



Certified Permit Coordinator Program Certification Handbook

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Introduction

This Certification Handbook contains information on how to become a Certified Permit Coordinator.

It was created to help guide interested industry professionals through the certification application process. If you have any questions about the Certified Permit Coordinator Program or about the information contained within the Certification Handbook please write, email, phone or fax the City of Winnipeg, Planning, Property and Development Department using the following contact information:

Development Projects Liaison
Development & Inspections Division
Planning, Property & Development Department
City of Winnipeg
Mezzanine Unit 83-30 Fort Street
Winnipeg, Manitoba R3C 4X7
Telephone: (204) 986-3042
Fax: (204) 986-3405
Email: SCianflone@winnipeg.ca
Website: www.winnipeg.ca

Eligibility standards, examination content, examination, standards, fees, and guidelines are all subject to change. An electronic version of this handbook can also be found on our website at www.winnipeg.ca/ppd/permits

PLEASE KEEP THIS HANDBOOK FOR REFERENCE

Program History

In November 2003, the City of Winnipeg, Planning, Property and Development Department launched a comprehensive review of the permit processing system entitled the Permits X-Press Improvement Project. The long-term goal of the Permits X-Press Improvement Project was to improve the permit process by the end of 2005 and to ensure shorter-term improvements were in place by March 31, 2004.

In order to accomplish this, an Industry Advisory Group was formed to enlist the assistance of industry members to work with the Department to find improvements that mattered most to customers.

In 2004, His Worship Mayor Sam Katz launched the Red Tape Commission with a goal to reviewing civic procedures and processes, regulations, by-laws and amendments. The Red Tape Commission's mandate included identifying measures to reduce red tape, recommend elimination, streamlining, or consolidation, in order to create overall regulatory common sense and a Winnipeg that is open for business. The final report and recommendations were offered in June 2005.

In 2008 the City of Winnipeg Permit X-Press Project and Winnipeg's Industry Advisory Group collaborated to develop the Certified Permit Coordinator Program as a first step in response to a Council approved directive to implement Recommendation 9 of the Mayor's Red Tape Commission Report.

Together, Industry Representatives and staff of the City of Winnipeg, Planning, Property and Development Department developed a framework for the Program's implementation including program scope, industry involvement and eligibility, educational components and program delivery timelines.

Program Scope

The Certified Permit Coordinator Program was developed to facilitate issuance of Building Foundation Permits. The scope of Building Permit Applications that will be considered for this program shall be limited to ***Single Storey Buildings (no basement) only*** within the following specific Manitoba Building Code groups:

- Group D – offices
- Group E – retail stores
- Group F2 – medium hazard industrial
- Group F3 – low hazard industrial

When making a building permit application within the scope denoted above, through the City of Winnipeg's permit application process, a **Certified Permit Coordinator** will be provided with the following program outcomes:

1. Mandatory Pre-Application Meeting
2. Mandatory Permit Applicant
3. Fast Track Foundation Only Permit (maximum 15 working day turnaround)
4. Issuance of Foundation Only Permit with acknowledged deficiencies/conditions (where applicable)
5. Security Deposit to be submitted to cover acknowledged deficiencies/conditions
6. All conditions to be met prior to release of security deposit
7. Next stage building permit request may be accepted, but next stage permit will not be issued until all outstanding deficiencies/conditions are met, unless otherwise agreed upon.

Program Benefits

The Certified Permit Coordinator Program is designed to be mutually beneficial to both industry professionals and the City of Winnipeg as the municipality having jurisdiction over the issuance of building permits.

From an industry perspective, the program:

- Allows for involvement of industry professionals early in the project;
- Links the Land Development and Building Permit Processes;
- Provides predictable turnaround times for issuance of building permit applications at the foundation stage;
- Provides a better understanding of approvals and processes;
- Identifies issues with the project early in the planning phase;
- Develops a foundation for future leaders in the industry; and
- Encourages qualified persons to pursue a program of professional development.

