


Online Training

This document provides answers to frequently asked questions about course administration and our online training.

If you are experiencing technical issues with online training, please call Contract Services' Help Desk at 818.565.0550 ext. 1030. For technical support hours, click the "Help" tab and select "Technical Assistance" from the drop-down menu.

1. What if I don't read English or understand spoken English?

 If you don't comprehend English, and require Contract Services training in a language other than English, please send notification in writing to 2710 Winona Avenue, Burbank, CA 91504. Please provide your name, contact information, and the language you comprehend. Once we receive your notification, we will contact you to schedule a class at the Burbank facility.

Spanish:

Si usted no comprende inglés y requiere la capacitación Contract Services en un idioma diferente al inglés, por favor envíe una notificación por escrito a 2710 Winona Avenue, Burbank, CA 91504. Por favor provea su nombre, junto con la información de contacto, y especifique el idioma que usted comprende. Gracias.

Korean:


영어를 이해하지 못하시고 영어가 아닌 다른 언어로 Contract Services 훈련을 받으셔야 한다면, 서면 통지를 2710 Winona Avenue, Burbank, CA 91504 로 보내주시기 바랍니다. 귀하의 성함과 연락처를 기재하시고 이해하실 수 있는 언어를 명시해주십시오. 감사합니다.

Armenian:

Եթե դուք անգլերեն չեք հասկանում և ձեզ հարկավոր է Contract Services-ի մարզում անգլերենից տարբեր լեզվով, խնդրում ենք գրավոր ծանուցագիր ուղարկել հետևյալ հասցեով՝ 2710 Winona Avenue, Burbank, CA 91504: Խնդրում ենք ներկայացնել ձեր անունը, ինչպես նաև կապի տեղեկությունը, հատկապես նշելով ձեր հասկացած լեզուն: Շնորհակալություն:

Online Training FAQ


2. Are there any requirements for taking classes online?

 You must be able to: use a computer and mouse or a mobile device; read English and understand spoken English; adequately hear the audio narration.

An on-site computer lab is available during our business hours at 2710 Winona Avenue, Burbank, CA 91504. Admission is limited to individuals taking training.

If you are unable to complete this course online, require an accommodation due to disability, or are unable to read or understand English, please call 818.847.0040 ext. 1200. In accordance with applicable law, Contract Services will provide reasonable accommodations to the disabled and training in languages other than English.


3. What are the computer system requirements for taking classes online?

 For the best experience with online training, we recommend using the Browser Download section below to upgrade to the latest version of your browser. Before installing new software, please ensure that the browser is compatible with your operating system and computer hardware.

Technical Requirements:

- High-speed internet access
- Hardware:
 - o A Windows or Apple computer or
 - o A mobile device with a browser that supports HTML5
- Supported operating systems:
 - o Microsoft Windows 7 or higher
 - o Mac OSX v10.5 or higher
 - o iOS 5.0 or higher on an iPad
- Supported browsers:
 - o Our site runs best on Mozilla Firefox
 - o Windows: Internet Explorer 11 or higher, Google Chrome 69 or higher, Mozilla Firefox 62 or higher
 - o Mac: Safari 10 or higher, Google Chrome 69 or higher, Firefox 62 or higher
- Browser downloads:
 - o Mozilla Firefox: <http://www.mozilla.org/en-US/firefox/new/>
 - o Google Chrome: <https://www.google.com/chrome>
 - o Safari: <https://support.apple.com/en-us/HT204416>
 - o Microsoft Internet Explorer:
<https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>
- Speakers or headphones to listen to the course audio
- Ability to open the Course Book PDF document
 - o To download the free Adobe Acrobat Reader, please visit:
<http://get.adobe.com/reader>

4. When will the Online Roster show a course as completed?

 Your Online Roster status will be updated within 24 hours after successful completion of the course.

Online Training FAQ

5. Will I receive proof of training?

A

If you complete an online course, you may generate proof of training within your Portal. Log in to your Portal by going to www.csatf.org, click on "Portal Sign-in". Go to "My Docs" to generate a Compliance Report or an Official Course Transcript. You also have the ability to print out a certificate of completion the moment you complete an online course.

If you are completing an Online portion of a "blended" course, a course that contains a blend of both online and in-person training, you will receive a certificate of completion for that portion only with a reminder to enroll to complete the In-Person portion. Once you complete the In-Person portion of a blended course, you can generate a Compliance Report or Official Course Transcript.

6. What if my employer or I need proof of training completion?

A

You or your employer can verify completion of Contract Services training using the Online Roster at <http://www.safetypassiton.com>. If you do not reflect on the Online Roster, you or your employer can email us at verify@csatf.org or call us at 818.847.0040 ext. 1200.

You can also generate and/or send proof of training within your Portal. Log in to your Portal by going to www.csatf.org, click on "Portal Sign-In". Go to "My Docs", select the report you want to generate. You have the option to either download the report to your device or send the report to the recipient(s) of your choosing directly from your Portal.

7. What training can be taken online?

A

Training that is available online is indicated under the "Online Training" column on the Registration page. Go to www.csatf.org, select Portal Sign-In, and log in. This includes online courses and the online portions of blended courses. A blended course contains a blend of both online and in-person training.

8. What do I need to know about completing blended training?


A

A blended course will consist of an online portion (or multiple online portions) and an in-person portion. To successfully complete a blended course, you must complete all portions to receive credit. You must complete the online training first and then enroll to complete the in-person training.

Upon completing the online portion (or first online portion where there are multiple), you will have 60 days to complete the remaining portions of the course, otherwise you will be required to take any previously completed portions again. For your convenience, a date will be indicated on the Registration page to inform you of the date by which you must complete all remaining portions of the course to avoid needing to repeat any previously completed portions. Please be aware that this date does not replace your training deadline to successfully complete the course.


Online Training FAQ

9. What if I can't complete online training or a test in one sitting?


 You don't have to complete online training or a test (if the course includes a test) in one sitting. You can stop the presentation or test and log out at any time. When you return, you will resume where you left off.

However, we recommend you finish each course in as few sittings as possible. This is because online training progress may be lost as part of infrequent course updates and I.T. maintenance, causing you to start over from the beginning of the course.

10. If I leave the online course, where do I go to log back in?

 Go to the same place you enrolled for the course: www.csatf.org, select Portal Sign-In, log in, choose your class and click "Continue" to resume the training. You will not be able to bookmark the training course from your browser.

11. May I use the book while taking the test?

 Yes. If the online course you are taking requires you to complete a test, you may access the online Course Book (PDF) during the test. If you have access to a printer, you can also print the Course Book.


12. What if I have a question about the course or test?

 You have different options based on the online training you are taking.


Information to help answer test questions can be found in the Course Book. Other resources available during online training include the ability to ask content-related questions. Contact information is available in the "Help" menu.

For harassment prevention training, there is no test portion. For questions related to Contract Services' harassment prevention training or to report a concern, contact numbers for studios can be found under the "Studio Contact Information" tab within the course.

13. What if I don't pass the test?

 If your course requires you to take a test, you will have two attempts to pass it. If you do not pass on your first attempt, you will be asked to review your answers and will be presented with explanations of the correct answers. You will then be able to take a new test, covering the same subject matter, but with a new set of questions. If you do not pass on your second attempt, please call 818.847.0040 ext. 1200 for further accommodations.

14. When will I receive my stipend (if applicable)?

 If eligible to receive a stipend, the regular stipend payment dates are the 10th and the 26th of each month. Stipends for classes taken on the 1st through the 15th of a month will be mailed by the 26th of that month. Stipends for classes taken on the 16th through the 31st of a month will be mailed by the 10th of the following month.