

Frequently Asked Questions: PHSM

1. I am a re-certifying BCCSA COR® Internal Auditor, do I still need PHSM?

No, if you are a re-certifying auditor, you do not need to complete the PHSM online course. Please make sure to read our policy on re-certification to ensure you meet the criteria.

2. How do I register?

Visit the [BCCSA PHSM page by clicking here](#). Click 'Register.' You will be taken to BCCSA's Training Portal. If this is your first time signing up for a BCCSA Portal account, click on 'Create account'. [Click here for more details](#).

3. I registered but did not receive an email:

Follow these steps:

- Ensure that the email used upon registration is typed accurately and is your personal email address.
- Check your '**junk**'/'**spam**' folder in your email provider.

If you used the correct email address but still did not receive the email, contact the BCCSA support at onlinetraining@bccsa.ca.

4. How long does the course take to complete?

This course takes approximately 6-8 hours to complete and is self-paced.

5. I clicked 'Register Now!' and an error occurred:

We recommend opening the PHSM webpage with Google Chrome or allow for pop ups in settings if using a different web browser.

If you are using a Mac, you must allow pop-ups or start the course in Google Chrome. This goes for tablets or other machines that do not use Chrome. The first thing that happens is a pop up so this needs to be enabled/allowed.

6. What is the cost of the course?

The cost of the course is \$65.00 plus tax

Exception: for this course to be free, your employer must be registered with WorkSafeBC in the Construction Sector (Classification Unit (CU) 72), or 704008 or 712033. If you qualify, you are eligible for FREE training.

7. I need a copy of my paid receipt:

To get a receipt, log into your user account and click on '**My licenses.**' Click on the licences and then

click this icon: 

8. How long do I have to complete the course?

You will have 60 days to complete the course after you register.

If you are certifying as a COR® Internal Auditor, you must complete the PHSM course before completing COR® Internal Auditor training.

9. I have my Auditor Certificate from the ACSA and am applying for equivalency. Do I need to complete PHSM as well?

No, if you are applying to receive a BCCSA COR® Internal Auditor certificate through ACSA equivalency, you do not have to complete PHSM. (You must provide us with a copy of your ACSA PHSM certificate to receive equivalency).

10. I am currently enrolled in the COR® Internal Auditor course for the first time, do I need PHSM?

The Principles of Health and Safety Management online is a pre-requisite for those seeking a COR® Internal Auditor certificate. If you are taking the 2-day COR® Internal Auditor course for the first time, you need to complete the PHSM course **prior** to attending the COR® Internal Auditor course, otherwise you will not be able to attend the course.

11. I did PHSM a long time ago, I can't find my certificate:

If you cannot find or were not emailed a certificate, please log into your BCCSA Training Portal account obtain a copy of your certificate.

If you took the PHSM course **before** July 25, 2023, please email training@bccsa.ca.

12. I completed PHSM but did not receive a certificate:

This course is designed to be completed sequentially. There are 4 quizzes that must be passed for a certificate to be issued. The quizzes will be revealed as you proceed through the course. You need a minimum of 80% on the quizzes to pass.

If the quizzes do not appear, that means that you have skipped part of the course.

There are **quizzes that will appear** at the end of **modules 3, 7, 10 and 13**. **A certificate is issued once you have completed the course and passed all course quizzes.**

If you believe that you have completed the course successfully but have not been emailed and/ or cannot access your certificate in the BCCSA Training Portal, please contact the training department at onlinetraining@bccsa.ca.

13. I cannot see what questions I got wrong:

Once the course is completed, you will not be able to see the results, just **pass** or **fail** and the percentage.

14. Is this course offered in class?

No, the Principles of Health and Safety Management course is only offered online.

15. Can I take the course again once completed?

You will have access for 60 days from the start of the course. After 60 days, you will no longer have access, and will have to purchase a new license to access the course.

16. Can I get a refund?

If your licenses are not activated – they will not expire. However, if a license is activated, the student has 60 days from the activation date to complete the PHSM course. License purchases are final sale and cannot be refunded even if not used.