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## Effective Dispute Resolution on Construction Sites (NEW e-Learning course)

\$100+HST

There are many stakeholders in a construction project of any scale, including architects and engineers that design the project, buyers that create the demand for the project, general contractors that manage the construction of the project and sub-contractors that build the project.

The challenge, is to get everyone in this complex supply chain moving in the same direction from start to finish. Inherently there will be conflict. Whether it is conflict in interpreting contract terms, or conflict because information is just not available, negotiation and dispute resolution is inevitable.

This 4 module e-learning course is comprised of the following:

Module 1 - Introduction and the basics

Module 2 - Negotiation versus formal dispute resolution

Module 3 - Being a leader versus an authority

Module 4 - Tools for negotiating success

### Learning Outcomes:

- Understand the differences between a negotiation versus a formal dispute and what triggers that formality
- Leading your way through a negotiation, by understanding your BATNA
- Discovering your ZOPA
- Negotiating in good faith
- Tools used to build trust
- Understand the difference between active listening versus listening to respond
- Negotiating for a win-win, saving relationships

**Who should attend:** Project Coordinators, Contract Coordinators, Project Managers, Engineers, Architects.



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## Construction Project Close-Out (**NEW**) – Cost \$150+HST



This course is to assist project leaders in refining best practices aimed at improving productivity. In this 4 hour course, you'll explore aspects of project management that are necessary to meet today's demands on site. The course covers four key modules:

**Module 1:** Introduction: Understanding the challenges around project close out

**Module 2:** Pre Construction Phase: Internal hand over, shop drawings, and personnel requirements

**Module 3:** Construction Phase; Know your contract and be collaborative

**Module 4:** Post Construction Phase: Warranties and total completion

### **Outcomes:**

Upon completion, participants will be able to identify requirements to meet substantial performance by definition, total performance by definition, understand the contents of Document 100 – a joint paper by the OAA and OGCA, commissioning strategies, and of key importance, identifying roadblocks to completion that will result in payment delays.

**Who should attend:** Project Coordinators, Project Managers, Engineers, Architects, Buyers of Construction/Owners

**Testing:** A quiz will occur at the end of each Module. A Pass of 75% is required to obtain your certificate of completion

**This course is Gold Seal certified, 1 credit.**



# Warehousing and Storage Safety Essentials

Fee: \$30/\$25 per seat

## OVERVIEW:

Explore the vital regulations and practices for creating and preserving the safety and wellbeing of warehouse workers. Warehousing and storage work comes with a unique and wide array of risks and hazards, which can cause serious and fatal injuries and profit and productivity losses, so it is important that all workers understand forklifts and loading docks safety, traffic and pedestrians, as well as working at height and safe storage, plus much more. Making sure that every member of the organization understands these crucial safety procedures is the first step to developing a safe workplace for everyone.

## ORGANIZATIONAL OBJECTIVE:

- Develops a safety conscious and aware organization
- Reduces risk and incidence of injuries from poor safety practices
- Builds higher storage and safety standards across the organization
- Creates a culture of respect for health and wellbeing
- Helps mitigate the risk of litigation
- Photo verification provides proof of training
- Self-pacing provides proof that learners understood training
- Satisfaction that program is developed in line with CCOHS standards

## LEARNING OBJECTIVE:

- Confidently and safely work with forklifts, loading docks and at heights
- Understand safe procedures around traffic and pedestrians
- Successfully implement and comprehend fire safety procedures
- Exhibit and encourage positive warehouse safety practices
- Demonstrate strong understanding of slip and trip risks
- Effectively follow safe storage procedures
- Reduce incidence of musculoskeletal injuries

## TOPICS COVERED:

- Workplace Safety 101
- Forklifts
- Traffic & Pedestrians
- Loading Docks
- Fire Safety
- Slips & Trips
- Working at Height
- Safe Storage
- Manual Handling & Ergonomics

## AUDIENCE:

- Workers and Leaders at all Organizational Levels
- Experienced Professionals Looking to Advance or Update Skills.

