



## FREQUENTLY ASKED QUESTIONS

### **Which materials will I need to teach an *ADVANCED.fst*® or *BASICS.fst*® course?**

#### *ADVANCED.fst*®

- *ADVANCED.fst*® coursebook and certification (A100)
- *ADVANCED.fst*® Instructor toolkit (ATK), includes customizable Instructor CD-ROM PowerPoint presentation, Instructor Guide and the Food Safety Showdown Game
- Also recommended are the ServSafe® Steps to Food Safety Video series Canadian edition (A100V) or DVD (A100DVD) and the Hand Washing Kit

#### *BASICS.fst*®

- *BASICS.fst*® coursebook and certification (B100E)
- *BASICS.fst*® Instructor toolkit (BTK), Includes Teaching Guide, Presentation CD-ROM PowerPoint and the *BASICS.fst*® Food Safety Face Off Game – 2<sup>nd</sup> Ed.
- Also recommended are the ServSafe® Steps to Food Safety Video series Canadian edition (A100V) or DVD (A100DVD) and the Hand Washing Kit

### **How do I order training materials?**

To obtain an order form call 1-888-687-8796 or visit [www.traincan.com](http://www.traincan.com) . In the Administration and Forms section you will find a “Materials Price List” – this is the order form. Download the form and when completed fax it to 416-646-0877. Call 416-447-9588 ext. 233 to confirm the order has been received.

### **When must I order course books and exam booklets?**

Please make sure to order your course books, answer sheets and exam booklets three weeks prior to the exam date.

If three weeks notice cannot be supplied please provide either an overnight courier account number or credit card number for the shipping costs of the exam booklets. Exam booklet orders received 5 business days or less before the exam date will be charged a \$50 dollar processing fee in addition to the shipping charges.

A “Materials Price List” must be completed if ordering answer sheets and/or course books. Contact Customer Service at 1-888-687-8796 or 416-447-9588 ext. 233 to obtain an order form, or download the form from [www.traincan.com](http://www.traincan.com) .

## **I have received my books but I can't find the exam booklets?**

An Exam Request form must be submitted to TrainCan three weeks prior to your exam date. This form is included in the Instructor Package, or can be downloaded from [www.traincan.com](http://www.traincan.com) . Please complete either the ADVANCED.*fst*® or the BASICS.*fst*® exam request form. Please complete the form with all required information and fax it to 416-646-0877, Attn: Course Administration. Exam booklets must be ordered three weeks prior to an intended test date and are generally sent out 10 days before the exam date.

ONLY REGISTERED INSTRUCTORS CAN ORDER EXAMS.

TrainCan cannot guarantee fulfilling requests submitted less than 3 business days before an exam.

## **What is an exam booklet?**

It is the exam questionnaire, with a security seal, to be opened by the student at the time of the exam.

## **What is an answer sheet?**

It is the scantron sheet that students use to mark their answers to the exam questions. This sheet is scanned when corrected.

## **What are the passing grades for the ADVANCED.*fst*® and BASICS.*fst*® certification exams?**

ADVANCED.*fst*® requires a passing grade of 75% or greater.  
BASICS.*fst*® requires a passing grade of 74% or greater.

## **What is the format of the exam questions?**

ADVANCED.*fst*® is 80 multiple-choice questions.

BASICS.*fst*® includes a total of 50 true and false and multiple-choice questions.

## **When can I expect my exam results?**

Results and certificates are sent back to the instructor within one week from the time the class materials are received for correcting. Instructors are responsible for giving students their scores and certificates.

## **Will students receive some form of written documentation that indicates they have passed the exam?**

All individuals that pass the examination will receive an 8 ½" by 11" Certificate. In the near future a wallet card will be introduced. Instructors receive a test report with the student's grade and certification number.

## **What do I do if I have a question about the results I received?**

Call TrainCan, Inc at 1-888-687-8796 or visit [www.traincan.com](http://www.traincan.com) to download a "Research Request Form". Once completed please fax it to 416-646-0877 attn: Course Administration. All inquiries must be made within 3 months of the exam date.

