

Yukon

FOODSAFE Registry 2

User Manual

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1 INTRODUCTION

1.1 FOODSAFE Registry

This manual describes the FOODSAFE Registry web application, which is used by Environmental Health Services, Yukon and the provincial Health Authorities in British Columbia to record the names of people who have taken FOODSAFE courses, the results of their examination, and the names of instructors who can teach FOODSAFE courses in their respective jurisdictions.

This document describes how to search the registry, enter and modify data, print FOODSAFE certificates for students and instructors, and run reports.

Specifically this manual describes the FOODSAFE Registry 2 application, developed in 2013 by the Queen's Printer, to replace the FOODSAFE Registry 1 system, including modifications made in 2015 to integrate Environmental Health Services, Yukon Territory into the registry.

Historical Note: The FOODSAFE Registry 2 application contains information about all the students who have taken FOODSAFE courses in B.C. from April 1, 1986 onwards, administered by the BC Health Authorities; and all the Yukon students (administered by EHS, Yukon) who have taken FOODSAFE courses since Yukon's involvement with the BC FOODSAFE program began, approximately 15 years ago (2000). BC data and Yukon data is stored in separate databases within the registry. Yukon users have access to Yukon data only, and BC users have access to BC data only.

1.2 Who should read this document

This document is intended for FOODSAFE Registry users who are assigned the Clerical role in the registry. The Clerical role is a data entry role, which allows the user to search data, enter and modify student and instructor data, print certificates and run reports. Functions used by the Administration role are included in a separate manual.

1.3 Legislation

While there is no regulatory requirement for Yukon students to participate in the FOODSAFE Program, Environmental Health Services encourages and supports all clients to complete FOODSAFE training.

In British Columbia, the FOODSAFE Program is authorized by the following legislation:

1.3.1 Public Health Act of British Columbia

As the FOODSAFE Program is a legislative requirement in British Columbia, it is necessary to gather and store information on students in B.C. who have taken the FOODSAFE courses.

The British Columbia FOODSAFE program is authorized by the B.C. *Public Health Act*, Food Premises Regulation, section 10, which states that the operator of a food service establishment (or one employee while the operator is away) must have taken the FOODSAFE course (or its equivalent).

1.3.2 Freedom of Information and Protection of Privacy Act (FOIPPA) of British Columbia

The personal information used by the FOODSAFE Registry is collected in accordance with the British Columbia's Freedom of Information and Protection of Privacy Act, section 26. The personal information used by the FOODSAFE Registry relates directly to and is necessary for the operation of the FOODSAFE Program.

In accordance with Section 27(1) of the FOIPPA, all personal information will be collected directly from the individual. The accuracy of FOODSAFE information is verified by the FOODSAFE client at the time the information is collected. At any time, an individual can verify the accuracy of his or her personal information

held in the FOODSAFE Registry by contacting the local health office. An individual FOODSAFE client consents to this use of personal information when he or she completes a FOODSAFE form or writes a FOODSAFE test.

An individual may have his or her own records corrected through the local health office. At the request of the individual, authorized personnel in the local health office can make corrections to any FOODSAFE information, except test scores. If the original data entry form is still available in the local health office the authorized personnel can refer to it to check the validity of the test scores.

Employers do not have direct access to FOODSAFE information and any requests from an employer or any other party for information about a FOODSAFE client will be referred to the individual in question. FOODSAFE information may be released to an employer (or other party) only where there is written permission from the client.

1.4 Contact Technical support

To get help with FOODSAFE Registry technical issues, please contact customer service at Crown Publications, Queen's Printer in Victoria, B.C. Please state at the beginning of your call or email that you need help with the FOODSAFE Registry.

Crown Publications, Queen's Printer

Hours of operation: Monday to Friday 7:30 to 4:30

Toll-Free: 1-800-663-6105

Victoria: 250 387-6409

Email: FoodSafe.TechSupport@qp.gov.bc.ca

1.5 Minimum Requirements

- Adobe Reader 5 or higher.
- Firefox 2 or higher
- Chrome 40 or higher
- Internet Explorer 8 or higher

2 GETTING STARTED

2.1 Access to the FOODSAFE Registry

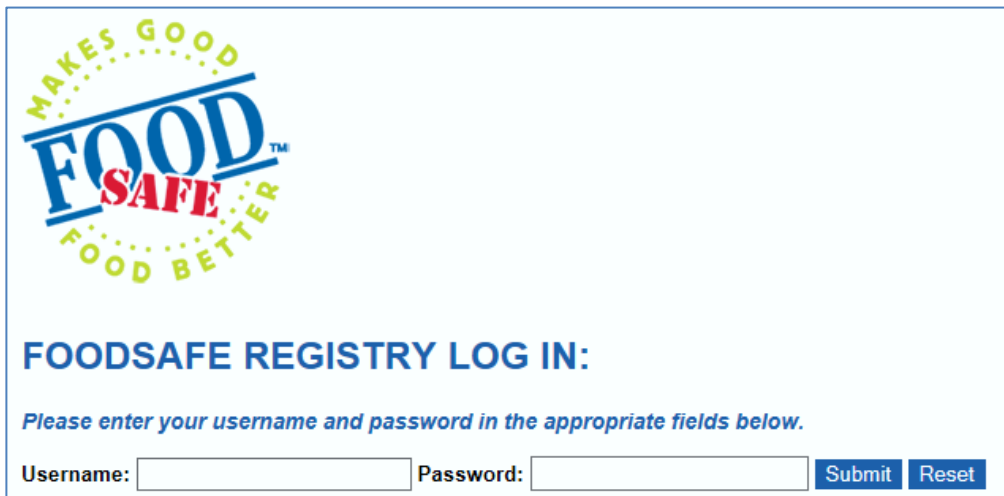
- Forgot your password?
- Need access to the FOODSAFE Registry for a new employee?
- Need to remove access for a departing employee?
- Need to delete a duplicate student record?

Please contact the Administrator user of the FOODSAFE Registry at Environmental Health Services, Yukon.

2.2 Log in to the FOODSAFE Registry

To log in to the FOODSAFE Registry:

1. Open your internet browser and go to the FOODSAFE Registry web address: <https://foodsafe.qp.gov.bc.ca>
2. On the Log in page, enter your **user name** and **password** in the data fields and click on **Submit**.



FOODSAFE REGISTRY LOG IN:

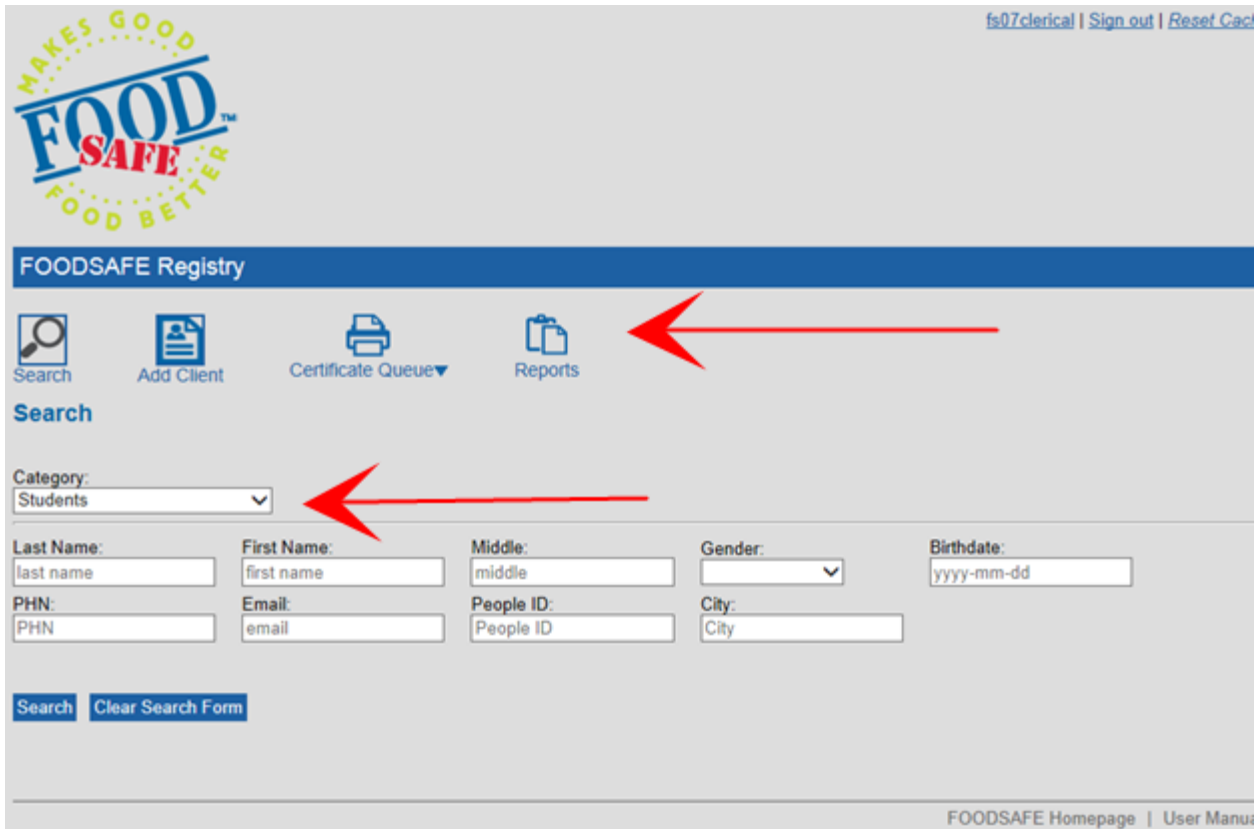
Please enter your username and password in the appropriate fields below.

Username: Password:

2.3 Search page

The FOODSAFE Registry functions (Search, Add Client, Certificate Queue, Reports) are accessed by clicking on the icons along the top of the page.

The FOODSAFE Registry opens on the Search page, with the **Students** search selected as the default search.



2.4 Sign Out

To log off from the FOODSAFE Registry, click on the **Sign out** button in the top right corner of the page.



TIP: The FOODSAFE Registry will automatically time-out and sign-off after 2 hours of idleness.

2.5 User name and profile

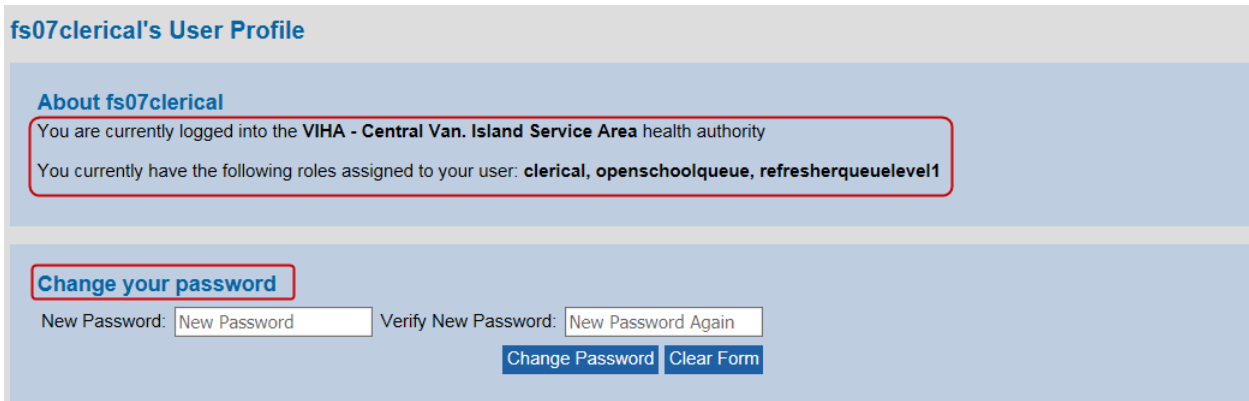
Your user name is always visible in the top right corner of the FOODSAFE Registry.

To view the details of your User Profile:

1. Click on the **user name**:



2. On the **User Profile** page, you can review information about the Health Authority you are logged in under and which roles are assigned to your username. You can also change your password:



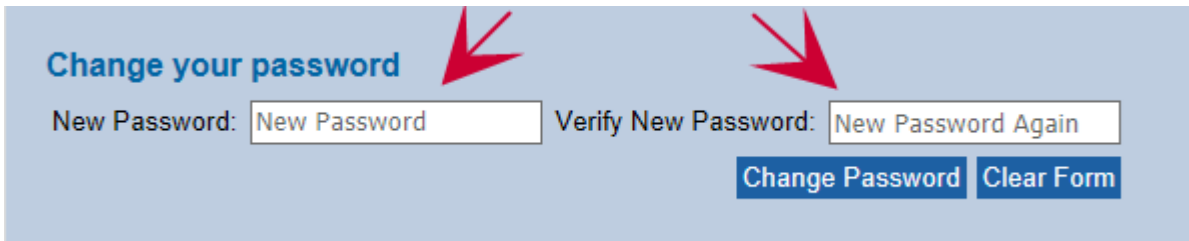
2.6 Change your password

To change your password:

1. Click on your user name in the top right corner:



2. In the **Change your password** section of the User Profile page, enter the new password in the two password data entry fields:



3. When you enter the password information, it is hidden from view:

Change your password

New Password: [●●●●●●] Verify New Password: [●●●●●●]

Change Password **Clear Form**

4. If you think you've made a mistake, click on the **Clear Form** button:

Change your password

New Password: [●●●●●●] Verify New Password: [●●●●●●]

Change Password **Clear Form**

5. If you are happy with your changes, click on the **Change Password** button:

Change your password

New Password: [●●●●●●] Verify New Password: [●●●●●●]

Change Password **Clear Form**

TIP: If you forget your password and need a new one, contact the person with the Administrator role at Environmental Health Services, Yukon.

3 SEARCH STUDENTS AND INSTRUCTORS

3.1 Search Students

The **Students** search is the default search and is already selected in the search **Category** menu:

Category:

Students

Instructors

Student Examination Results

You can search for a student by **one or more** of the following search criteria:

Search

Category:

Last Name: First Name: Middle: Gender: Birthdate:

PHN: Email: People ID: City:

TIPS

- To move from one search field to the next, use the **Tab** key.
- Search results are ordered alphabetically by last name and then by first name.
- Name searches behave like wildcard searches:
A search for “Deb” will return “Deb”, “Debbie”, “Debra”, “Deborah”, etc.
- Data can be entered in the search criteria fields in upper or lower case letters. Searches are case insensitive.

3.2 Search by Name; Search by Last Name + First Name

If you are not sure of the spelling of a name, enter the first few letters of the name. The name searches behave like wildcard searches. A search for “Deb” will return “Deb”, “Debbie”, “Debra”, “Deborah”, etc.

In the following example, to search by **Last Name** and **First Name** initial:

1. Enter student last name “Richard” in the **Last Name** field and enter “P” as the first letter of the **First Name**. Click on the **Search** button (or hit the **Enter** key on your keyboard).

