



# FREQUENTLY ASKED QUESTIONS

## New Energy Safety Canada Certificate

### **Q: Why is a new training certificate being introduced?**

Energy Safety Canada has brought together the best of Enform and Oil Sands Safety Association (OSSA) to accelerate improvements in safe work performance. Part of our mandate is to standardize programs and training.

The first Energy Safety Canada course and certificate to be rebranded is H<sub>2</sub>S Alive®. Over time, all Enform and OSSA course materials and certificates will be rebranded to Energy Safety Canada.

### **Q: Now that a new version of H<sub>2</sub>S Alive® has been released, do I need the new certificate?**

No, you do not. Enform-branded H<sub>2</sub>S Alive certificates will continue to be recognized until they expire.

During a transition period from May 28 to August 31, 2018, training providers can continue to teach H<sub>2</sub>S Alive, Version 7.4 and issue the Enform-branded H<sub>2</sub>S Alive certificates. After August 31, only Version 18.1 will be taught and only the Energy Safety Canada certificate for this course will be issued.

### **Q: Do I need to replace other Enform or OSSA certificates?**

There are currently a variety of Enform and OSSA training certificates in the field, all of which will continue to be recognized.

The rebranding of Enform and OSSA certificates will be a gradual process; course materials and certificates will only be rebranded as they come up for review or when a new course is introduced.

### **Q: If I lose one of my existing Enform-branded certificates is it replaced with an Energy Safety Canada one?**

No. As of May 28, 2018, the only course and certificate that is Energy Safety Canada-branded is H<sub>2</sub>S Alive. The rebranding will be a gradual process; other materials and certificates will only be rebranded as they come up for review or when a new course is introduced.

### **Q: When do students receive the new certificate?**

Workers who are successful on their exam will receive a permanent certificate at the end of class. This allows workers to have their permanent certificates immediately, and eliminates the wait time of reviving them by mail.

### **Q: How are Energy Safety Canada replacement certificates issued?**

To obtain a replacement certificate, follow the instructions provided at [EnergySafetyCanada.com](http://EnergySafetyCanada.com)



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### **Q: What measures are in place to prevent counterfeit Energy Safety Canada certificates?**

The new certificate includes the following security features: certificate number, QR code, paper with a built-in security feature, and an embossed foil.

If you suspect a counterfeit or require validation of any Energy Safety Canada, Enform or OSSA certificate, visit [EnergySafetyCanada.com](https://www.EnergySafetyCanada.com) or by calling 1.800.667.5557

### **Q: To validate a certificate, where do I find the certificate or ID number?**

To validate a certificate at [EnergySafetyCanada.com](https://www.EnergySafetyCanada.com), you will need the worker's legal first and last name, and the certificate or ID number:

- For an **Energy Safety Canada certificate**, enter the last 5 digits of the certificate number that appear below the QR code
- For an **Enform certificate**, enter the bolded 7-digit ID number

### **Q: How do I validate an OSSA certificate?**

Visit [EnergySafetyCanada.com](https://www.EnergySafetyCanada.com):

- For a Basic Safety Orientation (BSO) certificate, enter the worker's last name and the certificate number
- For all other OSSA certificates, contact the Training Provider that issued the certificate

### **Q: Will employer-paid course certificates still be mailed to employers?**

No. Training taken by a worker belongs to the worker and, upon successfully completing the exam, he/she will receive a permanent certificate at the end of class.

Employers can validate an employee's certification at [EnergySafetyCanada.com](https://www.EnergySafetyCanada.com)

### **Q: How do I get a copy of my employee's original permanent certificate?**

This should be arranged between you and your employee.