The total duration of this e-learning course is 35 minutes and the cost is \$30 per seat, \$25 if you purchase more than 3 seats.



# WHMIS 2015

Fee: \$30/\$25 per seat

## OVERVIEW:

The WHMIS 2015 course is the newest, most updated version which has replaced the WHMIS GHS: Classification & Communication course. The new WHMIS 2015 course has been approved by the **CCOHS** (Canadian Centre for Occupational Health & Safety).

Explore the fundamental safety measures that help reduce the risk of hazardous chemicals in the workplace. Workers in contact with hazardous chemicals must understand the risks associated with the substances that they are working with, whether workers use hazardous chemicals daily or as infrequently as once a year, it is essential that they understand hazard classes and communication, WHMIS pictograms and labels, as well as safety data sheets, and more. The most important thing in any workplace is the safety of the people in it; WHMIS guidelines help to ensure that your organization is as safe as possible for everyone.

## ORGANIZATIONAL OBJECTIVE:

- Added Confidence in Staff Ability and Proficiency
- Increases Safety Awareness in the Work Culture
- Develops a Consistent Standard for All Members Across the Organization
- Builds Worker Confidence and Understanding of Regulations
- Helps Mitigate the Risk of Litigation
- Photo Verification Provides Proof of Training
- Self-pacing Provides Proof that Learners Understood Training
- Satisfaction that Program is developed in line with CCOHS Standards

## LEARNING OBJECTIVE:

- Display and Promote Positive Practices Around Hazardous Chemicals
- Determine Appropriate Procedures in Accordance With WHMIS Classification
- Successfully Observe Hazard Classes
- Comfortably Understand Safety Data Sheets
- Effectively Comprehend Hazard Communication
- Uphold and Encourage Regulation Awareness
- Confidently Recognize and Identify WHMIS Pictograms and Labels
- Understand and Adhere to Supplier Labels

## TOPICS COVERED:

- Hazard classes
- Hazard communication
- WHMIS pictograms
- Supplier labels
- Safety data sheets

## AUDIENCE:

- Workers and Leaders at all Organizational Levels
- Experienced professionals looking to advance or update skills.

The total duration of this e-learning course is 23 minutes and the cost is \$30 per seat, \$25 if you purchase more than 3 seats.



# Workplace Bullying & Harassment

Fee: \$30/\$25 per seat

## OVERVIEW:

Observe the indispensable rules and regulations that assist in providing a comfortable a secure working environment. Every member of the organization must understand what constitutes bullying and harassment in the workplace and how to determine acceptable and unacceptable behavior, recognize the signs and respond to them, as well as deal with aggressive or violent conduct, and much more. Bullying and harassment in the workplace are serious health and safety issues that can affect everyone in the organization and must be addressed and remedied without exception.

## ORGANIZATIONAL OBJECTIVE:

- Diminish the incidence of bullying and harassment
- Grow and maintain positive workplace relationships
- Promote a duty of care for all members of the organization
- Create a high standard of appropriate and acceptable behavior
- Develop a compassionate, thoughtful and respectful work culture
- Helps mitigate the risk of litigation
- Photo verification provides proof of training
- Self-pacing provides proof that learners understood training
- Satisfaction that programs are developed in line with regional standards

## LEARNING OBJECTIVE:

- Establish and promote good behavior practices
- Encourage a safe and harassment-free environment for everyone
- Successfully determine acceptable and unacceptable behavior
- Affect positive change in the work culture
- Efficiently make and handle bullying and harassment complaints
- Mitigate any harassing or bullying behavior
- Effectively address instances of bullying and harassment
- Promote understanding and advantages of a fair workplace

## TOPICS COVERED:

- (Re-enactments 1 – 5)
- Unacceptable Behavior
- Recognizing the Signs
- Responding to Bullying & Harassment
- Dealing with Aggression & Violence

## AUDIENCE:

- Workers and Leaders at all Organizational Levels
- Experienced Professionals Looking to Advance or Update Skills.