From the perspective of the City of Winnipeg, the program ensures:

- Knowledgeable customers in City permit application approval processes;
- Accountability through involvement of a Certified Permit Coordinator;
- Expectations and deliverables are clear early in project;
- Reduced delays and rework associated with incomplete applications; and
- Better customer service.

Program Delivery Timelines

The Certified Permit Coordinator Program is intended as a first step towards accomplishing the Council approved recommendations. As such, program delivery timelines were established to facilitate the first certification year of the Certified Permit Coordinators as a “trial phase”.

The Certified Permit Coordinator training program and examination will be launched in November 2009 and commencement of the “trial phase” and first certification year will become effective April 1, 2010 (reflective of the construction season).

To demonstrate its commitment to success of the program, the City of Winnipeg will waive Training Program Fees (including examination) and initial Certified Permit Coordinator Certification Fees during the “trial phase”. All successful Certified Permit Coordinators will be expected to pay the cost of an Annual Renewal Fee in order to retain their Permit Coordinator status commencing 2011.

Certified Permit Coordinator Exam Information

Exam Overview

The Certified Permit Coordinator certification exam measures the working knowledge of industry professionals of various City approval processes, building permit requirements and other considerations involved in the land development and building permit application processes.

The program has been designed to provide certification to applicants through five (5) ½ day training sessions followed by a final examination. Annual recertification will be required.

Eligibility

The framework for eligibility is based on the premise that all applicants to the Certified Permit Coordinator Program have met minimum standards of required knowledge, skills, and abilities. As such, the **Certified Permit Coordinator** Program is open to industry professionals who are either:

- Active Members of the Association of Professional Engineers and Geoscientists of the Province of Manitoba;
- Active Members of the Manitoba Association of Architects; or
- Gold Seal Certified Members of the Winnipeg Construction Association

How to Apply for the Certified Permit Coordinator Program

Candidates wishing to participate in the Certified Permit Coordinator Program must complete the attached application form, provide evidence of their eligibility and submit an application fee. A copy of the application form is included at the end of this handbook.

Educational Components

The educational components of the Certified Permit Coordinator training program and final examination provide an overview of City approval processes, building permit requirements and other considerations involved in the land development and building permit application processes. Topics include:

- City Governance & By-laws
- Site Selection
- Overview of Planning policies and documents
- Public Consultation

- Review of various approval processes
- Pre-application Meetings
- Building Site and Design Summary
- Certified Permit Coordinator

All applicants will be provided with a participant’s manual, various handouts and on-line resources, copies of applicable Provincial and Municipal legislation and direct contact information to Planning, Property and Development staff key to the program.

Exam Format

The Certified Permit Coordinator exam contains **50 multiple-choice questions and true and false questions** that fall within five delivery modules and will be delivered as an open book examination. Each module is weighted to reflect its relative importance to the practice of a Certified Permit Coordinator.

Module	% of Exam Content	Sub-Categories
I	15%	<ul style="list-style-type: none"> • Program History – Permits X-Press Project • City Governance & By-laws • DMIS Demo; online resources
II	20%	<ul style="list-style-type: none"> • Site Selection • Development approval process • Overview of planning policies • Proposal stage
III	20%	<ul style="list-style-type: none"> • Public approvals • Tools for effective public consultation
IV	30%	<ul style="list-style-type: none"> • Permit Application Stage • Building Permit Process • Fast Track Foundation Process • Building Site Design Summary
V	15%	<ul style="list-style-type: none"> • Pre-application Meetings • Certification Requirements • Certified Permit Coordinator Responsibilities

To pass the Certified Permit Coordinator exam, participants must

- Attend and participate in all five (5) ½ day Training Sessions;
- Answer at least **80%** of the exam questions correctly; and
- Agree to act and utilize the certification in a professional, ethical and respectful manner in accordance with the responsibilities and Use of Certification outlined within the Certified Permit Coordinator Certification Handbook.

After the Exam

Once you have submitted your exam, you will receive a written pass/fail report notification within 2-3 weeks of the exam date. For those who successfully pass the exam a congratulatory email along with a certificate will be provided by mail within 4-6 weeks of the exam date. For those who fail, an email confirming the score and information regarding re-examination will be sent via email.