## **How much do re-tests cost?**

ADVANCED.*fst*® re-tests are \$37.00 (+ shipping and G.S.T).  
BASICS.*fst* re-tests are \$20.00 (+ shipping and G.S.T.)

## **How do I order a re-test?**

Section 3 of the exam order request form has a section to order a re-test. Simply indicate the quantity required. All re-tests require answer sheets.

## **How much do duplicate certificates cost?**

Duplicate certificates cost \$22.00 each.

## **How do I order a duplicate certificate?**

Fill out a "Duplicate Certificate Request" form and fax it to 416-646-0877 or mail it to 103-23 Lesmill Rd. Toronto, ON M3B 3P6. Please include credit card information or send a cheque with the request form.

A "Duplicate Certificate Request" form is included in your Instructor package. If you do not have this form, please call 1-888-687-8796 or visit [www.traincan.com](http://www.traincan.com) to download a copy.

## **Is there an expiration date on either of the certificates?**

Yes, the ADVANCED.*fst*® and BASICS.*fst*® certificates are valid for five years. Some organizations have a mandatory renewal in a shorter period of time. Check with your Provincial or Regional Health Department for local requirements.

## **Do all jurisdictions have re-certification requirements?**

No. If food handler certification is only recommended, most jurisdictions do not require certification renewal. Jurisdictions mandating food handler certification typically have re-certification requirements that vary, depending on the location. Check with your local health department for requirements.

## **What should I do if I need to re-certify?**

TrainCan recommends re-taking the seminar. This helps you obtain new information and meet with other colleagues to discuss new challenges regarding food safety. If you do not wish to re-take the course you should re-certify by challenging the certification exam. A registered proctor must oversee the exam. Please contact 1-888-687-8796 for assistance in locating a proctor in your area.

## **How do I receive permission to read the *ADVANCED.fst*® or *BASICS.fst*® examination aloud to an examinee with a documented disability?**

Call TrainCan at 1-888-687-8796 or visit [www.traincan.com](http://www.traincan.com) to receive a “Request for Modification of Examination” form. Once completed please fax it to 416-646-0877 attn: Course Administration.

## **What languages are the *ADVANCED.fst*® and *BASICS.fst*® coursebooks and examinations available in?**

Both the *BASICS.fst*® and *ADVANCED.fst*® coursebook and certification exam are available in English and French. The *BASICS.fst*® online program is currently only available in English.

## **What does the .fst stand for in *ADVANCED.fst*® and *BASICS.fst*®**

It stands for food safety training.

## **What is TrainCan’s mailing address?**

103 – 23 Lesmill Rd.  
Toronto, ON M3B 3P6  
Toll free: 888-687-8796  
Tel: 416-447-9588  
Fax: 416-646-0877  
Email: [info@traincan.com](mailto:info@traincan.com)  
[www.traincan.com](http://www.traincan.com)

## **Who should I contact if I have additional questions?**

The following extensions are available by calling 416-447-9588 (in the Toronto area) or 888-687-8796 (throughout Canada and the United States).

### Sales

Matt Chute extension 230 - [mchute@traincan.com](mailto:mchute@traincan.com)

### Customer Service – General Enquiries

Maureen Coleman extension 233 – [mcoleman@traincan.com](mailto:mcoleman@traincan.com)

### Customer Service – Orders of Course Materials

Carole Zoffranieri extension 225 – [czoffranieri@traincan.com](mailto:czoffranieri@traincan.com)

### Course Administration – Exam Order Confirmation, General Enquiries

Sherena Graves extension 270 – [sgraves@traincan.com](mailto:sgraves@traincan.com)

### Course Administration – Research Requests, Examination Orders, Duplicate Certificates

Mary Sue Farache extension 275 – [mfarache@traincan.com](mailto:mfarache@traincan.com)