The total duration of this e-learning course is 30 minutes and the cost is \$30 per seat, \$25 if you purchase more than 3 seats.



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## Construction Industry Ethics course (e-Learning portion)



**Cost: \$200+HST**

Ethical behavior is paramount in the construction industry. By maintaining high ethical standards, and being consistent in our practices, we thrive both personally and professionally. The Construction Industry Ethics course can help your employees navigate the ethical grey areas they face every day.

The Construction Industry Ethics course has been designed to help you understand ethics as it relates to the construction industry. The course contains interactive elements, case studies, practical examples, videos, and a course glossary.

**Upon completing this 4 hours course, you will:**

- Understand what is included in “ethical behavior”
- Be aware of the importance of ethics in business
- Know how to make ethical decisions
- Recognize ethics in the context of the law
- Understand the direct link between ethics and a company’s success

**Who should attend:** This 4-hour course is intended for owner/clients, contractors, supervisors, project managers, etc. who must deal effectively and professionally with employees, sub-trades, owners, clients, engineers, employers, and the public.

### **CREDITS/CERTIFICATES:**

This course has been accredited by the Canadian Construction Association (CCA) to two (2) credits towards Gold Seal Certification upon successful completion of this course.

**It’s mandatory for all the Gold Seal Certificate applicant to complete Construction Ethics online & in-class course (total 3 Gold Seal credits).**





## Building Information Modeling (BIM) Fundamentals

Fee: \$500+HST

Building information modeling (BIM) involves creating and managing files that represent the physical and functional features of locations in order to assist in decision making about those locations.

This BIM Fundamentals course teaches a variety of concepts key to the implementation and management of BIM, which include Canadian and international standards, policies and procedures, organizational commitment, legal implications, interoperability of BIM platforms, methods of delivery and BIM execution.

This is a theory-based course and does not include any hands-on learning.

### Topics

- Canadian and international standards
- Policies and procedures
- Organizational commitment
- Legal implications
- Interoperability of BIM platforms
- Methods of delivery
- BIM execution

### Prerequisites

You must be familiar with construction methods, construction materials, building design and assembly.

### What you'll achieve

Upon successful completion of this online course, participants will be eligible for CanBIM Certification Level 1 and Gold Seal Credits.

### Things you'll learn to do

- Understand Canadian and international standards; policies and procedures; and legal implications when implementing BIM
- Know methods of delivery and organizational commitment when executing BIM

**The total duration of this e-learning course is 28 hours.**





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## Construction Law e-Learning course

Cost: \$150+HST

### SUMMARY:

This course is intended to provide members of the construction industry with an understanding of Construction Law.

### DESCRIPTION:

This course is designed to teach and familiarize owners, managers, supervisors and project managers with construction contracts and contract law; liabilities and responsibilities of all parties to a Contract, compiling and submitting proper extras and claims, and ways and means for leaders to avoid conflict with contracts, owners, trades, and labour.

### OBJECTIVES:

Upon completion of this course, learners will be able to:

- Understand the origins of law
- Understand what a contract is and what makes a contract valid or invalid
- Understand the roles in the construction industry as they apply to contract law
- Know the different types of construction contracts
- Interpret contracts
- Understand what a custom contract consists of
- Understand the principles of surety and the different types of bonds that are used
- Know what type of insurance is required in the construction industry
- Understand claims, the reasons for claims, and the process of making a claim
- Know the Acts and Regulations that are relevant to the Construction Industry

### AUDIENCE:

This course is intended for people working in the construction industry who deal primarily in trade-to-trade and/or trade-to-customer situations.

### COURSE LENGTH:

The course duration is approximately 4 hours.

### AVAILABLE FORMATS:

This course is available online in English and French.

### CREDITS/CERTIFICATES:

This course has been accredited by the Canadian Construction Association (CCA) to two (2) credits towards Gold Seal Certification upon successful completion of this course. A final mark of 75% is required in order to receive a certificate of completion.