Fees

The Certified Permit Coordinator registration fee (to be submitted with the Certified Permit Coordinator Application Form) which includes registration for the training program and final examination is **\$350.00** plus applicable GST. **In addition**, an initial certification fee of **\$150.00** plus applicable GST will apply for the first year.

Commencing the second year, an annual recertification will be required at an additional fee of **\$200.00** (plus applicable GST) per annum.

Applicants who complete the training program and do not successfully pass the examination, and following the lapse of a full calendar year, may apply for re-examination at a reduced registration fee of **\$300.00** plus applicable GST for training program and final examination. **In addition**, an initial certification fee of **\$150.00** plus applicable GST will apply for the first year. Should an applicant fail the final examination a second time, they will not be permitted to participate in the Certified Permit Coordinator Program.

Commencing the second year, an annual recertification will be required at an additional fee of **\$200.00** (plus applicable GST) per annum.

Summary of Certified Permit Coordinator Fees	
Registration Fee	\$ 350.00
Certification Fee	\$ 150.00
Re-Examination Fee	\$ 300.00
Annual Recertification Fee	\$ 200.00

Once your application and fee are accepted, you will receive notification of Training Sessions and Examination schedules.

Acceptable methods of payment of fees payable to the City of Winnipeg include:

- Money order;
- Cheque (cashier's, certified, company or personal), and
- Visa, Mastercard, or Amex

- Cash or Debit

There is an insufficient funds fee of \$25.00 for NSF checks. Please note that all fees are subject to change and that all fees are non-refundable and non-transferable. There are no exceptions to this policy.

Certified Permit Coordinator Designation

Use of Certification

The Certified Permit Coordinator designation is valid for one year through to March 31 following the date on which the certification exam was passed. For example, if you pass the exam on November 20, 2009, your certification will be valid through March 31, 2011.

As a Certified Permit Coordinator, you agree to fulfill the following responsibilities:

1. Assume mandatory role as permit applicant;
2. Assume role as primary industry contact for building permit application project;
3. Ensure appropriate representation and preparation for the mandatory pre-application meeting;
4. Ensure completion and adherence to the building site design summary;
5. Agree with and acknowledge deficiencies;
6. Provide Security Deposit as may be required;
7. Accept responsibility for incomplete deficiencies if security cashed;
8. Use discretion in cancelling permit application if it does not meet program requirements;
9. Must personally pick up and sign for the Building Foundation Only Permit being issued; and
10. Maintain annual certification through annual recertification fee;

Certified Permit Coordinators are entitled to display and utilize the Certified Permit Coordinator Credential.

Penalties for Misconduct

The City of Winnipeg reserves the right to apply penalties when Certified Permit Coordinators do not fulfill the responsibilities associated with Use of Certification as outlined above. The City of Winnipeg will apply a three strike system that will lead to full Revocation of Certification.

The following actions by a **Certified Permit Coordinator** shall be deemed as a “strike” towards potential Revocation of Certification:

- Physical works on a project continue beyond the point of or without issuance of appropriate/staged building permit applications
- Consistently demonstrated poor performance, including unprepared for pre-application meetings, lack of supporting documentation to accompany building

permit applications, and neglecting to fulfill conditions upon which foundation only permit was issued;

- Demonstrated pattern of permit cancellations
- Divulges exam content and/or cheats on the examination;
- Commits false representation (misrepresents himself or herself or attempts to take the exam for someone else);
- Uses the Certified Permit Coordinator designation in a manner which creates the appearance that a business, company or other group is certified or otherwise misuses the designation; or
- Fails to satisfy the recertification requirements by the 31st day after the certification expiration date.

The City of Winnipeg further reserves the right to report actions and basis of revocation to the professional association, where applicable, represented by the Certified Permit Coordinator.

