describe procedures for ensuring those persons responding to enquiries and/or complaints are knowledgeable and capable as per the criteria identified.			
e. Describe the policies and procedures established to identify and resolve problems and complaints relating to approved services			
f. (Online providers only) Describe established procedures for ensuring clients have access to both study guide content assistance and technical support during your advertised business hours			

CHECKLIST (continued)	YES	N / A	Page
3.2 REQUIREMENTS (continued)			
Accurate and Factual Information			
g. Describe policies and procedures in place to ensure that all communications promoting or providing information about your services <ul style="list-style-type: none"> i. Are accurate and factual ii. Are consistent with Program content and intent iii. Add value and credibility to the Program iv. Reflect current Transport Canada regulations, policies and standards v. Comply with <i>Approved Text and Graphics for Accredited Course Providers TP 15234E</i> 			
h. Describe procedures for communicating prices and refund policies			
Communication with Representative <div style="text-align: right; font-size: small;"> <i>Note: This section applies to course providers who use representatives to deliver any services to the public</i> </div>			
i. Describe procedures to notify representatives of changes or updates to relevant policies, procedures, program content, regulations, or communication activities			

APPENDIX E

Submission Checklist: Internal Monitoring and Control Standard

CHECKLIST	YES	N / A	Page
ADMINISTRATIVE			
Cover Page: • Title of document • Course provider name			
Introduction • Briefly describe the size and scope of your organization relative to this standard			
Hard copy of submission			
Electronic version of submission			
4.2 REQUIREMENTS	<i>Note: For course providers with one instructor (e.g. course provider-owner), only 4.2 (h) and (j) apply.</i>		
Capacity to Implement Internal Monitoring and Control Procedures			
a. Describe your organizational capacity to conduct internal monitoring and quality control checks relative to the type, volume, and scope of services you offer			
Boating Safety Course Instructors			
b. Demonstrate the monitoring procedures and control checks in place that provide reasonable assurance that your boating safety instructors are providing good quality boating safety education to the public and comply with established policies and procedures			
Test Administration			
c. Demonstrate the monitoring procedures and control checks in place that provide reasonable assurance that your test administrators are administering the test according to the test protocol at test sites that meet established criteria			
Test Distribution and Security			
d. Demonstrate the monitoring procedures and control checks in place that provide reasonable assurance that your system to prevent unauthorized use or distribution of the boating safety test, including electronic distribution, is working			

CHECKLIST (continued)	YES	N / A	Page
4.2 REQUIREMENTS (continued)			
Customer Service (excluding Online Study Guide/Test Support)			
e. Demonstrate the monitoring procedures and control checks that provide reasonable assurance that the persons responding to public enquiries and/or complaints follow established policies and procedures			
Online Study Guide/Test Support			
f. Demonstrate the monitoring procedures and control checks that provide reasonable assurance that the persons supporting Online Study Guide and Test enquiries and technical issues follow established policies			
Visual, Audio and Written Communications and Promotions			
g. Describe the monitoring procedures and control checks that provide reasonable assurance that all promotional communications comply with established policies and procedures			
Document Review and Record Keeping			
h. Describe procedures to ensure that you review major policies, procedures and documents annually			
i. Describe procedures to ensure you keep a contact list of all of your representatives up-to-date			
j. Describe procedures for ensuring that you will keep all monitoring and control records for at least five years after last administrative use			

APPENDIX F

Sample Boating Safety Course Evaluation Form

What is your overall reaction to Excellent Very Good Good Fair Poor
this course?

List the major strengths and areas for improvement for the course.

Strengths	Areas for Improvement

1. The length of the course was appropriate. Excellent Very Good Good Fair Poor
2. The topics were clearly covered. Excellent Very Good Good Fair Poor
3. There was enough time for discussion. Excellent Very Good Good Fair Poor
4. The exercises were relevant. Excellent Very Good Good Fair Poor

5. The methods used to present the course content were effective. Excellent Very Good Good Fair Poor
6. The participant guide is useful. Excellent Very Good Good Fair Poor
7. The instructor was knowledgeable in the subject matter. Excellent Very Good Good Fair Poor
8. The instructor presented the material in an engaging and professional manner. Excellent Very Good Good Fair Poor
9. The course was effective. Excellent Very Good Good Fair Poor

