



Understanding our Canadian Model

Online Course FAQs

Energy Safety Canada is pleased to be a partner in the *Understanding our Canadian Model* online course. This course is administered and supported by BuildForce. Energy Safety Canada is a distributor of PINs required to complete registration.

Course:

1. What is the *Understanding our Canadian Model* course?

This course provides a comprehensive understanding of how to manage all aspects of the Canadian Model and will benefit frontline leadership and individuals administering an alcohol and drug policy. The curriculum was designed to support the [Canadian Model for Providing a Safe Workplace – Version 6.0](#).

2. How is the *Understanding our Canadian Model* course being delivered?

It is a 2-3 hour online course delivered by [BuildForce](#).

3. How long is the certificate valid for?

This course does not expire.

4. How do I reprint my certificate?

- Login to [Buildforce](#)
- Click Courses on the top bar
- Click Certificate on the right panel
- Print Certificate

Registration:

5. How do I register for the course?

You can register for the course through [BuildForce](#) once you have purchased a PIN.

6. How do I get a refund for the course?

All purchases are final, no refunds will be issued.

PIN

7. How do I obtain a PIN?

PINs can be purchased through Energy Safety Canada or any of the partners listed above. Once you have completed your purchase, you will receive an email containing the PIN to register.

8. Can companies purchase multiple PINs for their workers?

Yes, you may select PIN quantities during the checkout process. You will then receive a registration email containing multiple PINs.

9. Why will my PIN not work?

The PIN is case sensitive and may not have been entered correctly or, the PIN has already been used. Each PIN is unique and a one-time use.

Help with PINs:

Contact Energy Safety Canada at
1.800.667.5557

Help with registration and/or the course:

BuildForce at 1.866.793.6225
support@buildforce.ca