Revocation of Certification

The City of Winnipeg reserves the right to revoke a Certified Permit Coordinator's certification following three strikes as defined by the Penalties for Misconduct. In addition to revocation, the City will enforce the following additional penalties:

1. The Certified Permit Coordinator will not be entitled to apply for any other Permit Coordinator permits until deficiencies are corrected.
2. All Certified Permit Coordinator permit applications in process will be cancelled and returned to a standard permit application submission.
3. The City of Winnipeg will report actions and basis of revocation to the representative Professional Association of the Certified Permit Coordinator.
4. Recertification can only be obtained following the time lapse of a full calendar year and attendance at the Certification Training Program and successful pass of the final examination.

Recertification

The Certified Permit Coordinator certification is valid for one year. To recertify for the next year, submit a recertification fee of \$200.00 and evidence of eligibility. Both recertification fee and evidence of eligibility must be received before your current certification expires, so make a note of that date as it is the responsibility of the Certified Permit Coordinator to remember when your certification expires.

Appeals

Certified Permit Coordinators whom have had their certification revoked may appeal the decision of the City of Winnipeg to revoke their certification to a hearing body comprised of membership from the City of Winnipeg's Planning, Property and Development Department Permits X-Press Project and the Industry Advisory Group, consisting specifically of:

- (a) the Director of Planning, Property and Development;
- (b) the Manager of Development & Inspections;
- (c) the active member of the Industry Advisory Group representative of the professional association of which the Certified Permit Coordinator making appeal is a member.

or their designate.

The Director or his or her designate shall serve as the Chair of the hearing body referred to above. The hearing body may adopt rules of practice and procedure in accordance with applicable City of Winnipeg By-laws.

Requests for appeal shall be made in writing to the Director of Planning, Property and Development Department at the following contact address.

Director
Planning, Property & Development Department
City of Winnipeg
3rd floor – 65 Garry Street
Winnipeg, Manitoba
R3C 4K4

Application Checklist

- Read the entire Certified Permit Coordinator Certification Handbook carefully before completing this application. It is important that you properly follow the directions and provide all of the information necessary to successfully process your application.
- Please either print in ink or type your application.
- Attach all supporting documentation
- Remember to include the application fee. The application will not be processed without it.
- Remember to sign and date the application. It will not be processed without a signature and date.

CERTIFIED PERMIT COORDINATOR CERTIFICATION APPLICATION

SECTION 1: CONTACT INFORMATION

Please print the name you would like printed on your certificate.

Name: Mr. Ms. Mrs. _____
FIRST NAME MIDDLE NAME (or initial) LAST NAME

This address is my: Home Business

Company Name: _____

Street Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____ Fax: _____ Email: _____

Unless otherwise requested in writing by you, most correspondence regarding your application and certification will be sent to you by email.

SECTION 2: ELIGIBILITY

I certify that I am a member in good standing of the following association:

- Active Members of the Association of Professional Engineers of Manitoba;
- Active Members of the Manitoba Architects Association; or
- Gold Seal Certified Members of the Winnipeg Construction Association

SECTION 3: FEES

Your application fee is non-refundable and non-transferable. The application fee is \$350. Applications should be sent via email to Scianflone@winnipeg.ca. Checks or money orders should be made payable to the City of

Winnipeg and mailed with the application to: Development Projects Liaison
Planning, Property & Development Department
City of Winnipeg
Mezzanine Unit 83-30 Fort Street
Winnipeg, Manitoba R3C 4X7

SECTION 4: APPLICATION AGREEMENT & AUTHORIZATION

I hereby apply for Certified Permit Coordinator candidate status and agree to the responsibilities for Use of Certification as outlined within the Certified Permit Coordinator Certification Handbook. I certify that the information contained in this application is true and accurate to the best of my knowledge I hereby grant the City of Winnipeg permission to contact my Professional Association to verify my standing and report on my use of certification including any penalties, strikes, misconduct or revocation of certification. I agree that I shall be subject to the recertification requirements and recertification fees in force at the time of recertification, even when those requirements or fees differ from the requirements or fees in force at the time of initial certification. I have read and agree to be bound by the Certified Permit Coordinator Certification Handbook in its current form and as it may be hereafter amended.

Applicant Signature

Date