10. If you rated any item less than "Good", please explain.



Name (optional) _____

Name of Instructor _____

Date of Course _____

Location _____

APPENDIX G

Guidelines for Temporary Pleasure Craft Operator Card Issued Following Written Test

1. ISSUANCE

- a. Course providers must issue a *Temporary Pleasure Craft Operator Card* at the test site, to every candidate who passes the Transport Canada boating safety test.
- b. Course providers must give instructions on how to properly complete and issue the temporary card to all of their test administrators.
- c. The test administrator must complete the temporary card and issue it to successful test candidates **at the test site**.
- d. The temporary card provides successful candidates with the information they need to demonstrate proof of competency.
- e. The temporary card must contain the minimum content Transport Canada requires.

2. TEMPORARY CARD CONTENT

The *Temporary Pleasure Craft Operator Card* is acceptable in any **paper** format¹⁰ and must include the following:

- a. **Title**
 - “Temporary Pleasure Craft Operator Card”
- b. **Course Provider Information**
 - Course Provider’s name
 - Course Provider’s contact information
- c. **Candidate Information**
 - Candidate full name (Given Name, Surname)
 - Candidate date of birth (YEAR/MM/DD)
- d. **Test Information**
 - Test date (YEAR/MM/DD)
 - Test City and Province
 - Name of Person Administering the Test
- e. **Other Requirements**
 - Include the following statement of validity: *This Temporary Pleasure Craft Operator Card is valid for 60 days after the test date.*

¹⁰ You may choose the format and size of the temporary card (e.g. the same size and format as a Pleasure Craft Operator Card, a letter size form, etc.)

- The Transport Canada symbol or the Government of Canada wordmark may not appear on a Temporary Pleasure Craft Operator Card.

APPENDIX H

Course Provider's Annual Report to Transport Canada

Background

Each year, course providers must submit an annual report to Transport Canada **summarizing** major program activities and statistics, and related monitoring results. The report may also trigger changes in policy, procedures, and documents and include a formal request for Transport Canada approval of any needed changes. Finally, the report also serves as a formal way for course providers to provide feedback and suggestions about program improvements, voice any concerns about program delivery issues and provide supporting evidence.

Due Date for Annual Report is January 31.

All reports will be due on January 31st for the previous calendar year.

Annual Report Requirements

Transport Canada will provide course providers with an electronic version of the annual report template by October 31 of each calendar year. It will include the following components:

1. Statistics

Transport Canada will ask course providers to provide basic data on:

- a. Number of Pleasure Craft Operator Cards issued as a result of the following:
 - i. Boating Safety Course (classroom)
 - ii. Online Course
 - iii. Challenge Test
 - iv. Replacement Card Request
- b. Number of active representatives for the calendar year:
 - i. Instructors (offering courses and tests)
 - ii. Third Party Test Providers (offering testing only)
- c. Number of Boating Safety Courses:
 - i. List each by date, city, province, and # of participants

2. Summary of Communication Activities

Transport Canada will ask course providers to provide a brief overview of their communication activities related to the Program. We will ask you to provide:

- a brief summary of the scope and volume and type of enquiries (email and telephone) your organization receives with respect to any aspect of Program.
- a summary of any media activities, if applicable, such as interviews, press releases, etc., your organization was involved in to promote course and test services, and/or boating safety in general.

3. Summary of findings of Internal Monitoring and Control Checks

Transport Canada will ask course providers to provide a brief summary of their findings related to their internal monitoring and control activities.

4. Suggested Amendments to *Boating Safety Course and Test Syllabus, TP 14932*

Course providers may use this section to provide suggestions for updates and corrections, and/or additions to the syllabus, the basis for the course manual, online study guide, and boating safety test.

5. Request for any changes/amendments to course providers policies, procedures, and or documents

Course providers may use this section to request approvals for routine amendments to their policies, procedures and documents for any aspect of their service.

6. Program Comments and Suggestions

This section of the annual report will serve as a formal way for course providers to clearly state their concerns and provide their suggestions about the most pressing issues affecting the delivery of the National Pleasure Craft Operator Competency Program.