FREQUENTLY ASKED QUESTIONS

Do these courses comply with the legislation in all provinces?

The courses are relevant in real world experiences, and comply with legislation in all provinces.

Are all the courses available in both official languages?

No, please see list below.

Course	Language
AODA	- English only
Aerial Lift Training Course	- English only
Confined Spaces Training Course	- English only
Due Diligence Training Course	- English and French
Fall Protection Training Course	- English only
Fire Safety Training Course	- English and French
Forklift/Lift Truck Training Course	- English and French
H2S Awareness Course	- English only
Incident Investigation	- English and French
Ladder Safety Training Course	- English and French
Lockout Training Course	- English only
Manual Material Handing Training Course	- English and French
Office Ergonomics Training Course	- English and French
Transportation of Dangerous Goods	- English and French
WHMIS Training Course	- English and French
WHMIS 2015 Training Course	- English and French
Workplace Inspection	- English and French
Workplace Violence and Harassment	- English only

What do I need to pass this course?

You must achieve a passing grade of 80%.

What if I don't pass the test the first time?

You are allowed to repeat any or all sections of the course as many times as you need. You can take the final test up to three times to achieve the passing grade of 80%.

How long do I have to take the course?

After you purchase the course, you have one year to take it.

How long is my certification good for?

It all depends on the course and the province that you work in. Below is the list of courses and certification periods.

Aerial Lift	2 Years	Confined Space	2 years
Due Diligence	2 years	Office Ergonomics	2 years
Fall Protection	2 years	Fire Safety	2 years
H2S Aware	2 years	Ladder Safety	2 years
Lift Truck	3 years	Lockout	2 years
MMH	2 years	TDG	3 years
WHMIS	1 year	Workplace Violence	2 years
Workplace Inspection	2 years	Incident Investigation	2 years

After I pay for the course, when can I get started?

Companies purchasing courses for their employees

Once your payment is received, we will send you an email with instructions on how to start administrating your online courses for your company. You will receive a user name and password.

Individuals purchasing the courses

After payment is received, we will send you an email with instructions, and your user name and password. Once logged in to your Learning Management System (LMS), click on the "Manage Users/Courses button," then click on the "Add a new user" button, and assign the course(s) to yourself. Once the course is assigned, you are ready to start your training.

Are these courses refundable?

Refunds are available where the online training program has been cancelled prior to you first accessing such program. We offer a 60-day Money Back Guarantee.

Can these courses be transferred?

All online training programs are non-transferable and non-assignable and may only be used by the person (including a company or other organization) purchasing same. Each online training program may only be accessed and viewed by one individual.

I am an Administrator and I did not receive the email to tell me how to start training?

If you have not received an email in your inbox, please check the following within your email:
- Junk Email folder
- Spam folder
- Quarantine folder

Please contact your IT administrator, as they may have to allow the addresses used by our service in your firewall.

What if I lose my internet connection?

If you are disconnected from the Internet, you will need to log back on using your username and password. When you log back in you will start at the beginning of the module in which you left off.

Can I log in and out of the program?

Yes, until you complete the program you may log in and out as many times as you need. When you log in you will start at the beginning of the module in which you left off.

I lost/forgot to print my certificate/wallet card?

Not a problem, you can reprint your certificate at any time, as long as it has not expired. Please login to the Learning Management System at www.learninglogin.com then click **"print certificate."** This will allow you to reprint either your wallet card or your full size certificate for the applicable course.

What are the computer system requirements for this course?

- 1.5 GHz Computer
- 512 Mb RAM
- Video card and display capable of displaying 1024 X 768 resolution or better (lower resolutions may require scrolling)
- Flash Player version 10 or higher
- Sound card, speakers and/or headphones
- Internet Explorer 7 or newer
- High-speed Internet connection (minimum 1.5 Mbps)
  Internet Speed Test http://speedtest.net/
- Upload Speed Minimum: sending information to the internet
- Download Speed Minimum: receiving information from the internet
- Minimum download speed is 1.5 Mbs

Have another question?

Please email us at csc@safety-council.org

www.canadasafetycouncil.org