### HOW TO ENROLL:

You will require a PIN # prior to registering for this course. Please complete the registration form and your PIN # will be emailed to you upon the receipt of payment.



## Introduction to Construction Estimating e-Learning course

Cost: \$150+HST

### SUMMARY:

Accurate and precise estimating is critical to the financial viability of a construction firm. This course provides an introduction to the field of construction estimating covering all aspects of the production of an accurate estimate.

### DESCRIPTION:

This training program will provide you with the knowledge and skills to visualize the scope and magnitude of a construction project and produce reliable estimates. This is accomplished by reviewing drawings through various phases of a project with the aim of determining the quantity and type of materials required for the project.

### OBJECTIVES:

After completing this course, you will:

- Have a good understanding of estimating practices;
- Know site-specific conditions and regulatory requirements;
- Know how to handle the purchasing and logistics associated with materials on the job;
- Know how to manage materials on site;
- Organize cost data in a clear and logical manner;
- Have the ability to keep historical information related to costs, (including those associated with labour, material, overhead, equipment, availability of required items);
- Know how and when to update historical information related to costs;
- Assemble bids and meet bid closure deadlines;
- Provide on-site solutions to work-related problems in relation to equipment and material placement.

### AUDIENCE:

This course is intended for people working in estimating or any individual who wants to become an estimator in any part of the country, in any sector (residential, industrial, commercial, institutional, pipeline, civil).

### COURSE LENGTH:

The course duration is approximately 4 hours.

### AVAILABLE FORMATS:

This course is available online in English and French.

### CREDITS/CERTIFICATES:

This course has been accredited by the Canadian Construction Association (CCA) for two (2) credits towards Gold Seal Certification. A final mark of 75% is required in order to receive a certificate of completion.

### HOW TO ENROLL:

You will require a PIN # prior to registering for this course. Please complete the registration form and your PIN # will be emailed to you upon the receipt of payment.



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## Introduction to BIM (Building Information Modeling)

Cost : 150+HST

### SUMMARY:

As an emerging technology, Building Information Modeling (BIM) is generating a lot of buzz in the construction industry. This course provides an overview of how this technology positively impacts the construction process.

### DESCRIPTION:

As Building Information Modeling (BIM) is adopted by more and more companies in the construction industry, its usefulness has expanded beyond the original design phase activities. This course positions BIM in the context of all phases of construction illustrating how to maximize BIM as a tool for the entire construction team. You will see how BIM fits into the construction workflow. It introduces the BIM philosophy in design, bidding, construction, commissioning, delivery, and as-built stages of construction.

### OBJECTIVES:

After completing this course, you will:

- Know what BIM is
- Understand the full potential of BIM technology
- Understand the philosophy behind BIM
- Be aware of how BIM can assist at all stages of a construction project
- Appreciate existing and potential new uses for BIM
- See the value of new technologies such as BIM.

### AUDIENCE:

This course is intended for employers, management, supervisors, foremen, and tradespeople working in construction in any part of the country, in any sector (residential, industrial, commercial, institutional, pipeline, civil).

### COURSE LENGTH:

The course duration is approximately 2 hours.

### AVAILABLE FORMATS:

This course is available online in English and French.

### CREDITS/CERTIFICATES:

This course has been accredited by the Canadian Construction Association (CCA) for one (1) credit towards Gold Seal Certification. This course is an awareness raising tool. A certificate is given upon completion.

### HOW TO ENROLL:

You will require a PIN # prior to registering for this course. Please complete the application form and your PIN # will be emailed to you upon the receipt of payment.



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## First Level Supervisor Training Program e-Learning course

Cost: \$400+HST

### SUMMARY:

This course offers the critical basic skills and concepts needed to supervise a crew in the residential, institutional, commercial, industrial, and civil construction sectors.

### DESCRIPTION:

Supervisors play a key role in ensuring the job gets done on time, on budget and safely. This course will introduce you to all aspects of supervision beginning with a discussion of the supervisor's role and the skills required. Then, the supervision basics are covered: leadership vs. management, due diligence, communication skills, meetings, and handling disagreements and problems.