Category:

Last Name: First Name: Middle: Gender: Birthdate:

PHN: Email: People ID: City:

2. The name searches perform like a wildcard search and returns results for “Richard”, “Richards” and Richardson”. Broadening the search in this way provides a greater chance of finding the person you are looking for quickly and accurately. The search results are ordered alphabetically by last name and then alphabetically by first name and middle name:

Your search returned 5 results.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
RICHARD	PIERRE		1961-03-30	Male	rpierre@email.com	YT	YARO
RICHARD	PRISCILLA	ELSIE	1994-03-06	Female		YT	WHITEHORSE
RICHARDS	PETER	ETIENNE	1980-07-07	Male		YT	WHITEHORSE
RICHARDSON	PATRICK	B	1997-05-02	Male	patrick1000@email.com	YT	DAWSON
RICHARDSON	PHOEBE	INEZ	1988-10-20	Female	phoebe99@email.com	YT	WHITEHORSE

- To refine the search, return to the search form and enter further data, e.g. city, and click on **Search**:

Category: Students

Last Name: richard First Name: p Middle: Middle Name Gender: Birthdate: yyyy-mm-dd

PHN: PHN Email: Email People ID: People ID City: WHITEHORSE

- Now the search results include only students with last name starting with **Richard**, first name starting with **P**, from the city of **Whitehorse**:

Your search returned 3 results.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
RICHARD	PRISCILLA	ELSIE	1994-03-06	Female		YT	WHITEHORSE
RICHARDS	PETER	ETIENNE	1980-07-07	Male		YT	WHITEHORSE
RICHARDSON	PHOEBE	INEZ	1988-10-20	Female	phoebe99@email.com	YT	WHITEHORSE

3.3 Start a New Search / Add Criteria to a Search

When a search is performed, the data you entered into the search fields is saved until you perform another search.

To **add criteria** to the last search you performed, simply enter data in additional fields, and click on the **Search** button.

Last Name: pan First Name: peter Middle: magical Gender: Birthdate: yyyy-mm-dd

PHN: PHN Email: EMail People ID: People ID City: City

Search Clear Search Form

To start a **new search**, click on the **Clear Search Form** button, enter new criteria in the empty search fields and click on the **Search** button (or hit Enter on the keyboard).

Last Name: pan First Name: peter Middle: Middle Name Gender: Birthdate: yyyy-mm-dd

PHN: PHN Email: EMail People ID: People ID City: City

Search **Clear Search Form**

3.4 Search by Gender

To search students by **Gender**:

- Enter any known data in the name fields and select **Male**, **Female**, **X** or **Undetermined**. You may use the mouse to access the drop down menu, or simply type in "M", "F", "X" or "U" in the field. In this example, the search is for last name "Richard" and "Female" gender:

Category:

Last Name: First Name: Middle: Gender: Birthdate:

PHN: Email: People ID:

Gender dropdown menu options: Male, Female, X, Undetermined

- The search results include only records with Female gender and exclude records with Male, X or Undetermined gender:

Your search returned 4 results.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
RICHARD	PRISCILLA	ELSIE	1994-03-06	Female		YT	WHITEHORSE
RICHARDS	ANGELA	M	1972-06-19	Female	angela900@email.com	YT	WHITEHORSE
RICHARDS	TANYA	V	1990-11-22	Female	tanyarichards@email.com	YT	DAWSON
RICHARDSON	PHOEBE	INEZ	1988-10-20	Female	phoeber99@email.com	YT	WHITEHORSE

Update January 2020

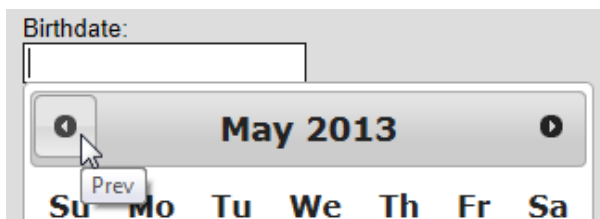
British Columbians who do not identify as male or female will have the choice to display an “X” as a third option in the gender field of the Foodsafe exam registration forms. Accordingly, a new gender value of “X” has been added to the Registry. If a form is submitted without a gender selection, please enter “Undetermined”.

3.5 Search by Birthdate

To search by **Birthdate**:

- When you click in the **Birthdate** field or tab to the Birthdate field, a calendar pops open.
- You may enter the birthdate by clicking on a date in the calendar.

Use the **back-arrow** icon at the top of the calendar to navigate to earlier months and years in the calendar.



- Alternatively, you may enter the birthdate by typing data into the birthdate field in the following format, including dashes: **yyyy-mm-dd**

Birthdate:
1970-01-29 x
January 1970

- After you enter the date, hit **Enter** or the **Tab** key and the calendar will close.

3.6 Search by Personal Health Number (PHN)

Note to Yukon Users: The PHN does not apply to the Yukon FOODSAFE program. In Yukon, the Social Insurance Number is not recorded in the FOODSAFE Registry.

Update November 2017

In November 2017, at the request of the BC Ministry of Health, Personal Health Numbers (PHN) were removed from the BC FOODSAFE Registry to comply with privacy directives from the Office of the Chief Information Officer. The PHN search field still exists within the Registry but has been disabled.

Search

Category: Students

Last Name: Last Name
First Name: First Name
Middle: Middle Name
Gender:
Birthdate: yyyy-mm-dd

PHN: PHN
Email: Email
People ID: People ID
City: City

3.7 Search by People ID

Every client (student and instructor) has a People ID which is a unique identifier number generated automatically by the system when a new client (student) record is created. The People ID remains the same if a student becomes an instructor and remains the same no matter how many exams the student takes.

Student and Instructor records can be searched by their People ID. The people ID is printed on all student and instructor certificates and wallet cards.

Search

Category: Students

Last Name: last name
First Name: first name
Middle: middle
Gender:
Birthdate: .

PHN: PHN
Email: email
People ID: People ID
City: City

Search Clear Search Form

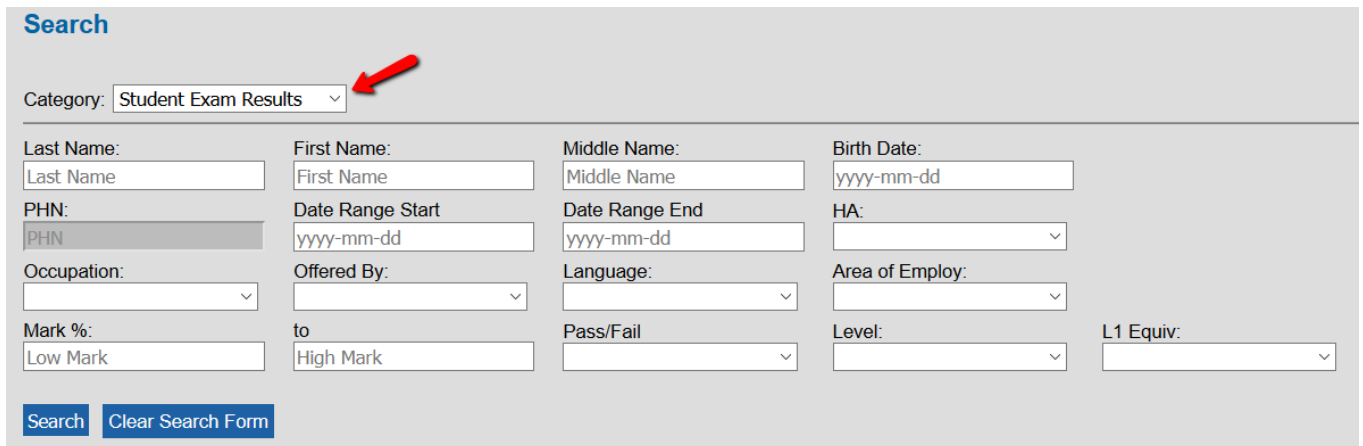
Historical Note: Students imported from the B.C. Registry 1 into Registry 2 retained the people ID created in the previous system.

3.8 Search Student Examination Results

3.8.1 Search exam by multiple criteria

To search for students who share particular attributes associated with their exam records:

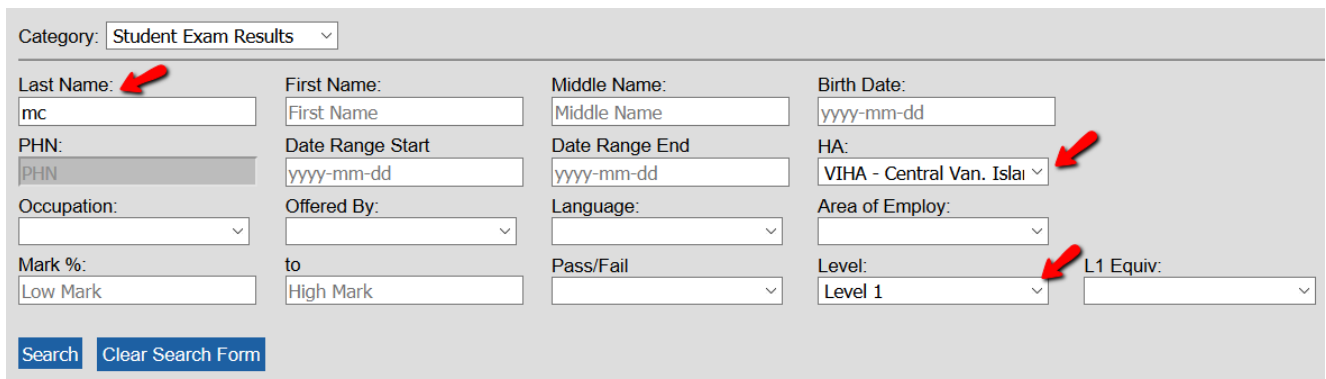
1. Select the **Student Examination Results** option from the search category menu:



The screenshot shows a search form titled "Search". At the top, the "Category:" dropdown menu is set to "Student Exam Results", indicated by a red arrow. Below this, there are several input fields for search criteria: Last Name, First Name, Middle Name, Birth Date, PHN, Date Range Start, Date Range End, HA, Occupation, Offered By, Language, Area of Employ, Mark %, to, Pass/Fail, Level, and L1 Equiv. At the bottom, there are two buttons: "Search" and "Clear Search Form".

2. Enter or select data in one or more of the search criteria fields and click on the **Search** button.

In the following example, a search is performed for **Last Name** starting with "mc", exam **Level 1** from the **Health Authority**, VIHA – Central Vancouver Island Service Area.



The screenshot shows the same search form as above, but with data entered in several fields. The "Last Name" field contains "mc", the "HA" dropdown is set to "VIHA - Central Van. Isla", and the "Level" dropdown is set to "Level 1". Red arrows point to these three fields. The "Search" and "Clear Search Form" buttons are still visible at the bottom.

3. The search results include the student's full **name**, **exam level**, **exam expiry**, **grade** (pass/fail) and **Health Authority**:

Your search returned 5 results.

Last Name	First Name	Middle Name	Exam Level	Exam Date	Exam Expiry	Pass / Fail	Health Authority
MC LEAN	JEANINE	LEE	Level 1	1994-04-19	2018-07-29	Pass	VIHA - Central Van. Island Service Area
MC MILLAN	DON	GUSTAVO	Level 1	2001-07-18	2018-07-29	Fail	VIHA - Central Van. Island Service Area
MCCARTY	DWAYNE	WILLIAM	Level 1	1969-04-29	2018-07-29	Pass	VIHA - Central Van. Island Service Area
MCKENZIE	JOE	KRISTEN	Level 1	1964-02-22	2018-07-29	Fail	VIHA - Central Van. Island Service Area
MCPHERSON	LONNIE	LLOYD	Level 1	1982-08-29	2018-07-29	Fail	VIHA - Central Van. Island Service Area

4. To open a student record, click anywhere in the student row:

MCCARTY	DWAYNE	WILLIAM	Level 1	1969-04-29	2018-07-29	Pass	VIHA - Central Van. Island Service Area
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TIP: Exam Levels include **FoodSafe Level 1, Level 2, and Level 1 Refresher;**

Level:

- Level 1
- Level 2
- Level 1 Refresher

3.8.2 Search by Level 1 equivalent

Some students have a food safety certification deemed equivalent to the BC Foodsafe Level 1, as verified by FoodSafe authorities. The Level 1 equivalency enables the student to register for the Foodsafe Level 2 course and receive a Level 2 certificate.

To search for students with a Level 1 Equivalency:

1. Select the **Student Exam Results** category:

Category:

2. Select the **Yes** value from the L1 Equivalency field and click on **Search**:

Category:

Last Name: First Name: Middle Name: Birth Date:

PHN: Date Range Start: Date Range End: HA:

Occupation: Offered By: Language: Area of Employ:

Mark %: to Pass/Fail: Level:

L1 Equiv:

3. In the search results, records with a Level 1 Equivalency display a **Yes** result:

Your search returned 5 results.

Last Name	First Name	Middle Name	Exam Level	Exam Date	Exam Expiry	Pass / Fail	L1 Equiv	Health Authority
BERNARD	BENJAMIN	EDGAR	Level 2	2019-06-30		Pass	Yes	FHA - Simon Fraser Service Area
CAMERON	CASSIE	LAURA	Level 2	2019-06-30		Pass	Yes	FHA - Simon Fraser Service Area
DJANGO	DAN		Level 2	2019-06-30		Pass	Yes	FHA - Simon Fraser Service Area
EDUGYAN	ELLEN		Level 2	2019-07-01		Pass	Yes	Out of Province
TIWANA	KATYA	SANDI	Level 2	2019-07-01		Pass	Yes	FHA - Simon Fraser Service Area

4. In the student's exam record, the Level 1 Equivalency status is displayed in the Exam History and in the Exam Details for the Level 2 exam:

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 2	Pass		FHA - Simon Fraser Service Area	✓

Exam Details

Health Authority: FHA - Simon Fraser Service Area

Occupation: Foodservice Worker

Area of Employment: Foodservice Industry

Type of Exam: Level 2

L1 Equiv: Yes

Offered By: Community College/Post-Secondary

Language: English

Exam Date: 2019-06-30

Exam Mark: 90

Pass / Fail: Pass

Last Printed By: FSADMIN

Last Printed Date: 2019-07-15

Comments:

TIP: In a search by FS Equivalent where the value selected is “No”, the search results will include records in which the L1 Equivalent field values are “No” and left blank.

