

July 14, 2019

NACE International Institute
Contractor Accreditation Program (NIICAP)
15835 Park Ten Place
Houston, Texas 77084
Attn: Helena Seelinger

IUPAT District Council 38 Finishing Trades Institute
12277 Industrial Road
Surrey, BC V3V 3S1

Encl: DC 38 AS-3 ITO Summary, Administrative Practices, and Training Practices Spread Sheets

Dear Pat Byrne, DC 38 FTI,

International Union of Painters and Allied Trades (IUPAT) requested NACE International Institute Business Services Contractor Accreditation Program (NIICAP) to perform an audit of the surface preparation and coating application skills, and associated training and exam practices provided by District Council 38 Finishing Trades Institute (DC 38 FTI) in Surrey, British Columbia.

NIICAP performed the requested on-site audit of the training and exam practices for surface preparation and coating/lining application provided at DC 38 FTI on July 8th and 9th, 2019. This letter presents the final results based on that audit.

The DC 38 FTI has been operating since 1992, and the training staff have been in place for a number of years as well. DC 38 FTI provides training and hands on skills development for several associated trades including surface preparation and coating application, drywall installation and finishing, lathers, and glazers, hazardous material abatement specialists, and water blasters. The 14000 square foot facility is a recent addition to support the trades, and to incorporate modern technology. The commitment and spirit of the personnel is obvious when reviewing the depth and variety of material and equipment, the condition of readiness, and the knowledge of the staff on a variety of subjects. The overall impression is that DC 38 FTI is a modern, well-run very robust and professional training facility providing significant support for the training needs at the local level.

While performing the administrative practices portion of the audit the depth of supporting material, lesson plans, training plans, and the knowledge of the personnel using these tools was exceptional.

The Canadian and British Columbia governments have developed stringent training, fiscal responsibility, and safety standards through the Industry Training Authority (ITA) in consultation with industry professionals including personnel from DC 38 FTI. These standards are the basis for the curriculum and lesson plans that have been developed by the FTI.

Some of the strengths noted during the audit include:

- Very proactive accident prevention and safety training program starting with the first block of training that the apprentices receive. This seems to be a common practice among all of the FTIs that have been audited to date.
- The corporate Learning Management System (LMS) database program which is used extensively in the US is only used peripherally in Canada since many of the legislative requirements that drive the content of the LMS are different in Canada. The Canadian requirements have driven DC 38 FTI to develop most of their own lesson plans and training plans.
- DC 38 uses a program called "Daybreak" which tracks the training received and due dates for all training that DC 38 provides.
- Most lesson plans and curriculum are locally developed. The FTI contracts for the services of a consultant in cases where unique training requests are needed by the contractors

- External auditing practices by the ITA are very thorough. The ITA representatives perform several audits focusing on fiscal responsibility and ensuring the training plan is adequate and that training and evaluation are performed in accordance with the training plan, which is based on ITA curriculum guidelines.

Some areas where there is a possibility for improvement include:

- Most of the curriculum development in Canada is performed at the FTI level. Although each Province has slightly different requirements, the majority of the requirements are consistent. Just as in the US, the majority of the curriculum could be centrally coordinated for consistency and to reduce the individual development costs, and each FTI could develop only those portions of the curriculum that are unique to their local requirements or needed skills mix.
- The Daybreak database system can be used to provide a report for a recall system or dispatch record; however, it is based on a manual query and is not automated. This system seems to be adequate; however, automation would make it more difficult to miss a requalification date. It was reported that automation is being developed.
- There is not much process direction or documentation. Process direction would provide a repeatable process instruction or procedure. Everyone seems well trained, professional, and familiar with their roles; however, process documentation and direction would ensure repeatability across the enterprise. This being said, we must emphasize that all program and individual requirements were being performed very well, and there is significant documentation validating that processes, inspections, and follow up actions are being performed. Based on the result of the combined scores for each of the assessment elements the NIICAP Auditor recommends District 38 Finishing Trades Institute for NIICAP Accreditation in accordance with AS-3 ITO requirements.

If there are any technical questions or discussion regarding this audit, please contact TJ Mead at tj.mead@nace.org or Cell Phone: 360-301-0426.

If there are any administrative questions or discussion regarding this audit, please contact NIICAP at niicapsupport@nace.org.

Sincerely,



Digitally signed by Dave Hennerbichler
Date: 2019.07.16

Dave Hennerbichler, Auditor



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Date: 2019.07.14 14:03:17
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TJ Mead, Chief Auditor