The course then examines the supervisor's role with respect to safety, looking at inspections, investigations and training. Human Resource Management comes next, including addressing personal problems and performance issues. The course introduces you to planning and scheduling, followed by productivity and quality, including problem solving for quality outcomes.

The final section teaches you how to lead an effective work team, discussing concepts, motivation and team performance.

### OBJECTIVES:

This course will provide you with the tools to help you:

- Build your supervisory skills
- Lead a work crew
- Communicate effectively
- Understand the supervisor's role in safety and due diligence
- Develop and motivate teams
- Address performance issues

### AUDIENCE:

This course is intended for foremen and supervisors or any individual who wants to become a first level supervisor in any part of the country, in any sector (residential, industrial, commercial, institutional, pipeline, civil).

### COURSE LENGTH:

The course duration is approximately 14 hours.

### AVAILABLE FORMATS:

This course is available online in English and French.

### CREDITS/CERTIFICATES:

This course has been accredited by the Canadian Construction Association (CCA) for five (5) credits towards Gold Seal Certification. A final mark of 100% is required in order to receive a certificate of completion.

### HOW TO ENROLL:

You will require a PIN # prior to registering for this course. Please complete the registration form and your PIN # will be mailed upon the receipt of payment.



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## Pipeline Construction Safety Training (PCST)

Cost: \$100+HST

### SUMMARY:

This course has been designed and developed by the construction industry to address health and safety issues specific to pipeline construction in the oil and gas industry.

### DESCRIPTION:

Construction safety is not to be taken lightly, and it is something that the pipeline construction industry takes very seriously. This course is intended to familiarize you, the worker, with how to recognize, assess and control hazards on the worksite. It has been designed to complement other safety-related courses offered by the industry.

### OBJECTIVES:

After completing this course, you will:

- Know how to Recognize Hazards
- Know how to Assess Hazards
- Know how to Control Hazards
- Know how to operate a Vehicle Safely
- Know how to operate Equipment Safely
- Know how to respond to Emergencies

### AUDIENCE:

This course is intended for people working in the oil and gas pipeline construction industry.

### COURSE LENGTH:

The course duration is approximately 6 hours.

### AVAILABLE FORMATS:

This course is available online in English and French.

### CREDITS/CERTIFICATES:

A final mark of 100% is required in order to receive a certificate of completion.

### HOW TO ENROLL:

You'll require a PIN # prior to registering for this course. Please complete the application form and your PIN # will be emailed to you upon the receipt of payment.



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## Construction Project Management e-Learning course

Cost: \$150+HST

### SUMMARY:

The information presented in this course will help you to understand what you can do successfully administer projects and will provide you with the necessary tools to help manage a project.

### DESCRIPTION:

This training program will provide you with the knowledge and skills to help you plan and administer projects from start to finish.

### OBJECTIVES:

After completing this course, you will:

- Develop Business Cases
- Develop Scope of Projects
- Manage Project Procurement
- Manage Project Risk
- Manage Change Process

### AUDIENCE:

This course is intended for everyone working in construction in any part of the country, in any sector (residential, industrial, commercial, institutional, pipeline, civil).

### COURSE LENGTH:

The course duration is approximately 4 hours.

### AVAILABLE FORMATS:

This course is available online in English and French.

### CREDITS/CERTIFICATES:

This course has been accredited by the Canadian Construction Association (CCA) to three (3) credits towards Gold Seal Certification upon successful completion of this course. A final mark of 75% is required in order to receive a certificate of completion.

### HOW TO ENROLL:

You will require a PIN # prior to registering for this course. Please fill out the application with the payment information and your PIN # will be emailed upon the receipt of payment.



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# Communication, Negotiation, Conflict Resolution

Cost: \$150+HST

## SUMMARY:

The information presented in this course will help you to improve your communication skill both written and oral, your negotiating skills and conflict resolution abilities alongside co-workers and on the job site every day.