3.9 Open a Student Record from the Search Results / Return to Search Results

To view more detailed data for a student in the search results list:

1. Click on the student anywhere in the row:

Students search results:

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
MCCARTY	AMBER	COLIN	1963-01-18	Undetermined		BC	WHISTLER
MCCARTY	DWAYNE	WILLIAM	1962-01-11	Male		BC	CHILLIWACK

Student Examination search results:

Last Name	First Name	Middle Name	Exam Level	Exam Date	Exam Expiry	Pass / Fail	Health Authority
MCCARTY	AMBER	COLIN	Level 1	1968-03-02	2018-07-29	Pass	VCH - Coast Garibaldi Service Area
MCCARTY	AMBER	COLIN	Level 1	1977-01-13	2018-07-29	Fail	IHA - East Kootenay Service Area
MCCARTY	DWAYNE	WILLIAM	Level 1	1969-04-29	2018-07-29	Pass	VIHA - Central Van. Island Service Area

2. The Student Details page opens, displaying **student details**, **exam history**, and **exam details**:

Student Details: 'DWAYNE MCCARTY'

Last Name: MCCARTY

First Name: DWAYNE

Middle Name: WILLIAM

People ID: 927107

Birth Date: 1998-10-28

Gender: Male

Address 1: 1501-20 COWLEY PARKWAY

Address 2:

City: CHILLIWACK

Province: BC

Postal Code: V9X1G3

Area Code - Phone: 604 - 5551234

Email: dwayne@email.ca

Comments:

[Edit Student](#)

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2024-05-31	FHA - Simon Fraser Service Area	
Level 2	Pass		FHA - Simon Fraser Service Area	

Exam Details

Health Authority: FHA - Simon Fraser Service Area

Occupation: Foodservice Worker

Area of Employment: Care Facility/Hospital

Type of Exam: Level 1

Offered By: Health Authority

Language: English

Exam Date: 2019-05-31

Exam Mark: 80

Pass / Fail: Pass

Last Printed By:

Last Printed Date: n/a

Comments:

3. Under the **Exam History** section, the **Level 1** exam is currently selected, as indicated by the yellow background, and the **Exam Details** are displayed for the **Level 1** exam:

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2024-05-31	FHA - Simon Fraser Service Area	
Level 2	Pass		FHA - Simon Fraser Service Area	

↓

Exam Details

Health Authority: FHA - Simon Fraser Service Area

Occupation: Foodservice Worker

Area of Employment: Care Facility/Hospital

Type of Exam: Level 1

Offered By: Health Authority

Language: English

Exam Date: 2019-05-31

Exam Mark: 80

Pass / Fail: Pass

Last Printed By:

Last Printed Date: n/a

Comments:

4. To see the exam details for the Level 2 exam, click on **Level 2** in the Exam History section. Now the Level 2 exam is highlighted by the yellow background and the **Exam Details** are displayed for the **Level 2** exam:

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2024-05-31	FHA - Simon Fraser Service Area	
Level 2	Pass		FHA - Simon Fraser Service Area	

Exam Details

Health Authority:

Occupation:

Area of Employment:

Type of Exam:

L1 Equiv:

Offered By:

Language:

Exam Date:

Exam Mark:

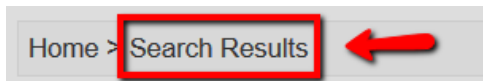
Pass / Fail: **Pass**

Last Printed By:

Last Printed Date:

Comments:

- To return to the Search Results page, click on the **Search Results** breadcrumb:



3.10 Search Instructors by Name

To search for instructors:

- Select the **Instructors** option from the search category menu:

Category:

- You can search for instructors by one or more of the following search criteria:

Category:

Last Name: <input type="text" value="Last Name"/>	First Name: <input type="text" value="First Name"/>	Middle: <input type="text" value="Middle Name"/>	Gender: <input type="text" value=""/>	Birthdate: <input type="text" value="yyyy-mm-dd"/>
PHN: <input type="text" value="PHN"/>	Email: <input type="text" value="Email"/>	People ID: <input type="text" value="People ID"/>	City: <input type="text" value="City"/>	Health Authority: <input type="text" value=""/>
Level: <input type="text" value=""/>	Expiry Range Start: <input type="text" value="yyyy-mm-dd"/>	Expiry Range End: <input type="text" value="yyyy-mm-dd"/>	Status: <input type="text" value=""/>	Teachable Language: <input type="text" value=""/>

- If you are looking for a particular instructor, perform a name search. In this example a search by **Last Name** “Sihota” returns the following results. To view more details about the instructor, click in the row to open the record:

Your search returned 1 result.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
SIHOTA	KRIS	C	1990-12-20	Female	kris@me.ca	BC	VICTORIA

4. The Instructor Details page opens and displays the instructor’s personal information, student Exam History, student Exam Details; and, in the blue panel, their **Instructor Qualifications**, including **Teaching Level**, **Status**, **Instructor Expiry date**, and **Health Authority service area**, and **languages** in which the instructor is able to teach:

Instructor Details: 'KRIS SIHOTA'

Last Name:

First Name:

Middle Name:

People ID:

Birth Date:

Gender:

Address 1:

Address 2:

City:

Province:

Postal Code:

Area Code - Phone: -

Email:

Comments:

[Edit Instructor](#)

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2022-02-15	VIHA - Capital Service Area	
Level 2	Pass		VIHA - Capital Service Area	

Exam Details

Health Authority:

Occupation:

Area of Employment:

Type of Exam:

Offered By:

Language:

Exam Date:

Exam Mark:

Pass / Fail:

Last Printed By:

Last Printed Date:

Comments:

[Add to Queue](#) [Print Certificate](#) [Print Card](#) [Print Label](#)

Instructor Qualifications

Level	Status	Expiry	Health Authority
1	<input type="text" value="Active"/>	2021-09-30	VIHA - Capital Service Area

[Edit](#) [Delete](#) [Print Instructor Certificate](#) [Print Instructor Label](#) [Add to Queue](#)

[+ Add New Level](#)

Teachable Languages

English [Delete Language](#)

[+ Add New Language](#)


5. For instructors who are **qualified** to teach in **more than one Health Authority service area** you can **view** their qualifications across all Health Authorities; however, you will only be able to edit, delete or print qualifications if you are logged in under the same Health Authority service area.

In this example, the user is logged in under VIHA – Capital Service Area, and therefore has access to **edit**, **delete** and **print** functions for the VIHA qualification; and has **view only** capability for the FHA – Simon Fraser Service Area qualification.

Instructor Qualifications

Level	Status	Expiry	Health Authority
1	Active	2021-01-31	FHA - Simon Fraser Service Area
1	Active	2021-09-30	VIHA - Capital Service Area

[Edit](#)
[Delete](#)
[Print Instructor Certificate](#)
[Print Instructor Label](#)
[Add to Queue](#)

 Add New Level

3.11 Search Instructor by Teaching Level and Other Criteria

To search instructor by teaching level:

1. Select a level from the **Level** menu, and click on the **Search** button:

Search

Category:

Last Name:
 First Name:
 Middle:
 Gender:
 Birthdate:

PHN:
 Email:
 People ID:
 City:
 Health Authority:

Level:
 Expiry Range Start:
 Expiry Range End:
 Status:
 Teachable Language:

2. The search results include all instructors in the database with a Foodsafe Level 1 teaching qualification, whether active or inactive:

Your search returned 698 results.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
ABBOTT	MISTI	NINA	1982-06-20	Male	gsqkjg@mytjfq.org	BC	RICHMOND
ACEVEDO	DONNIE	RODOLFO	1957-12-14	Male	siscw.ezda@iysux.ceigiq.com	BC	NORTH VANCOUVER
ALLISON	ADRIANA	RACHEL	1996-08-31	Female	rschk@gitfie.com	BC	KAMLOOPS
ALLISON	ERIK	OSCAR	1957-09-16	Male		BC	100 MILE HOUSE
ALLISON	LASHONDA	AMY	1961-10-03	Male	udgwp2@iyaqqz.com	BC	GLENDALE
ALLISON	PERRY		1956-12-18	Female	wnwqf.msrc@o-emje.org	BC	BUFFALO
ALVARADO	HERMAN	NICHOLAS	1985-01-02	Undetermined		BC	PENTICTON
ALVAREZ	YESENIA		1963-09-07	Undetermined		BC	KELOWNA
ANDREWS	ANNIE	GWENDOLYN	1962-10-05	Male		BC	LANGLEY
ARCHER	ALICIA	BARRY	1970-12-07	Undetermined	xchbp81@jfolny.com	BC	PRINCE GEORGE

1 to 10 out of 698 results. [next >](#) | [end >>](#)

3. To refine the search, select additional criteria; for example, select a **Health Authority service area** and **Active status**, and click on **Search**:

Category:

Last Name: First Name: Middle: Gender: Birthdate:

PHN: Email: People ID: City: Health Authority:

Level: Expiry Range Start: Expiry Range End: Status: Teachable Language:

4. The search results now include a list of **active** instructors certified to teach in **VIHA – Capital Service Area**:

Your search returned 2 results.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
MCQUEEN	DAVID		1980-10-20	Male		BC	VICTORIA
SIHOTA	KRIS	C	1990-12-20	Female	kris@me.ca	BC	VICTORIA

3.12 Search Instructors by Teaching Level Expiry Dates

To search for instructors by teaching level expiry date:

1. Select the Instructors option from the search category menu:

Category:

2. Enter an expiry start date and end date in the **Expiry Range** fields and click on **Search**:


Category:

Last Name: First Name: Middle: Gender: Birthdate:

PHN: Email: People ID: City: Health Authority:

Level: Expiry Range Start: Expiry Range End: Status: Teachable Language:

3. The results include all instructors whose teaching certifications in **Level 1, Level 2 and/or MarketSafe** will be expiring within the date range entered:

Your search returned 22 results. 

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
ANDERSON	FRANCISCO		1981-11-14	Male		BC	PENTICTON
ANDREWS	ANNIE	GWENDOLYN	1962-10-05	Male		BC	LANGLEY
ARIAS	BARRY	JULIAN	1996-01-28	Female	zhit.ekqtuilz@ywqsgk.com	BC	KAMLOOPS
ARIAS	BYRON	BETH	1956-06-29	Female	bsjqmdp.agbvdg@wt-zsn.com	BC	COQUITLAM
ASHLEY	TONIA		1997-09-12	Female	njru.ljlm@qkcohf.com	BC	LANGLEY
BARNETT	DARIN	CHARLES	1994-09-14	Male	xrxjkme0@qmnseugr.uaywqp.org	BC	LANGLEY
BATES	JAIME		1969-06-09	Female	zmju.pagdsuhuep@bjinicyfj.ahbefb.com	BC	MAPLE RIDGE
BENTLEY	DEANNA	BRIAN	1996-04-26	Male	kvarthj.ylzhimiegt@zsgcn.fsqrj.net	BC	PORT MOODY
CHAPLIN	CHARLENE		1920-07-15	Female		BC	COQUITLAM
DRAKE	FRANCIS	D	1980-10-30	Male	francisdrake@explore.ca	BC	PORT MOODY

1 to 10 out of 22 results. [next >](#) | [end >>](#)


Note: If the instructor has certifications for more than one level expiring during the selected date range, the instructor will be listed once in the search results. Open the record to review all teaching levels.

4. To refine the search by teaching level, select teaching Level 1, Level 2 or MarketSafe, from the **Level** menu, e.g. Foodsafe Level 1:

Category:

Last Name: <input type="text" value="Last Name"/>	First Name: <input type="text" value="First Name"/>	Middle: <input type="text" value="Middle Name"/>	Gender: <input type="text" value=""/>	Birthdate: <input type="text" value="yyyy-mm-dd"/>
PHN: <input type="text" value="PHN"/>	Email: <input type="text" value="Email"/>	People ID: <input type="text" value="People ID"/>	City: <input type="text" value="City"/>	Health Authority: <input type="text" value=""/>
Level: <input type="text" value="Level 1"/>	Expiry Range Start: <input type="text" value="2018-05-01"/>	Expiry Range End: <input type="text" value="2018-08-31"/>	Status: <input type="text" value=""/>	Teachable Language: <input type="text" value=""/>

5. The results include all instructors certified to teach **Foodsafe Level 1**, whose teaching certification will expire within the selected date range:

Your search returned 18 results. 

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
ANDREWS	ANNIE	GWENDOLYN	1962-10-05	Male		BC	LANGLEY
ARIAS	BARRY	JULIAN	1996-01-28	Female	zhit.ekqtuilz@ywqsgk.com	BC	KAMLOOPS
ARIAS	BYRON	BETH	1956-06-29	Female	bsjqmdp.agbvdg@wt-zsn.com	BC	COQUITLAM
ASHLEY	TONIA		1997-09-12	Female	njru.ljlm@qkcohf.com	BC	LANGLEY
BARNETT	DARIN	CHARLES	1994-09-14	Male	xrxjkme0@qmnseugr.uaywqp.org	BC	LANGLEY
BATES	JAIME		1969-06-09	Female	zmju.pagdsuhuep@bjinicyfj.ahbefb.com	BC	MAPLE RIDGE
BENTLEY	DEANNA	BRIAN	1996-04-26	Male	kvarthj.ylzhimiegt@zsgcn.fsqrj.net	BC	PORT MOODY
FLEMING	MARCO	RENE	1956-06-16	Undetermined	sbix.ptiaephxax@fsczbhx.ldhuvn.net	BC	TOLEDO
FLOYD	BOBBIE	CHASITY	1953-05-29	Female		BC	COQUITLAM
FORBES	MARLON		1972-08-23	Male	xhfvb@cdtuly.ulfwno.org	BC	COQUITLAM

1 to 10 out of 18 results. [next >](#) | [end >>](#)

6. To refine the search by Health Authority Service Area, select the Service Area from the **Health Authority** menu:

Category:

Last Name: First Name: Middle: Gender: Birthdate:

PHN: Email: People ID: City: Health Authority:

Level: Expiry Range Start: Expiry Range End: Status: Teachable Language:

7. The results include all instructors certified to teach **Foodsafe Level 1** in the **FHA Simon Fraser Service Area**, whose teaching certification will expire within the selected date range:

Your search returned 11 results.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
ARIAS	BYRON	BETH	1956-06-29	Female	bsjqmdp.agbvdg@wt-zsn.com	BC	COQUITLAM
ASHLEY	TONIA		1997-09-12	Female	njru.ljlm@qkcohf.com	BC	LANGLEY
BARNETT	DARIN	CHARLES	1994-09-14	Male	rxjkm0@qmnsuigr.uaywqp.org	BC	LANGLEY
BATES	JAIME		1969-06-09	Female	zmju.pagdsuhuep@bjinicyfj.ahbefb.com	BC	MAPLE RIDGE
BENTLEY	DEANNA	BRIAN	1996-04-26	Male	kvarthj.ylzhimiegt@zsgcn.fsqrj.net	BC	PORT MOODY
FLOYD	BOBBIE	CHASITY	1953-05-29	Female		BC	COQUITLAM
FORBES	MARLON		1972-08-23	Male	xhfvb@cdtuly.ulfwno.org	BC	COQUITLAM
GAMBLE	MARCO		1967-10-31	Female	igfqo@qctkci.net	BC	LANGLEY
POTTS	JESSE	ERICA	1982-05-17	Undetermined		BC	OKLAHOMA
SIDANA	EDITH		1998-03-03	Undetermined	uonal@vfayp.wmsbhv.org	BC	PORT MOODY

1 to 10 out of 11 results. [next >](#) | [end >>](#)

8. To refine the search by Teachable Language select the language from the **Teachable Language** menu:


Category:

Last Name: First Name: Middle: Gender: Birthdate:

PHN: Email: People ID: City: Health Authority:

Level: Expiry Range Start: Expiry Range End: Status: Teachable Language:

9. The results include all instructors certified to teach **Foodsafe Level 1** in the **FHA Simon Fraser Service Area** in the **Punjabi** language, whose certification will expire within the selected date range:

Your search returned 5 results. 

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
ARIAS	BYRON	BETH	1956-06-29	Female	bsjqmdp.agbvdbg@wt-zsn.com	BC	COQUITLAM
BENTLEY	DEANNA	BRIAN	1996-04-26	Male	kvarthj.ylzhimiegt@zsgcn.fsqjrf.net	BC	PORT MOODY
FORBES	MARLON		1972-08-23	Male	xhfvb@cdtuly.ulfwno.org	BC	COQUITLAM
PAHOR	JESSE	ERICA	1982-05-17	Female		BC	OKLAHOMA
SIDANA	EDITH		1998-03-03	Female	uonal@vfayp.wmsbhv.org	BC	PORT MOODY

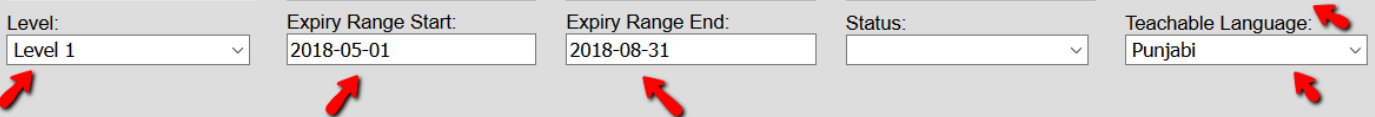
TIPS

- Searches can be performed using one or more search criteria.
- Search results are saved until you use the Clear Search Form button, or until you select a different search category or function.
- To refine a search (search the search results) don't clear the search results but instead, add criteria to the search form and click on the Search.

