# Evaluating a written supervision plan for tower crane operator training

In B.C., tower crane operators must be qualified and certified, which means they must be fully trained in all aspects of crane safety.

Employers are required to have a written supervision plan for each provisional (in-training) tower crane operator. A WorkSafeBC prevention officer may ask to see the written supervision plan during a site visit.

Employers and officers can use this guide to evaluate a plan and ensure it meets requirements for tower crane operator training. The supervision plan itself can be created using the related fillable template, Supervision plan for tower crane operator training.

## How to use this guide

1. Review the supervision plan and its accompanying documentation.
2. Using the table that begins on the next page, evaluate each criterion of the plan as set out below:
   - Satisfactory: Meets the required standards.
   - Requires attention: Requires improvement in some areas.
   - Non-compliant: Does not meet required standards.

The supervision plan does not need to be submitted to WorkSafeBC, but our prevention officers may request copies of training records as evidence that the plan is being implemented.

Examples of training records may include:

- Daily logs, maintained by supervisors, that record each training session, the tasks performed, and the operator's progress
- Training logs, maintained by supervisors or employers, that document daily training activities performed by the operator and their progress
- Records created during joint inspections in which both the supervisor and the operator conduct a thorough inspection of the crane or its components
- Knowledge checks (quizzes) used to verify the operator's understanding of safety protocols, operational procedures, and other knowledge areas
- Visuals, including images or videos created during training or when performing tasks, if applicable
- Checklists, such as pre-operational checklists, safety inspection logs, and rigging checklists
- Competency assessments, which provide feedback to the operator on their progress and identify any gaps that need to be filled with further training
- SkillRecord passport
- Site- or equipment-specific assessments

## Supervisor qualifications and responsibilities

| Criteria | Satisfactory | Requires attention | Non-compliant | Examples of evidence |
|---|---|---|---|---|
| Supervisor qualification | The supervisor must meet the qualifications set out in the documents listed on BC Crane Safety's Supervising Crane Operators webpage. | N/A | N/A | Certifications, experience letters, recommendations |
| Supervisor involvement | Supervisor has adequate oversight of the operator. Supervisor has regular check-ins with the operator and provides sufficient feedback. | Supervisor involvement is inconsistent. Check-ins are not done regularly, and/or minimal feedback is provided to the trainee. | Supervisor involvement is minimal or absent. There is no evidence of structured oversight. | Daily logs, check-in schedules, feedback forms |

## Adherence to safety regulations

| Criteria | Satisfactory | Requires attention | Non-compliant | Examples of evidence |
|---|---|---|---|---|
| Safety protocols | The accompanying documentation includes safety protocols and references key documents such as regulations, site-specific procedures, and manufacturers' manuals. | Safety protocols are applied inconsistently. There are gaps in documentation and/or unclear references to regulations and standards. | Safety protocols are either missing or not referenced in the plan. The plan is not aligned with regulations and standards. | Safety logs, policy reviews, training manuals referenced |

| Criteria | Satisfactory | Requires attention | Non-compliant | Examples of evidence |
|---|---|---|---|---|
| Incident reporting procedures | Clear and well-defined incident reporting procedures are included in the plan, and they are aligned with WorkSafeBC requirements. | Incident reporting procedures are incomplete or applied inconsistently, with gaps in the steps. | No incident reporting procedures are outlined, or they do not meet WorkSafeBC standards. | Copies of incident reports, WorkSafeBC guidelines, logs of near-miss reports |

## Skill progression plan

| Criteria | Satisfactory | Requires attention | Non-compliant | Examples of evidence |
|---|---|---|---|---|
| Defined progression levels | The plan clearly illustrates the skill progression. The plan outlines specific tasks and milestones to guide operators from basic competency to independent operation. | Skill progression is vaguely defined. There is little guidance on how operators move from one level to the next. | No skill progression is outlined, and there is no clear path for skill development. | Training logs, progression plan documents |
| Feedback and action plans | Feedback is provided at scheduled intervals. Follow-up actions are implemented, and gaps in skills and knowledge are addressed. | Feedback is irregular or lacks depth. There is little guidance for improvement or follow-up actions. | Feedback is absent or vague. No follow-up plans are in place to support development. | Feedback forms, review logs |

## Supervision of critical tasks (including safety and performance)

| Criteria | Satisfactory | Requires attention | Non-compliant | Examples of evidence |
|---|---|---|---|---|
| Supervision of critical lifts | All critical lifts have been identified, supervised directly, documented sufficiently, and communicated effectively. | Supervision of critical lifts is inconsistent. There are gaps in documentation or insufficient attention to risks and communication. | Critical lifts have not been identified, supervision is lacking, and minimal attention is paid to safety or risk. | Critical lift logs, risk mitigation plans, incident reports |

## Training documentation and evidence

| Criteria | Satisfactory | Requires attention | Non-compliant | Examples of evidence |
|---|---|---|---|---|
| Documented evidence of training | Training documentation is complete, accurate, and kept current. | Training documentation may not identify gaps in knowledge and skills, and no action plans are being implemented to address these gaps. | Training has not been documented, or records are insufficient to verify that proper training has taken place. | Written supervision plan, daily logs, training logs, joint inspection records, knowledge checks, checklists, feedback forms, SkillRecord passport, site- and equipment-specific assessments |

## For more information

To speak with an occupational health and safety consultant, call our Prevention Information Line at 604.276.3100 or toll-free 1.888.621.7233 (1.888.621.SAFE). Hours of operation are Monday to Friday, 8:05 a.m. to 4:30 p.m.