## DESCRIPTION:

The Communication, Negotiation and Conflict Resolution course has been designed to help improve written, oral and negotiating skills within the construction industry. The course contains interactive elements, case studies, practical examples, a search function, course glossary and reference library.

## OBJECTIVES:

Upon completing this course, you will be able to:

- Define a conflict
- Identify the stages of conflict
- Describe the importance of communication
- Apply assertiveness techniques to get their point across
- Deal with difficult people more effectively
- Recognize the criteria for an effective negotiator
- Describe how power can be used/abused in negotiation
- Identify when to close negotiations

## AUDIENCE:

This course is intended for supervisors, project managers, etc. who must deal effectively and professionally with employees, sub-trades, owners, clients, engineers and employers.

## COURSE LENGTH:

The course duration is approximately 4 hours.

## AVAILABLE FORMATS:

This course is available online in English and French.

## CREDITS/CERTIFICATES:

This course has been accredited by the Canadian Construction Association (CCA) for two (2) credits towards Gold Seal Certification. A final mark of 75% is required in order to receive a certificate of completion.

## HOW TO ENROLL:

You will require a PIN # prior to registering for this course. Please complete the application form and your PIN # will be emailed upon the receipt of payment.





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## **New** Working in a Respectful and Inclusive Workplace (E-Learning course, 24/7 self-paced)

\$100+HST

### **SUMMARY**

This course is intended to equip you to be successful and participate in creating a respectful and inclusive workplace.

### **DESCRIPTION**

This course looks at how a respectful and inclusive workplace can benefit everyone by eliminating discrimination and harassment, and how everyone can create respect through inclusive communication, teamwork, and mentorship. This course uses interactive elements, scenarios, videos, and quizzes to reinforce the learning.

### **OBJECTIVES**

By the end of this course you will:

- Understand industry expectations for respectful and inclusive workplaces
- Know how to lead by example to help create a respectful and inclusive workplace.
- Know how to communicate more effectively with team members of different genders, backgrounds and circumstances.
- Know how to include the perspectives of team members of different genders, backgrounds and circumstances into decision-making and problem-solving.
- Work more effectively in mentorship relationships with team members of different genders, backgrounds and circumstances to transfer trade and workplace knowledge to the next generation.

### **AUDIENCE**

This course is intended for people working in the construction industry.

### **COURSE LENGTH**

The course duration is approximately 3 hours.

### **AVAILABLE FORMATS**

This course is available online in English and French.

### **CREDITS/CERTIFICATES**

This course has been accredited by the Canadian Construction Association (CCA) to one (1) credit toward Gold Seal Certification upon successful completion of this course. A final mark of 100% is required in order to receive a certificate of completion.

### **HOW TO ENROLL**

You will require a PIN # prior to registering for this course. Please complete the registration form and your PIN # will be emailed to you upon the receipt of payment





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E-Learning Centre

**Registration Form** (one form for each course)

**E-course name:** \_\_\_\_\_

e-course fee: \_\_\_\_\_ + hst (13%) \_\_\_\_\_ total \_\_\_\_\_

**PLEASE PROVIDE DETAILS AS FOLLOWS:**

Mr./Ms. First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Your address \_\_\_\_\_ City \_\_\_\_\_

Prov./State \_\_\_\_\_ Postal/Zip Code \_\_\_\_\_ Country \_\_\_\_\_

If employed, your company information: Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City \_\_\_\_\_ Prov./ State \_\_\_\_\_ Country \_\_\_\_\_ Post/Zip Code \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Website \_\_\_\_\_

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**METHOD OF PAYMENT:**  CHEQUE enclosed  CREDIT CARD

Card holder name: \_\_\_\_\_

Credit card number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Please return this order form to Faith Chen by email [fchen@tcaconnect.com](mailto:fchen@tcaconnect.com)  
Once payment is processed, we will email you back with a pin number, instructions and a receipt.  
Any questions please contact Faith Chen at: 416-847-9162 or [fchen@tcaconnect.com](mailto:fchen@tcaconnect.com)