Search

Category:

Last Name: <input type="text" value="Last Name"/>	First Name: <input type="text" value="First Name"/>	Middle: <input type="text" value="Middle Name"/>	Gender: <input type="text"/>	Birthdate: <input type="text" value="yyyy-mm-dd"/>
PHN: <input type="text" value="PHN"/>	Email: <input type="text" value="Email"/>	People ID: <input type="text" value="People ID"/>	City: <input type="text" value="City"/>	Health Authority: <input type="text" value="FHA - Simon Fraser Serv"/>
Level: <input type="text" value="Level 1"/>	Expiry Range Start: <input type="text" value="2018-05-01"/>	Expiry Range End: <input type="text" value="2018-08-31"/>	Status: <input type="text"/>	Teachable Language: <input type="text" value="Punjabi"/>

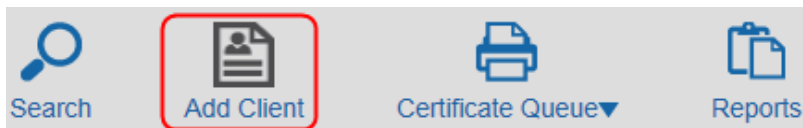


4 DATA ENTRY/EDIT





4.1 Add Client (student/instructor)

To add a new client record:

1. Click on the **Add Client** button:



2. A blank Student Details form opens:

 Search
  Add Client
  Certificate Queue▼
  Reports

Home > New Student

Student Details:

Last Name:
 First Name:
 Middle Name:
 Birth Date:
 Gender:
 Address 1:
 Address 2:
 City:
 Province:
 Postal Code:
 Area Code - Phone: -
 Email:
 Comments:

3. Required fields are marked in red:

Student Details:

Last Name:
 First Name:
 Middle Name:
 Birth Date:
 Gender:
 Address 1:
 Address 2:
 City:
 Province:
 Postal Code:
 Area Code - Phone: -
 Email:
 Comments:

4. Enter **name** data in the fields, using the **Tab** key to move from one field to the next. The last name field has a limit of 35 characters. First and middle name have a limit of 15 characters.

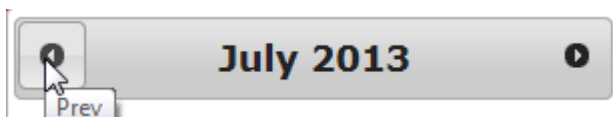
Student Details:

Last Name:

First Name:

Middle Name:

5. In the **Birthdate** field, enter the date in the following format, including dashes: **yyyy-mm-dd**, and tab to the next field. If you prefer to use the pop-up calendar, use the navigation arrows to go to the date:



And click on the **day** in the calendar to select the date:



6. In the **Gender** field, select one of the four options in the drop down menu: **Male, Female, X** or **Undetermined**. Alternatively, type in **M, F, X** or **U** and then use the **Tab** key to go to the next field.

TIP: If a form is submitted without a gender selection, please enter “Undetermined”.

Update January 2020

British Columbians who do not identify as male or female have the choice to display an “X” as a third option in the gender field of the Foodsafe exam registration forms. Accordingly, a new gender value of “X” has been added to the Registry. If a form is submitted without a gender selection, please enter “Undetermined”.

7. Enter the **Address**. The Canada Post guidelines for Canadian address can be found on the [Canada Post](http://Canada Post website) website:

Address 1:	61 NICKEL STREET
Address 2:	RR2
City:	WHITEHORSE

8. The **Province** field accepts two characters, e.g. YT

Province:	YT
-----------	----

9. Enter the **Postal Code** (or zip code) without a space:

Postal Code:	Y1A2B9
--------------	--------

10. Enter the three-digit **area code**, hit the **Tab** key, and enter the seven-digit **telephone** number **without** a dash:

Area Code - Phone:	867	-	6673456
--------------------	-----	---	---------

11. Enter the student's **email** address including the domain, e.g. .com, .net, .ca, etc.

Email:	sherlock.holmes@hotmail.com
--------	-----------------------------

12. Enter any necessary comments and **Submit** the client record:



13. If any of the **required** fields are missing data, the record cannot be saved and you will be prompted to enter data in the highlighted fields:

Student Details:
Please fill in required fields below.

Last Name:	DOE
First Name:	JOHN
Middle Name:	B
Birth Date:	1980-12-12
Gender:	Male <input checked="" type="checkbox"/>
Address 1:	123 NOWHERE STREET
Address 2:	Address 2
City:	City
Province:	Province
Postal Code:	Postal

This field is required

14. If the **data format** is invalid a red highlight will indicate that there is a problem with the data. Hover the cursor over the field to view the error message with further details:

Birth Date:

Gender:

103 HOWLERS STREET

Must be in the format yyyy-mm-dd. Earliest date = 1900-01-01.

15. Enter the data in the proper format and **Submit**:



TIPS

- Data entered as lower case in required fields will be saved as UPPER CASE.
- In fields containing drop down menus, you may use the mouse to navigate to the options, or type in the first letter of the option.
- When the student details form is submitted it will not be saved unless data is entered in all the required fields in a valid format. Upon Submit, you will be prompted to enter or modify data where required.
- The comments field is meant for factual information only. The information recorded in the comments field belongs to the client and can be requested and reviewed by the person

4.2 Add New Exam

Once the student details form has been completed and saved, the **Add New Exam** box displays:

Email:

Test student

Comments:

To add a new exam:

1. Click on **Add New Exam**:

2. In the **Add New Exam** form, make selections from each of the drop down menus, e.g. Type of Exam, Occupation, Area of Employment, Offered By, and Language and enter the Exam Date and Exam Mark:

Add New Exam

Type of Exam:

Health Authority:

Occupation:

Area of Employment:

Offered By:

Language:

Exam Date:

Exam Mark (%):

Comments:

3. In the **Exam Date** field, when you enter the exam date for a FOODSAFE Level 1 or Refresher level, an expiry date is automatically generated 5 years from that date. There are no expiry dates for FOODSAFE Level 2.

Add New Exam

Type of Exam:

Occupation:

Area of Employment:

Offered By:

Language:

Exam Date:

Exam Mark (%):

March 2015						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

4. When you have finished entering the data, click on **Submit**:

Add New Exam

Type of Exam:

Occupation:

Area of Employment:

Offered By:

Language:

Exam Date:

Exam Mark (%):

Comments:

5. Once you submit the exam, the Student Details page will display a summary of the exam(s) in the **Exam History** box, and the details of the selected exam in the **Exam Details** box:

Exam History				
Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-03-02	FHA - Simon Fraser Service Area	

Exam Details	
Health Authority:	FHA - Simon Fraser Service Area
Occupation	Foodservice Worker
Area of Employment	Foodservice Industry
Type of Exam:	Level 1
Offered By:	Community College/Post-Secondary
Language	English
Exam Date:	2015-03-02
Exam Mark:	96
Pass / Fail:	Pass
Last Printed By:	
Last Printed Date:	n/a
Comments:	

6. Under Exam History and Exam Details, the **Pass / Fail** grade status is generated automatically based on the mark entered:

Exam History				
Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-03-02	FHA - Simon Fraser Service Area	

7. Under Exam History, the **expiry date** for Level 1 is generated automatically based on the date of exam plus 5 years:

Exam History				
Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-03-02	FHA - Simon Fraser Service Area	

8. Under Exam History and Exam Details, the **Health Authority** is generated automatically based on which Health Authority service area the user is logged in under:

Exam History				
Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-03-02	FHA - Simon Fraser Service Area	

9. When an exam with a passing grade is submitted, a certificate is automatically sent to **My Students Certificate Queue** for printing. For MarketSafe, a student exam with a passing grade is automatically sent to the **My MarketSafe Students** queue.

10. To add another exam, repeat the steps.

TIPS

Passing Grades

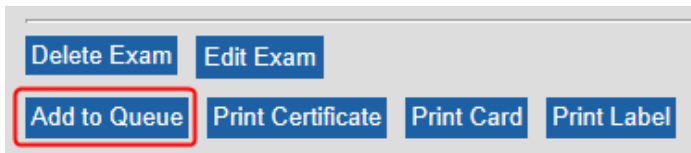
A minimum mark of 70% is required to generate a pass for a Level 1 exam.

A minimum mark of 80% is required to generate a pass for a Level 2 exam.

A minimum mark of 80% is required to generate a pass for a Level 1 Refresher exam.

A minimum mark of 70% is required to generate a pass for a MarketSafe exam.

4.3 Add to Queue



The **Add to Queue** button does not need to be used when a new student exam with a passing grade is initially submitted.

The **Add to Queue** button is used in the event that a certificate queue has been cleared prematurely, or in cases where a reprint is required for a student within your Health Authority and you wish to add the certificate to the queue for batch printing.

Upon submission of a Level 1 or Level 2 exam with a passing grade, a certificate is automatically added to **My Student Queue**.

Upon submission of a MarketSafe exam with a passing grade, a certificate is automatically added to **My MarketSafe Student Queue**.

TIP: The Add to Queue button is also used to move a certificate from another user's queue to your queue. See **Section 6.2** *Move a Certificate from the All HA-SA queue to My Student Queue*.

4.4 Edit an Existing Student's Details

Note from BCCDC: Regardless of whether the student is within your Health Authority, if you have new **personal information** for a student, please update the personal details (e.g. name, address, telephone, email).

1. To open a student record from the search results page, click on the student row:

Your search returned 3 results.

Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
HOLMES	CARLA		1969-05-19	Female		BC	COLORADO
HOLMES	SHERLOCK		1990-10-30	Female		BC	SAANICH
HOLMES	SHERLOCK	A	1975-02-28	Male	sherlock.holmes@hotmail.com	BC	SIDNEY

2. The **Student Details** page opens:

Student Details: 'SHERLOCK HOLMES'

Last Name: HOLMES

First Name: SHERLOCK

Middle Name: A

People ID: 927109

Birth Date: 1975-02-28

Gender: Male

Address 1: 462 CEDAR STREET

Address 2: RR6 STN MAIN

City: SIDNEY


Province: BC

Postal Code: V8N1H9

Area Code - Phone: 250 - 3334444

Email: sherlock.holmes@hotmail.com

Comments: Test student

[Edit Student](#) 

3. Enter the new data in the editable fields and click on **Save Student Changes**:

Last Name: HOLMES

First Name: SHERLOCK

Middle Name: A

People ID: 927109

Birth Date: 1975-02-28

Gender: Male

Address 1: 30 CENTRE STREET

Address 2:

City: SIDNEY

Province: BC


Postal Code: V2M 1H5

Area Code - Phone: 250 - 3334444

Email: sherlock.holmes@gmail.ca

Comments:

[Save Student Changes](#) [Cancel Student Changes](#)



4.5 Edit an Exam

To edit the student **Exam Details**:

1. Click on the **Edit** button below the **Exam Details** form:

Exam Details

Health Authority: FHA - Simon Fraser Service Area

Occupation: Foodservice Worker

Area of Employment: Foodservice Industry

Type of Exam: Level 1

Offered By: Health Authority

Language: English

Exam Date: 2015-03-02


Exam Mark: 80

Pass / Fail: Pass

Last Printed By:

Last Printed Date: n/a


Comments:


Delete Exam Edit Exam 

2. Enter the changes in the editable fields, and **Save Exam Changes**:


Exam Details


Health Authority: FHA - Simon Fraser Service Area

Occupation : Foodservice Worker


Area of Employment : Foodservice Industry

Type of Exam: Level 1

Offered By : Community College/Post-Secondary

Language : English


Exam Date: 2015-03-02

Exam Mark : 96

Pass / Fail: Pass

Last Printed By:

Last Printed Date: n/a

 Comments:

Save Exam Changes Cancel Exam Changes

TIPS

- The following fields are restricted from editing: Health Authority; Type of Exam; Exam Date
- If the exam has been registered under your Health Authority service area, you will have access to the **Edit Exam** and **Delete Exam** functions (see View 1). If the exam is registered under a different Health Authority service area than the one you are logged in under, you will **not** have access to the **Edit Exam** or **Delete Exam** functions (see View 2).

<p>View 1: Edit / Delete Exam Accessible</p> <p>Student exam is registered under your Health Authority service area</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e1f5fe;"> <p>Delete Exam Edit Exam</p> <p>Add to Queue Print Certificate Print Card Print Label</p> </div>	<p>View 2: Edit / Delete Exam Restricted</p> <p>Student exam is registered under a different Health Authority service area</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e1f5fe;"> <p>Print Certificate Print Card Print Label</p> </div>
--	---

4.6 Record a Level 1 Equivalent

The BC Center for Disease Control determines the courses equivalent to a FOODSAFE course. Some students have a food safety certification deemed to be equivalent to BC FOODSAFE Level 1, as verified by FOODSAFE authorities. The Level 1 equivalent enables the student to register for the FOODSAFE Level 2 course and receive a Level 2 certificate. The equivalency information is associated with the Level 2 exam.

To record a Level 1 Equivalent:

1. After you have entered the student's personal details (name, address, etc.), go to **Add New Exam**:

2. Under **Type of Exam**, select **Level 2**:

3. When Level 2 is selected the **L1 Equivalent** field is displayed:

Add New Exam

Type of Exam: Level 2

L1 Equiv:

Occupation:

Area of Employment:

Offered By:

Language:

Exam Date: yyyy-mm-dd

Exam Mark (%):

Comments:

Submit Cancel

4. If the student has a verified FOODSAFE Level 1 Equivalent, select **Yes** from the menu:

Add New Exam

Type of Exam: Level 2

L1 Equiv: Yes

Occupation:

Area of Employment: Yes

Offered By: No

5. Enter the values for the remaining fields, and **Submit**:

Add New Exam

Type of Exam: Level 2

L1 Equiv: Yes

Occupation: Dietician/Food Safety Professi

Area of Employment: Care Facility/Hospital

Offered By: Employer

Language: English

Exam Date: 2019-07-01

Exam Mark (%): 90

Comments:

→
 Submit Cancel

6. Under **Exam History**, a checkmark appears in the L1 Equivalent column. Under **Exam Details** the L1 Equivalent field is marked “Yes”:

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 2	Pass		VIHA - Capital Service Area	✓

Exam Details

Health Authority: VIHA - Capital Service Area

Occupation: Foodservice Worker

Area of Employment: Voluntary Sector

Type of Exam: Level 2

L1 Equiv: Yes

- If the student has the Level 1 Equivalent plus a passing grade on the Level 2 exam, a Level 2 certificate will automatically be added to My Student Queue.

