

Student Handout – ULC-S536 Unit 2: Supervisors – Supporting the Front Line

Learning Objectives

- Bridge the gap between what is sold and delivered
- Train and mentor technicians for consistency and excellence
- Manage inspection timelines and documentation requirements
- Reduce deficiencies through proactive supervision
- Align departmental goals with regulatory expectations

Key Content

What Gets Sold...

The industry often overpromises and underdelivers. While compliance is emphasized, supervisors must ensure that delivered services align with fire code requirements.

How Would We Know?

Not every technician has the same level of knowledge. Supervisors must commit to thorough training, maintain curiosity, and enforce effective checks and balances.

Managing ITM (Inspection, Testing, and Maintenance)

A clear scope of work ensures proper allocation of hours and resources. Supervisors must confirm technician readiness, tools, training, and pre-inspection meetings with the building owner.

On-Site Supervision

Ensure alternative measures are in place, access is gained to all required areas, applicable sections of CAN/ULC-S536:2019 are completed, and deficiencies are explained clearly. Reports must be reviewed by lead technicians and shared with building owners.

Deficiencies

Technicians often struggle with identifying deficiencies. Accuracy is critical – AHJs expect findings to align with enforcement requirements. Listing unnecessary deficiencies causes confusion and delays.

Reducing Unnecessary Deficiencies

Focus on accuracy and clarity in documentation, provide consistent training, and review reports before submission.

Aligning Business Goals with Regulatory Compliance

Balance profitability with compliance. Ensure that operational decisions meet both customer needs and regulatory standards.

The Delicate Balance

Leadership matters – stay engaged in ITM cycles, bridge gaps between sales and service, empower technicians, reduce unnecessary deficiencies, and optimize workflows while maintaining compliance and profitability.
