Safety Training Provider — Buyer Checklist

Ask before you buy · Canadian employers

HSE ADVISOR CANADA
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Employer / company: _____ Training being purchased: _____

Assessed by: _____ Date: _____

1. RECOGNITION — ASK THIS FIRST

REQUIREMENT	WHAT GOOD LOOKS LIKE	Y / N / N-A	EVIDENCE OR GAP
Approved where approval is required	Some training must come from a provider approved by the regulator or a certifying body. Confirm the specific course, not the company, appears on the official list.		
Recognised in your jurisdiction	A certificate valid in one province may not satisfy another. Confirm for every province you operate in.		
Meets the specific regulation	Ask which regulation and section the course is intended to satisfy, and verify it independently.		
Verified with the regulator, not the vendor	Check the official list yourself rather than accepting a logo on a website.		

Verify approval at the source. A provider describing itself as "compliant", "aligned with" or "meets or exceeds" a standard is not the same as appearing on a regulator's approved list. Where approval is required, only the list counts.

Ontario publishes the approved providers for working at heights training and for JHSC certification training. Check both the provider and the program on the official pages before you pay: working at heights training and JHSC certification training.

2. CONTENT

REQUIREMENT	WHAT GOOD LOOKS LIKE	Y / N / N-A	EVIDENCE OR GAP
Written for Canadian law	Content reflects Canadian legislation, not adapted American material.		
Jurisdiction-specific	Covers your province's requirements, and says which province it is written for.		
Currency and update cycle	Ask when it was last updated and what triggers an update. Ask to see the change log.		
Relevant to your industry	Examples and scenarios recognisable to your workers.		
Duration is honest	Stated hours match actual content rather than a minimum imposed to satisfy a rule.		
Practical component where needed	Any course claiming to produce a physical competency includes observed practical assessment.		

3. INSTRUCTORS AND ASSESSMENT

REQUIREMENT	WHAT GOOD LOOKS LIKE	Y / N / N-A	EVIDENCE OR GAP
Instructor qualifications disclosed	Named credentials and industry experience, available on request.		
Assessment is real	A pass standard, not a click-through completion.		
Retake policy	What happens on a failure, and whether retakes cost more.		
Question bank depth	Enough variation that workers are not simply sharing answers.		
Identity verification	For online training, some means of confirming who actually did it.		

4. RECORDS AND CERTIFICATES

REQUIREMENT	WHAT GOOD LOOKS LIKE	Y / N / N-A	EVIDENCE OR GAP
Certificate content	Worker name, course, date, expiry, provider and a verification reference.		
Records retained by provider	And for how long — you will need them at audit years later.		
You can export your records	Bulk export of your organisation's training data in a usable format.		
Verifiable by a third party	An auditor or client can confirm a certificate is genuine.		
Reissue process	How a worker gets a replacement certificate, and at what cost.		
Expiry tracking	Whether the provider notifies you before certificates lapse.		

> Ask what happens to your training records if you stop being a customer. Losing access to historical completion records at contract end is a real and commonly overlooked risk.

5. DELIVERY AND ACCESSIBILITY

REQUIREMENT	WHAT GOOD LOOKS LIKE	Y / N / N-A	EVIDENCE OR GAP
Works on the devices your workers have	Phone and tablet, not desktop only.		
Works on your connection	Usable bandwidth for remote or field sites; offline option if needed.		
Languages offered	Matching your workforce.		
Accessibility standards met	Captions, screen reader support, adjustable text.		
Progress saved	Workers can stop and resume without losing completion.		
Support available	A human to contact when a worker is locked out the day before a job starts.		

6. COMMERCIAL TERMS

REQUIREMENT	WHAT GOOD LOOKS LIKE	Y / N / N-A	EVIDENCE OR GAP
Price per seat is the real price	Setup, administration, certificate and support fees disclosed up front.		
Seat transferability	Whether an unused seat can move to another worker after turnover.		
Expiry of purchased seats	How long before unused seats lapse.		
Refund and cancellation policy	In writing.		
Contract term and auto-renewal	Notice period to exit.		
Volume commitment	Whether discounts require a commitment you can actually meet.		

7. WARNING SIGNS

- [ ] Cannot name the regulation or section the course satisfies
- [ ] Uses “certified” loosely, where the correct word is “awareness” or “completion”
- [ ] Implies a regulator endorsement it cannot evidence on an official list
- [ ] Will not disclose instructor qualifications
- [ ] No assessment, or a pass guaranteed by design
- [ ] Duration far below every comparable course, with no explanation
- [ ] No verifiable certificate reference
- [ ] Pressure to buy a large seat block today at a price expiring tomorrow
- [ ] No named Canadian entity or business address
- [ ] Reviews only on the provider’s own site

> **“Certified” is the word to interrogate.** Many courses are awareness training and produce a certificate of completion — which is legitimate and often exactly what the regulation requires. It becomes a problem only when a provider implies it confers a certification or ticket that it does not.

8. COMPARE UP TO THREE PROVIDERS

CRITERION	PROVIDER A	PROVIDER B	PROVIDER C
Recognised / approved where required			
Jurisdiction coverage			
Content currency			
Assessment rigour			
Record keeping and export			
Accessibility			
Total cost per worker			
Warning signs noted			
Decision			

ASSESSED BY

DATE

APPROVED BY

DATE

Want help applying this?

Our consultants (CRSP Certified · COR & ISO 45001 Lead Auditors) can adapt this to your workplace or review your safety program with you.

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Safety Training Provider Comparison Checklist · Version 1.1 · Reviewed October 2026 · HSE Advisor Canada. Free to use and adapt. General guidance, not legal advice.

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