TIPS

- When adding Level 2 exams for students with a valid Level 1, in the L1 Equivalent field enter “No” (or leave it blank). Both values are treated as “No” when searches are performed on Level 1 Equivalent = No.
- When a successful Level 2 exam with a Level 1 Equivalent is submitted to the Registry, a Level 2 certificate is automatically loaded to My Student Queue or My Open School Queue.
- If the exam record is edited whereby the Level 1 Equivalent value is changed from Yes to a No value, the Level 2 certificate is automatically removed from the certificate queue.
- The BC Center for Disease Control determines the courses equivalent to a FOODSAFE course. For more information please visit BCCDC’s website at:
<http://www.bccdc.ca/our-services/programs/food-protection-services>

4.7 Delete Student Exam

Note from BCCDC: Clerical role users can only alter or delete **exam records** that are within their own Health Authority and Service Area. If the record is outside your Health Authority / Service Area, please forward the information to the clerical user(s) who is designated to administer that Service Area, indicating which exam records need to be changed.

Note from BCCDC: Clerical role users can update the **personal** information for students in any Health Authority / Service Area. If you have new **personal information** for a student, please update their personal details (e.g. name, address, telephone, email).

Note to Yukon users: Currently Yukon users have one Health Authority with no service areas. Any user with the **clerical role** under the EHS Yukon Health Authority can delete a student exam under the EHS Yukon Health Authority.

To delete a student exam, the student exam must be under the Health Authority **service area** you are logged in under. A user logged in under one Health Authority service area cannot delete a student exam for a student exam in another service area.

To delete an exam:

- In the following example, the user is logged in under **VIHA – Central Vancouver Island Service Area**. The student Exam is under the same service area. The user may delete either or both exams.

Exam History			
Exam	Status	Expires	Health Authority
Level 1	Fail	2018-07-31	VIHA - Central Van. Island Service Area
Level 2	Pass		VIHA - Central Van. Island Service Area

- To delete the Level 2 exam, click on the **Level 2** exam in the **Exam History** box to display the exam details:

Exam History			
Exam	Status	Expires	Health Authority
Level 1	Fail	2018-07-31	VIHA - Central Van. Island Service Area
Level 2	Pass		VIHA - Central Van. Island Service Area

3. At the bottom of the Exam details page click on the **Delete Exam** button:

Exam Details

Health Authority: VIHA - Central Van. Island Service Area

Occupation: Manager

Area of Employment: Food Service Indust.

Type of Exam: Level 2

Offered By: Community College

Language: French

Exam Date: 2013-07-05

Exam Mark: 90

Pass / Fail: Pass

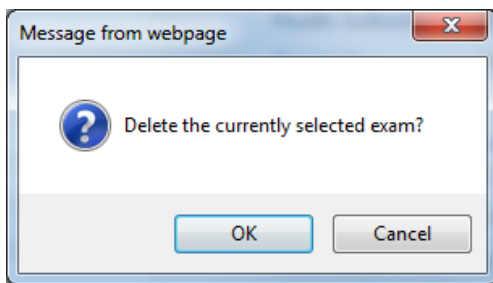
Last Printed: 2013-07-11

Comments:

Delete Exam **Edit Exam**

Print Certificate **Print Card** **Print Label** **Add to Queue**

4. Click **OK** at the prompt:



5. The exam is deleted and also removed from the **Exam History** box:

Exam History			
Exam	Status	Expires	Health Authority
Level 1	Fail	2018-07-31	VIHA - Central Van. Island Service Area

TIPS

- A student exam cannot be deleted from a client who is certified as an instructor in the Registry.
- To delete an exam from an Instructor record, the Instructor qualifications must be deleted first.

4.8 Delete Student Record (Duplicate Records) for BC Health Authorities

Note to Yukon users: The following process for record deletion was developed by the Administrator at the BC Center for Disease Control to manage requests from the multiple Health Authorities in B.C. and is included for reference. For Yukon users, the delete student record function is referenced in the Administrator user manual.

You can only request deletion of a student record for a student within your own Health Authority.

To request a deletion for student within your Health Authority, see **Section 4.8.1, Delete student records within your Health Authority.**

If you have found a duplicate record for a student outside your Health Authority please follow the instructions under **Section 4.8.2 Delete student records outside your Health Authority.**

Note from BCCDC: If you have new **personal information** for a student in any Health Authority / Service Area, please update their personal details (e.g. name, address, telephone, email).

Note from BCCDC: BCCDC will only delete student records that have no exam results attached to the record.

4.8.1 Delete student records within your Health Authority

If you have identified a duplicate student record within your Health Authority:

1. Confirm that the person in one record is the same as the person in a suspected duplicate record, by comparing (and matching) personal identifiers (PHN, birth date, address, etc.)
2. Transfer any missing exam information, comments, etc. to the record that will be retained. **Any questionable records should not be altered or deleted.**
3. Once information has been transferred over, delete any exam records attached to the duplicate record, using the **Delete Exam** button.



The image shows a close-up of a software interface with two buttons: 'Delete Exam' and 'Edit Exam'. The 'Delete Exam' button is highlighted with a blue background and white text, while the 'Edit Exam' button has a grey background and blue text.

4. Finally, advise Environmental Health Services at the BC Centre for Disease Control at fpinfo@bccdc.ca of the record to be deleted. In your email, include the student name and people ID number for the record to be deleted.

4.8.2 Delete student records outside your Health Authority

If you have identified a duplicate student record outside your Health Authority:

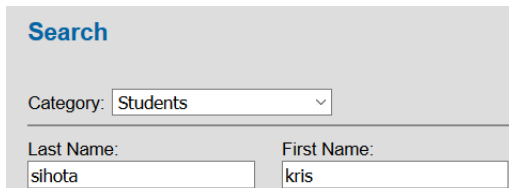
1. Email Environmental Health Services at the BC Centre for Disease Control at fpinfo@bccdc.ca and include the following information:
 - a. Student name
 - b. Student people ID
 - c. Student Health Authority
2. The BCCDC will route these requests to the appropriate Health Authority for vetting.

4.9 Create an Instructor

Attaining teaching certification as a FOODSAFE instructor involves the individual meeting several criteria, including the achievement of a valid Level 1 exam (not expired) and a Level 2 exam, with passing grades of 90% or greater for both exam levels.

To promote a student in the registry to an instructor level:

1. Search for the student using the **Students** search or **Student Examination Results** search:



Search

Category:

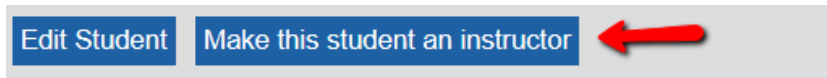
Last Name: First Name:

2. From the search results page, open the student's record:

Your search returned 1 result.


Last Name	First Name	Middle Name	Birth Date	Gender	Email	Province	City
SIHOTA	KRIS	C	1990-12-20	Female	kris@me.ca	BC	VICTORIA

3. In the student details page, if the student has passed both the FOODSAFE Level 1 and 2 exams with 90% or greater and the Level 1 exam has not expired, the **Make this student an instructor** button will be displayed at the bottom of the Student Details form. Click on the **Make this student an instructor** button.



MarketSafe Note: For MarketSafe instructors, if they have passed the MarketSafe exam with 90% or greater, and they are not already a FOODSAFE instructor, the **Make this student an instructor** button will be displayed. If they are already a FOODSAFE instructor, then go directly to the Instructor Qualifications panel to add a MarketSafe level to the instructor's qualifications. See step 4.

4. The **Instructor Qualification** page is displayed:



Student Details: 'KRIS SIHOTA'

Last Name:

First Name:

Middle Name:

Instructor Qualifications

Level:

Expires:

5. In the **Instructor Qualifications** panel, select the course level the instructor is being certified to teach:

Level:

Expires:

- Enter the expiry date for the certification; then, click on the **Promote to Instructor** button:

Instructor Qualifications

Level:

Expires:

TIP: The expiry date is manual entry and is determined by the person who has the authority to certify the instructor.

- The student has been promoted to an instructor. The **Instructor Qualifications** panel display the course level the instructor is qualified to teach, their status, teaching certification expiry date, and the Health Authority service area under which the instructor is qualified to teach:

Instructor Qualifications

Level	Status	Expiry	Health Authority
1	Active	2021-09-30	VIHA - Capital Service Area

Teachable Languages

- To add a Language in which the instructor is able to teach click on the **Add New Language** icon:

Teachable Languages

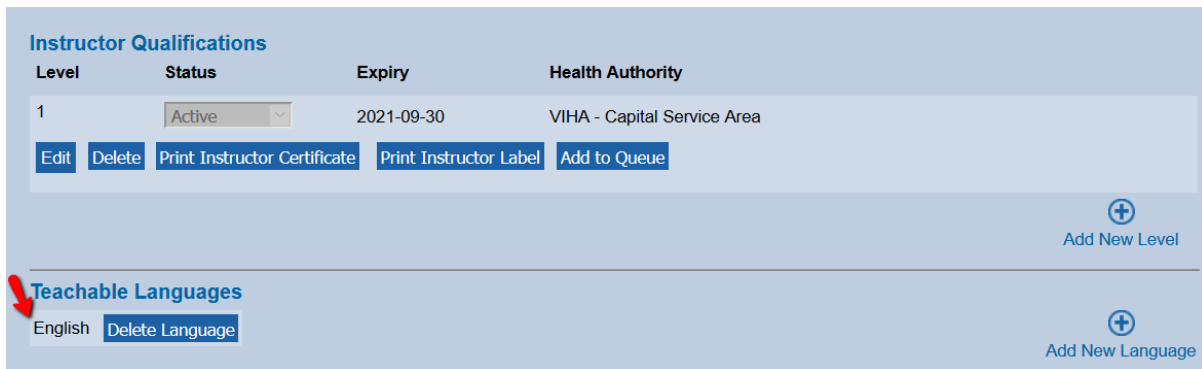
- Select a **Language** from the drop down menu:



10. Once the language is selected, click on **Submit**:



11. The **Teachable Language** is now displayed under the Instructor Qualifications:



12. To add any other teachable languages repeat steps 8 to 10.

13. When the instructor level is added to the Registry, an Instructor certificate will automatically be added to **My Instructors Certificate Queue**. When you are ready to print the instructor certificates, see **Part 5 Print Certificates** for details.

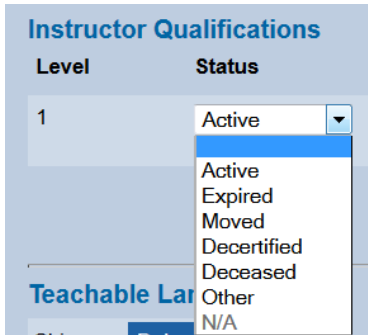
TIPS

- If Instructors are qualified to teach in multiple Health Authority service areas, add teaching level qualification for each Health Authority service area.
- To add qualifications for another Health Authority service area, you must be logged in to the Registry under that service area.
- When a MarketSafe instructor teaching level is added to the Registry, a MarketSafe Instructor certificate is automatically added to the My MarketSafe Instructors Queue.
- My Instructor Queue handles Instructor certificates for both Level 1 and Level 2 certifications. When a Student is promoted to an Instructor, the “Student Details” heading changes to “Instructor Details”:

Instructor Details: 'KRIS SIHOTA'

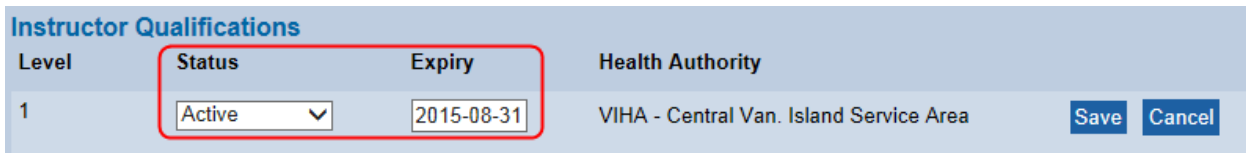
4.10 Instructor Status

To include information about the status of an instructor the status field provides several values, including Active, Expired, Moved, Decertified, Deceased and Other.



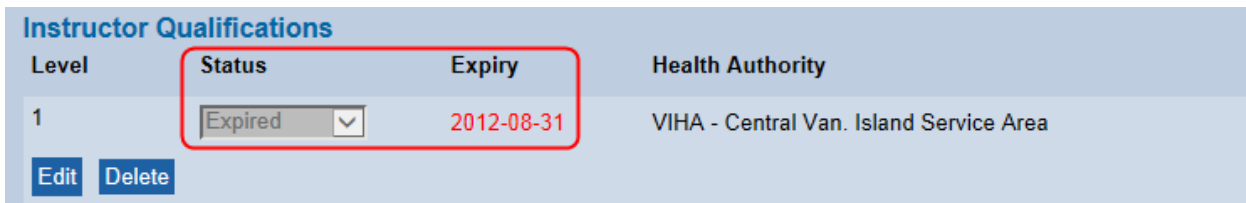
The screenshot shows the 'Instructor Qualifications' form. The 'Level' field is set to '1'. The 'Status' field is a dropdown menu currently showing 'Active'. The dropdown menu is open, displaying the following options: Active, Expired, Moved, Decertified, Deceased, Other, and N/A. Below the form, the text 'Teachable Lar' is partially visible.

If you have just added an instructor course level and expiry date and the date is not expired, the status field will automatically default to **Active** status:



The screenshot shows the 'Instructor Qualifications' form. The 'Level' field is '1'. The 'Status' field is a dropdown menu set to 'Active'. The 'Expiry' field is a text box containing '2015-08-31'. The 'Health Authority' field is 'VIHA - Central Van. Island Service Area'. There are 'Save' and 'Cancel' buttons.

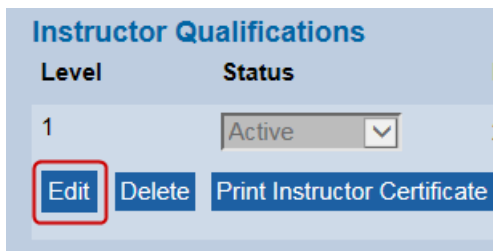
If the instructor's expiry date passes, the status field will change automatically to **Expired**:



The screenshot shows the 'Instructor Qualifications' form. The 'Level' field is '1'. The 'Status' field is a dropdown menu set to 'Expired'. The 'Expiry' field is a text box containing '2012-08-31'. The 'Health Authority' field is 'VIHA - Central Van. Island Service Area'. There are 'Edit' and 'Delete' buttons.

To change instructor status:

1. Click on **Edit** below the Instructor Level:



The screenshot shows the 'Instructor Qualifications' form. The 'Level' field is '1'. The 'Status' field is a dropdown menu set to 'Active'. Below the form, there are 'Edit', 'Delete', and 'Print Instructor Certificate' buttons. The 'Edit' button is highlighted with a red box.

2. Select the **status** option from the drop down menu, e.g. Moved:

Level	Status	Expiry	Health Authority
1	<div style="border: 1px solid black; padding: 2px;"> Active Expired Moved Decertified Deceased Other N/A </div>	2015-08-31	VIHA - Central Van. Island Service Area

Teachable Label

Save Cancel

3. Save the changes:

Level	Status	Expiry	Health Authority
1	Moved	2018-05-31	VIHA - Central Van. Island Service Area

Save Cancel

Add New Level

Historical Note: When the FOODSAFE Registry 2 was first launched on July 29, 2013, the status for existing Instructors in the Registry was defaulted to display as **N/A**. Users should edit the status field to assign the appropriate status for each instructor, thus replacing the N/A status.

Level	Status	Expiry	Health Authority
1	N/A	2014-11-17	VIHA - Central Van. Island Service Area

Edit Delete

4.11 Add Course Level to Instructor Qualifications

An Instructor Qualifications record can have 2 course levels assigned within each Health Authority: FOODSAFE Level 1 and Level 2.

4.11.1 Add course level

To add a Level 2 course level to an existing instructor record:

1. In the Instructor Qualifications box, click on **Add New Level**:

Level	Status	Expiry	Health Authority
1	Active	2018-05-31	VIHA - Central Van. Island Service Area

Edit Delete Print Instructor Certificate Print Instructor Label Add to Queue

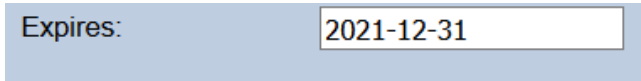
Add New Level

2. Select course **Level 2** from the Level menu:



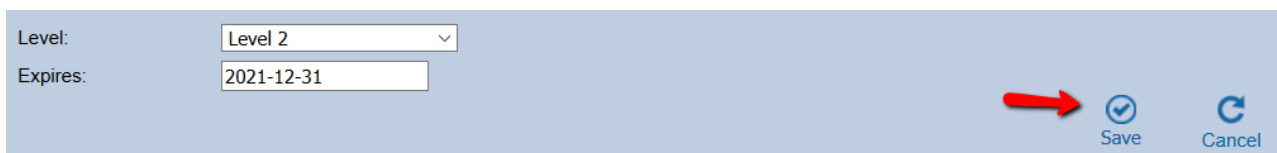
A screenshot of a form with a 'Level:' label and a dropdown menu. The dropdown menu is open, showing three options: 'Level 1', 'Level 2' (highlighted in blue), and 'Marketsafe'.

3. Enter the **date of expiry** for the certification:



A screenshot of a form with an 'Expires:' label and a text input field containing the date '2021-12-31'.

4. Click on **Save**:



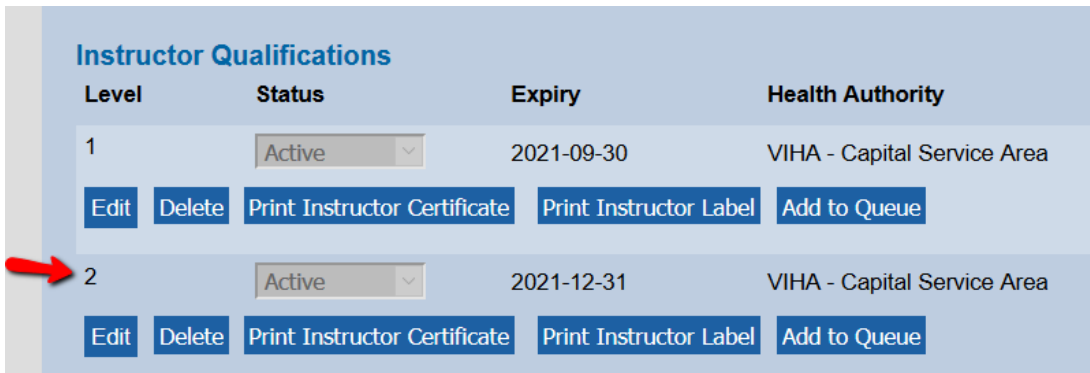
A screenshot of the form from step 3, showing the 'Level' dropdown set to 'Level 2' and the 'Expires' field set to '2021-12-31'. A red arrow points to the 'Save' button, which is a blue circle with a white checkmark. A 'Cancel' button is also visible to the right.

5. To indicate a language in which the instructor is able to teach, click on **Add New Language**, select a language and **Submit**:



A screenshot of a section titled 'Teachable Languages'. On the right side, there is a button with a plus sign icon and the text 'Add New Language', which is highlighted with a red box.

6. Course Level 2 has been added to the instructor qualifications:



A screenshot of a table titled 'Instructor Qualifications'. The table has four columns: 'Level', 'Status', 'Expiry', and 'Health Authority'. There are two rows of data. The second row is highlighted with a red arrow pointing to the 'Level' column.

Level	Status	Expiry	Health Authority
1	Active	2021-09-30	VIHA - Capital Service Area
2	Active	2021-12-31	VIHA - Capital Service Area

4.11.2 Change expiry date for instructor qualifications

When an instructor's expiry data is approaching or has passed and you want to extend their certification under the same Health Authority, use the **edit** function to update the expiry date.

TIP: When extending a teaching expiry date, always use the **Edit** function. If you try to **add** a second course level 1 or course level 2 under the same Health Authority service area, the FOODSAFE Registry considers it a duplicate and will not save the data. The following error message will display in the Instructor Qualifications panel.

Multiple entries are not allowed for teaching Level 1 or teaching Level 2 under each Health Authority.

To update the course level expiry date:

1. Ensure you are logged in under the Health Authority service area in which the instructor is being certified to teach.
2. In the Instructor Qualification panel, click on the **Edit** button below the course level you are updating:

Level	Status	Expiry	Health Authority
1	Expired	2012-10-01	VIHA - Central Van. Island Service Area
Edit	Delete		

3. In the **Expiry** field, update the date to the new expiry date:

Level	Status	Expiry	Health Authority
1	Expired	2017-10-01	VIHA - Central Van. Island Service Area
		Save	Cancel

4. **Save** the change:

Level	Status	Expiry	Health Authority
1	Expired	2017-10-01	VIHA - Central Van. Island Service Area
		Save	Cancel

5. When the future expiry data is saved, the status field is automatically updated to “active”:

Level	Status	Expiry	Health Authority	
1	Active	2021-09-30	VIHA - Capital Service Area	
Edit	Delete	Print Instructor Certificate	Print Instructor Label	Add to Queue

6. You may now print a new certificate and address label for the instructor.

TIP: When a teaching certification expiry date is **updated**, a certificate is **not** added automatically to the Instructor queues. To print a new certificate with the updated expiry date, either print a **single** certificate and label using the **Print Instructor Certificate** and **Print Instructor Label** buttons, or, for batch printing, use the **Add to Queue** button.

5 PRINT CERTIFICATES

5.1 Certificate types

There are 3 certificate shell types:

1. **FOODSAFE Student Certificate** for Level 1, Level 2 and Refresher certificates
2. **FOODSAFE Student Wallet Cards** for students for Level 1, Level 2 and Refresher certificates

3. **FOODSAFE Instructor Certificate** for Level 1 and Level 2 course levels

4. **MarketSafe Certificate** for student and instructor

5.2 Print settings for Adobe Acrobat Reader

When printing certificates, wallet cards and labels a PDF document is generated and the document opened in Acrobat Reader. Use the Acrobat Reader print function to send a print request to your printer.

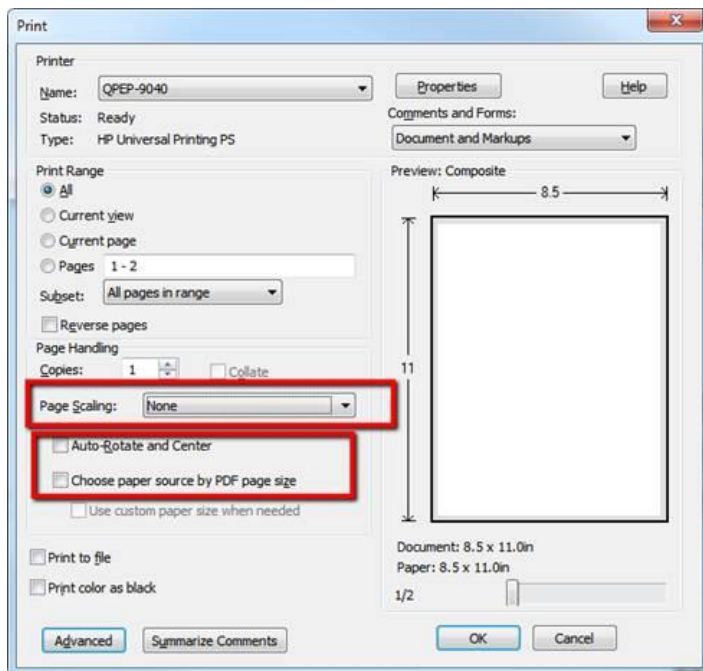
Please ensure the following settings are applied in the Acrobat Print dialogue. These settings can affect the placement of the variable data (e.g. name, course level, people ID) onto the certificates. To follow are examples of the print dialogue for the most recent versions of Adobe Reader: Version IX, Version X and Version XI:

5.2.1 Adobe IX

Set Page Scaling to **“None”**.

Ensure the boxes are **unchecked** for:

- Auto-Rotate and Center
- Choose paper source by PDF page size.

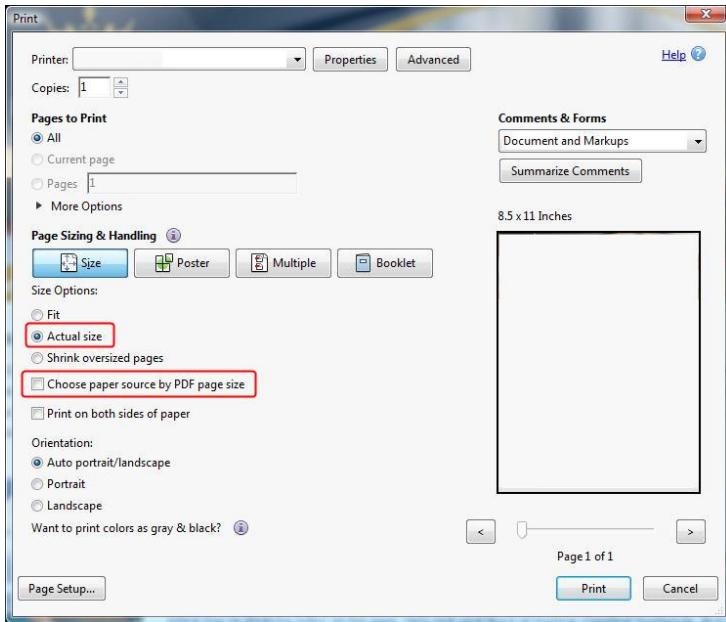


5.2.2 Adobe X

Select **“Actual Size”**.

Ensure the box is **unchecked** for:

- Choose paper source by PDF page size.

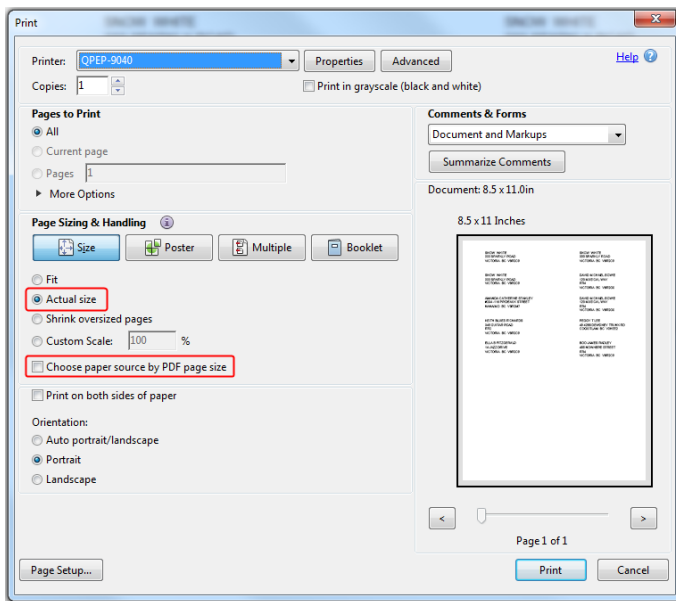


5.2.3 Adobe XI

Select “Actual Size”.

Ensure the box is unchecked for:

- Choose paper source by PDF page size.



5.3 Print a certificate or replacement certificate

You can print a single student certificate, wallet card or label from the Student Details page using the **Print Certificate**, **Print Card** and **Print Label** buttons. This applies to printing **replacement certificates** for students in **any** Health Authority service area. Regardless of which Health Authority the student exam is registered under you may print the student a replacement certificate using the Print Certificate, Print Card and Print Label buttons below the student’s Exam Details.

TIP: If the student exam is not registered under your Health Authority service area, you will **not** have access to the Add to Queue function for that exam. You will have access to the following print functions:

[Print Certificate](#) [Print Card](#) [Print Label](#)

5.3.1 Print Single Certificate

To print a certificate or replacement certificate for a single student:

1. Open a student's record:

Student Details: 'PETER PAN'

Last Name: PAN
First Name: PETER
Middle Name: MAGICAL
People ID: 827087
Birth Date: 1990-05-31
Gender: Male
Address 1: 24 MYSTERIOUS WAY
Address 2:
City: BELLA COOLA
Province: BC
Postal Code: V8R2H0
Area Code - Phone: 240 - 3338888
Email: peter@gmail.com
Comments: Good student.

[Edit Student](#) [Make this student an instructor](#)

Exam History

Exam	Status	Expires	Health Authority
Level 1	Pass	2018-07-29	FHA - Simon Fraser Service Area
Level 2	Pass		VIHA - Central Van. Island Service Area

Exam Details

Health Authority: FHA - Simon Fraser Service Area
Occupation: Food Service Worker
Area of Employment: Food Service Indust.
Type of Exam: Level 1
Offered By: Open School
Language: English
Exam Date: 2013-07-05
Exam Mark: 90
Pass / Fail: Pass
Last Printed: 2013-07-16
Comments:

[Print Certificate](#) [Print Card](#) [Print Label](#)

2. Under **Exam History**, select the exam:

Exam	Status	Expires	Health Authority
Level 1	Pass	2018-07-29	FHA - Simon Fraser Service Area
Level 2	Pass		VIHA - Central Van. Island Service Area

3. Now you will see the highlighted exam in the **Exam Details** box:

Exam Details

Health Authority: FHA - Simon Fraser Service Area

Occupation: Food Service Worker

Area of Employment: Food Service Indust.

Type of Exam: Level 1

Offered By: Open School

Language: English

Exam Date: 2013-07-05

Exam Mark: 90

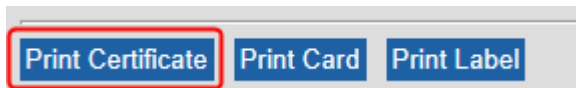
Pass / Fail: Pass

Last Printed: 2013-07-16

Comments:

Print Certificate Print Card Print Label

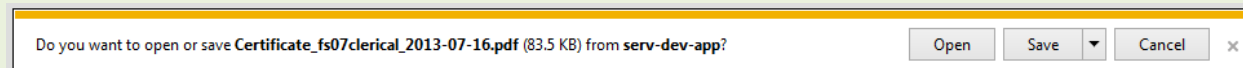
4. Under **Exam Details**, click on the **Print Certificate** button:



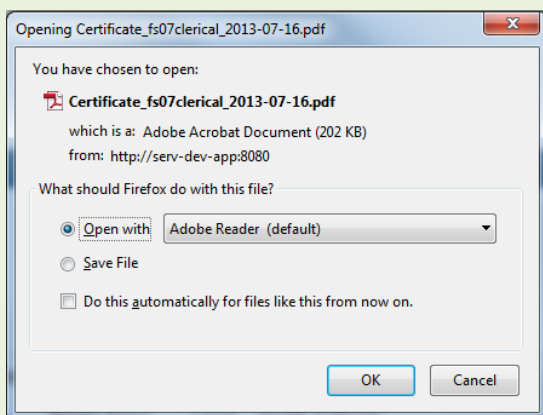
5. A PDF document is created of the certificate. At the prompt you will be asked if you want to Open or Save the document. For this example, we will select **Open** first. (Alternatively, you can save the document first and open the document for printing afterwards).

TIP: Depending on the type of browser you are using and the version of Acrobat reader, the prompt may appear at the bottom of your screen, or in the middle of your screen, e.g.

Internet Explorer prompt

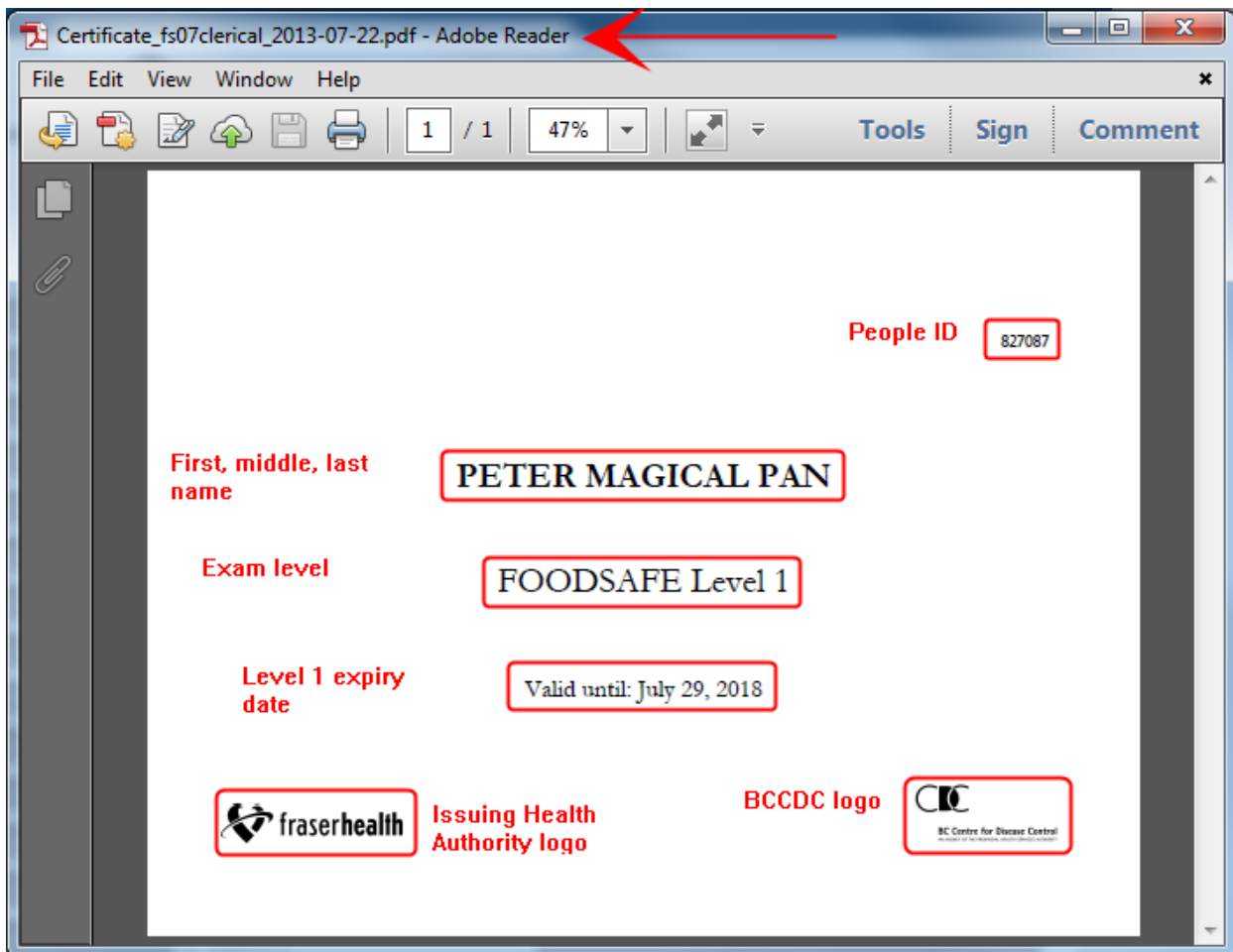


Firefox prompt

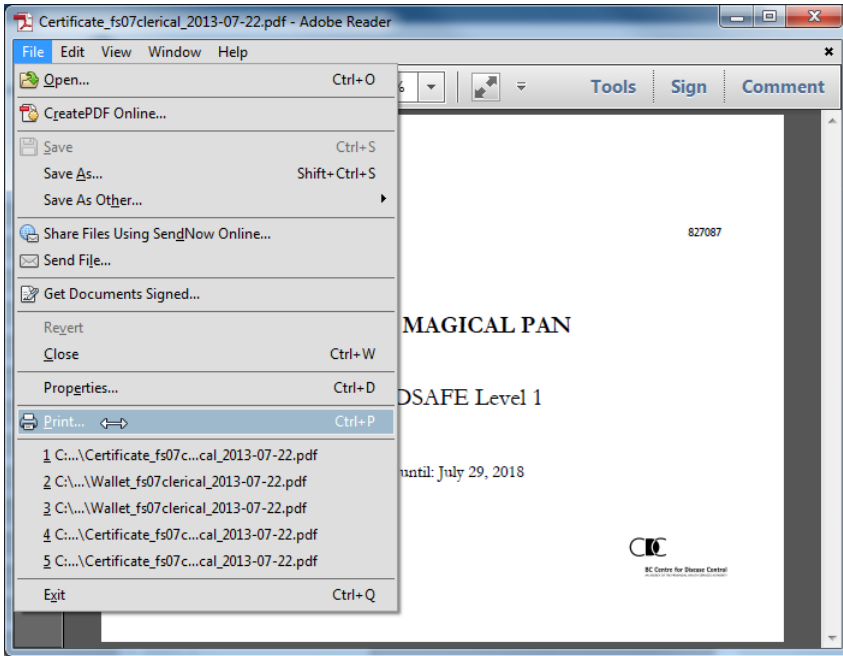


6. A PDF certificate document opens in Acrobat Reader. A file name has been automatically applied to the document (indicated by the arrow) containing the certificate type, the user who printed the certificate and the print date.

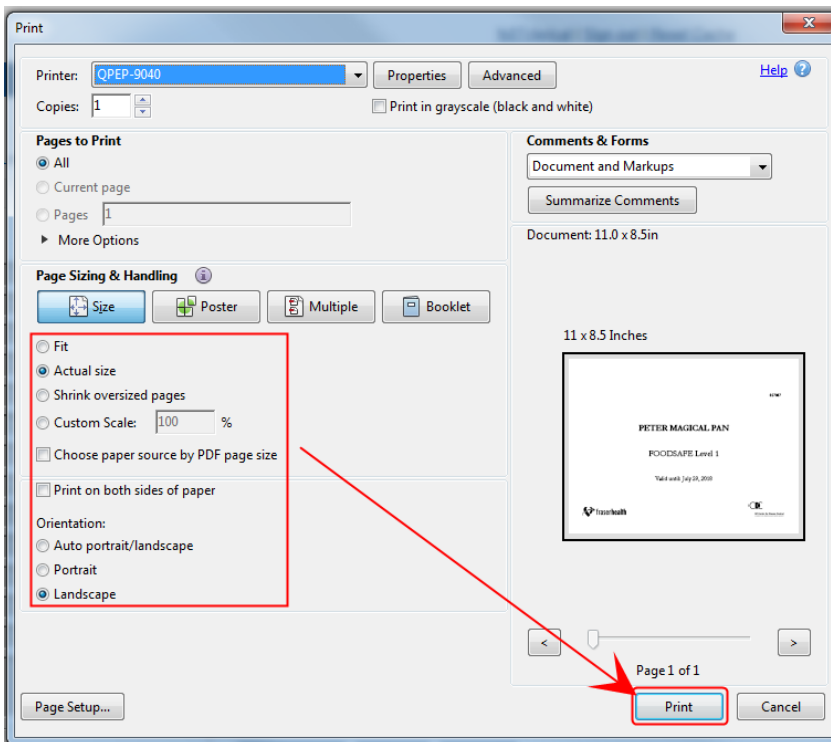
The variable data to be printed on the certificate includes the student first name, middle name and last name, their unique people ID number, the FOODSAFE exam level, the original issuing health authority logo and the logo for the BC Centre for Disease Control:



7. If you need to still need save this document for your records, use Acrobat's **Save As** function.
8. When you are ready to print, load a blank certificate shell into your printer, and use Acrobat's **Print** function:



- In the **Print** dialogue, check the Acrobat Reader settings and click on the **Print** button:
See **Section 5.2** *Print settings for Adobe Acrobat Reader*



- When the certificate is printed, close the certificate document.
- The next time you open the student's record the **Last Printed By** field will display the user name of the person who printed the certificate; and, the **Last Printed Date** field will display the date the certificate was downloaded for printing. These fields are automatically populated upon printing of the certificate(s) and do not require any data entry.

Pass / Fail: Pass

Last Printed By: FS07CLERICAL

Last Printed Date: 2013-10-23

Comments:

5.3.2 Print Single Wallet Card

To print a single student wallet card, open the Student's record and select the exam for which you are printing a certificate:

1. Open the student's record.
2. Under **Exam History**, select the exam:

Exam History			
Exam	Status	Expires	Health Authority
Level 1	Pass	2018-07-29	FHA - Simon Fraser Service Area
Level 2	Pass		VIHA - Central Van. Island Service Area

3. Under **Exam Details**, click on the **Print Card** button:

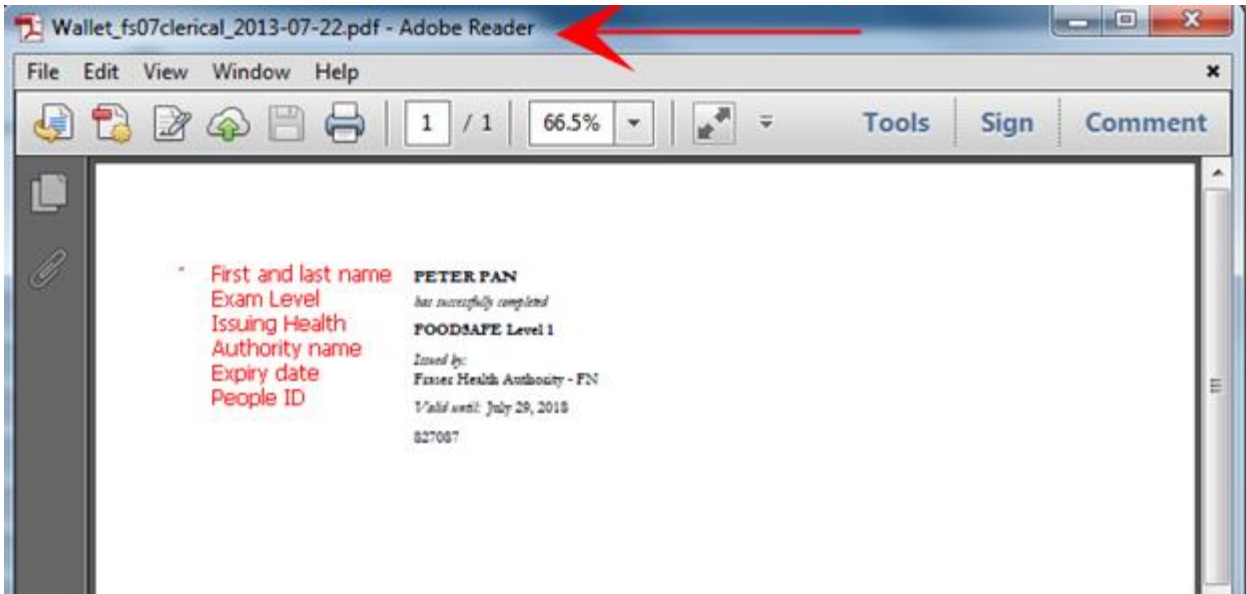
Print Certificate **Print Card** Print Label

4. At the Acrobat prompt, **Open** (or Save) the PDF document:

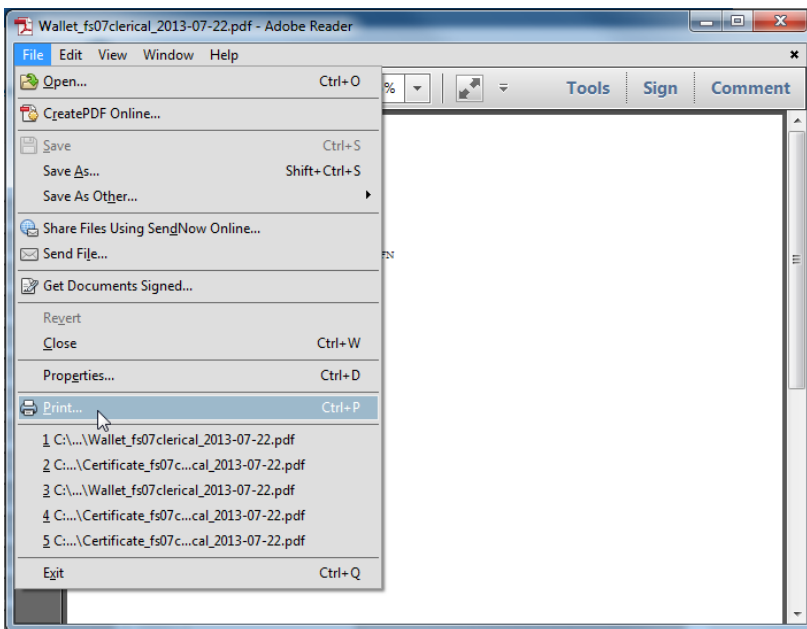
Do you want to open or save **Wallet_fs07clerical_2013-07-22.pdf** (38.7 KB) from serv-dev-app? **Open** Save Cancel

5. A PDF wallet card document opens in Acrobat Reader. A file name has been automatically applied to the document (indicated by the arrow) containing the certificate type, the user who printed the certificate and the print date.

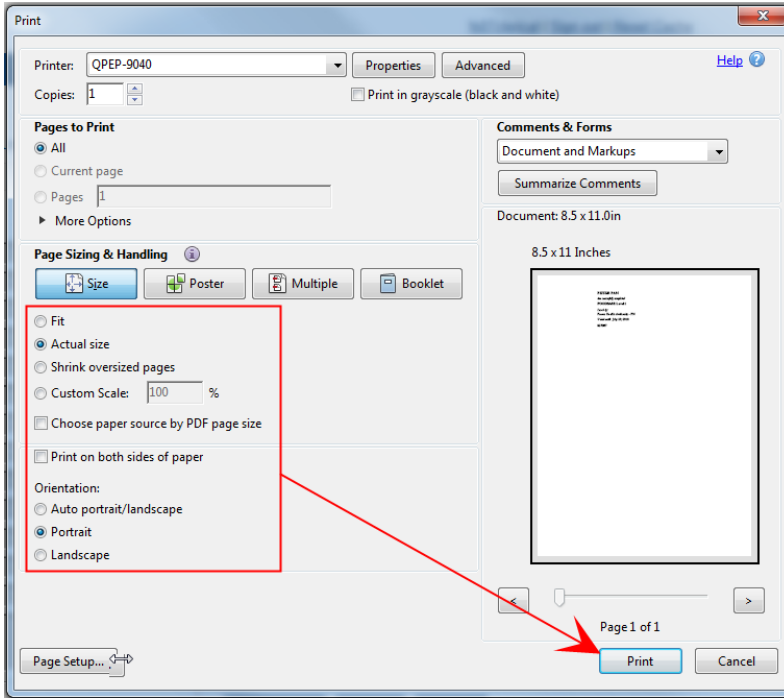
The variable data to be printed onto the wallet card shell includes the student first name and last name, the unique people ID number, the FOODSAFE exam level, and the name of the original issuing Health Authority:



6. If you still need to save this document for your records, use Acrobat's **Save As** function.
7. When you are ready to print, load a blank wallet card shell to your printer, and use Acrobat's **Print** function:

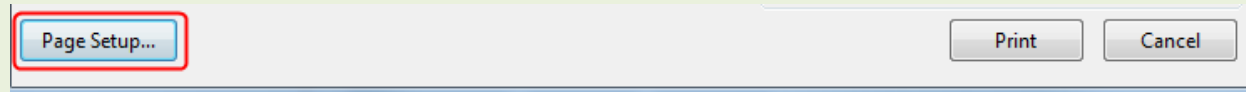


8. In the **Print** dialogue, check the Acrobat Reader settings, and click on the **Print** button:
See **Section 5.2 Print settings for Adobe Acrobat Reader**.



9. When the card is printed, (save and) close the PDF document.

TIP: Depending on your printer you may need to click on the **Page Setup** button in the Print dialogue to select a manual feed tray:



5.3.3 Print Label – Avery 05161

To print a mailing label for a single student:

1. Open the student’s record.
2. Under **Exam History**, select the exam:
3. Under **Exam Details**, click on the **Print Label** button:



4. At the prompt select a numerical value indicating the position where the address will be printed on the sheet of labels. If you are starting with a new sheet of labels, enter position “1”. If you are printing to a partially used sheet of labels, enter the first available position, and click on **OK**.

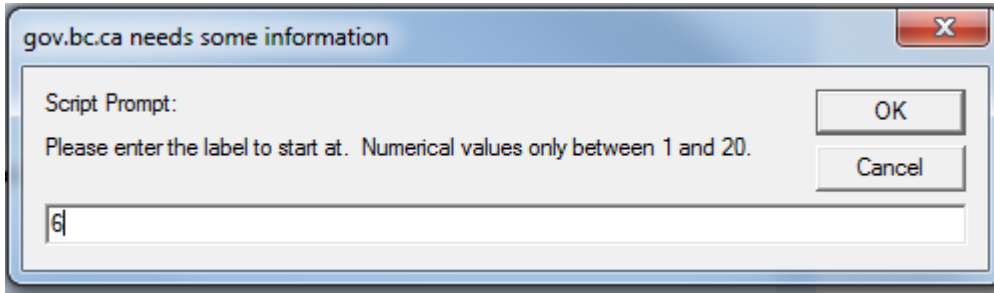
Label position numbering

Use Avery 05161 Labels - 2 columns of 10 labels each for 20 labels total.

Positions are numbered in this format:

1	2
----------	----------

3	4
5	6

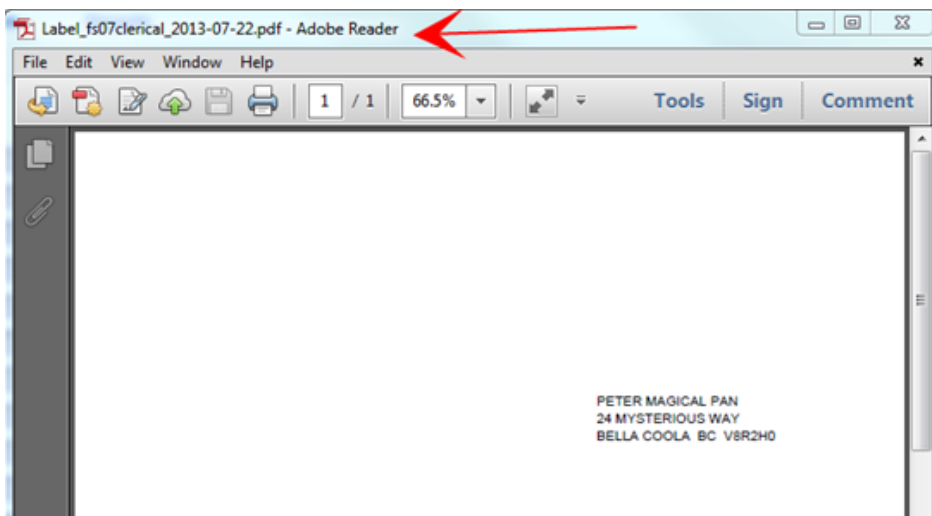


5. At the prompt, **Open** (or Save) the document:

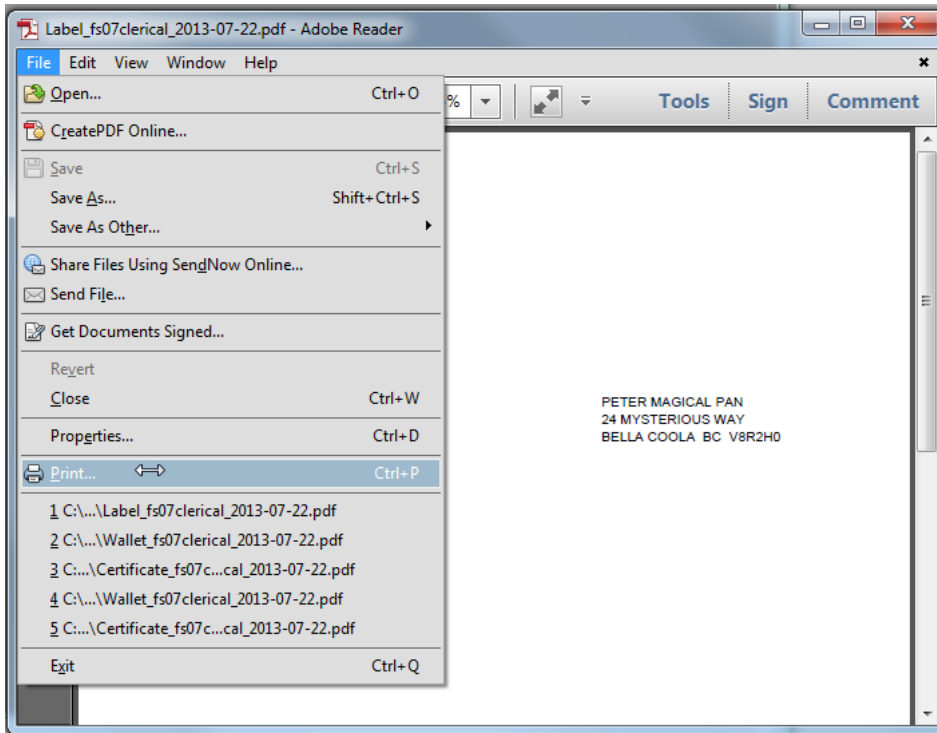


6. A PDF labels document opens in Acrobat Reader. A file name has been automatically applied to the document (indicated by the arrow) containing the document type, the user who printed the label and the print date.

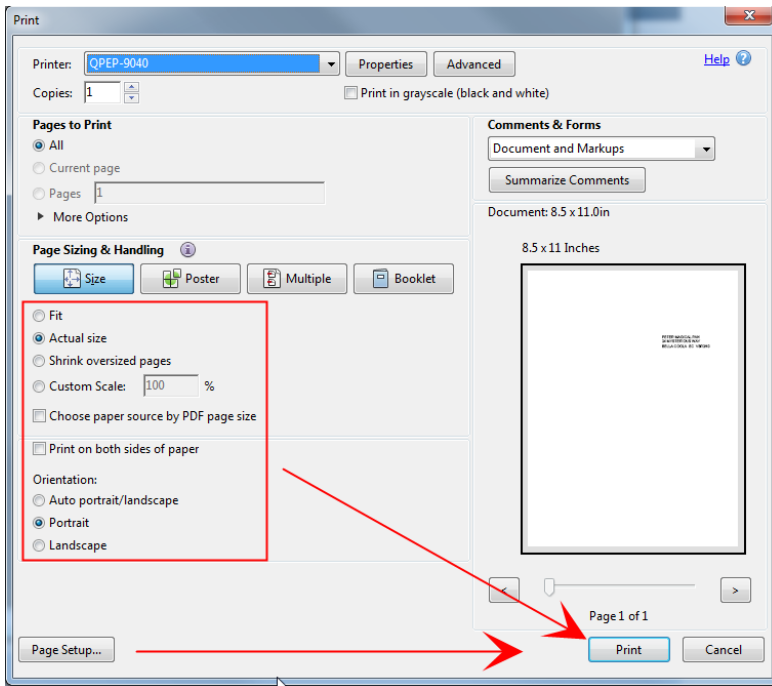
The address is displayed in position 6 on the sheet of labels:



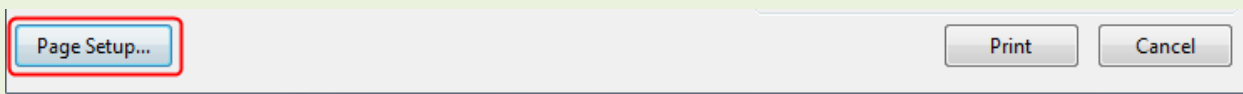
7. If you are ready to print, load the label sheet into your printer and use Acrobat's **Print** function:



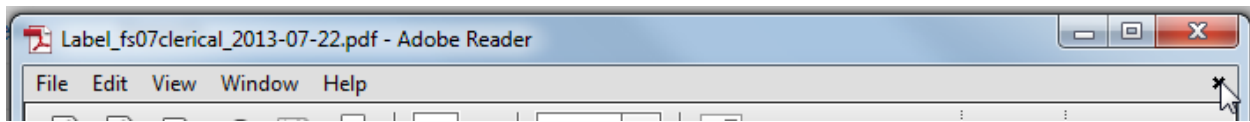
8. In the **Print dialogue**, check the Acrobat Reader settings, and click on the **Print** button:
 See **Section 5.2 Print Settings for Adobe Acrobat Reader**.



TIP: Depending on your printer you may need to click on **Page Setup** button in the Print dialogue to select a Manual feed tray:



10. When the label is printed, (save and) **close** the PDF document and return to the Student Details page:



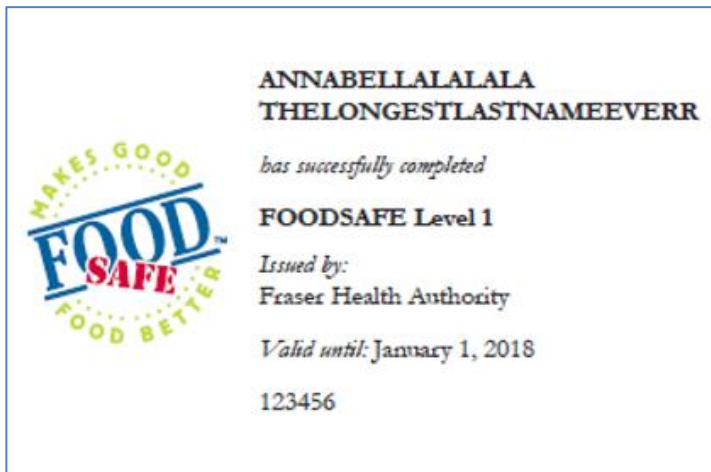
5.3.4 Long names in Wallet Cards

When a student's first name + last name is 15 characters or less it will fit on one line in the wallet card:

If the student's name exceeds 15 characters, the second name will be bumped down to a second line in the wallet card and the font size reduced to 8 point to accommodate the extra characters.

The character limit for first names is 15 (which corresponds to the character limit for entering names in the first name field in the student details form). The wallet card character limit for last name is 23. Last names longer than 23 characters will be truncated:

Wallet card result for names over 15 characters



5.3.5 Print a single instructor certificate

To print a single instructor certificate for Level 1 or Level 2 teaching levels, use the **Print** functions in the **Instructor Qualifications** box. The same instructor certificate shell is used for both course level certificates.



You may only print an Instructor certificate if you are logged in under the same Health Authority service area as the instructor. If the instructor is certified in another Health Authority, you will be able to view their qualification information, but you will not be able to print a certificate for them.

See **Section 5.3.1 Print Single Certificate** and **Section 5.3.3 Print Label**, for details about the print certificate and print label process.

5.4 Certificate Queues - Print Batches of Certificates



Users with the **clerical** role in the registry have access to the following certificate print queues. These queues contain all the certificates added to the queue for exams registered under the same Health Authority service area as that of the clerical user.

- A. **My Students** – FOODSAFE Level 1 and Level 2 certificates
- B. **My Instructors** – FOODSAFE Instructor Level 1 and Level 2 teaching certificates
- C. **My MarketSafe Students** – MarketSafe certificates
- D. **My MarketSafe Instructors** – MarketSafe teaching certificates

In addition, clerical users can view the following combined queues:

- A. **All Health Authority Service Area Students** – displays FOODSAFE Level 1 and Level 2 certificates in the queues of all users under the same Health Authority service area
- B. **All Health Authority Service Area Instructors** – displays FOODSAFE Instructor Level 1 and Level 2 certificates in the queues of all users under the same Health Authority service area
- C. **All Health Authority Service Area MarketSafe Students** – displays MarketSafe certificates in the queues of all users under the same Health Authority service area
- D. **All Health Authority Service Area MarketSafe Instructors** – MarketSafe Instructor certificates in the queues of all users under the same Health Authority service area

5.5 Print My Students Queue

My Student Queue provides batch printing of FOODSAFE Level 1 and 2 certificates.

My Student Queue

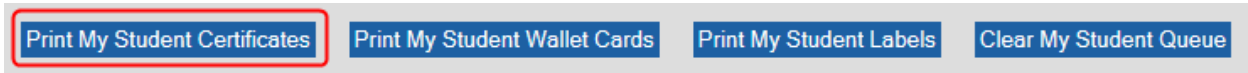
There are 5 items in the My Student queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By
PAN	PETER	MAGICAL	2	VIHA - Central Van. Island Service Area	FS07CLERICAL	
FITZGERALD	ELLA	B	2	VIHA - Central Van. Island Service Area	FS07CLERICAL	
ARMSTRONG	LOUIS		1	VIHA - Central Van. Island Service Area	FS07CLERICALR	
KENT	CLARK	SUPERMAN	1	VIHA - Central Van. Island Service Area	FS07CLERICALB	FS07CLERICALB
BONNELL	ALEXANDER	MATTHEW	1	VIHA - Central Van. Island Service Area	FS07CLERICALB	

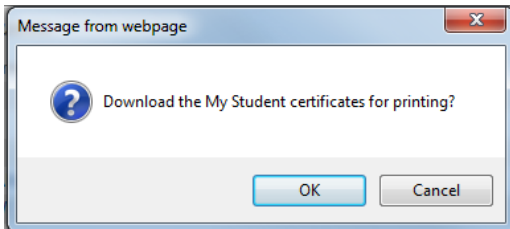
[Print My Student Certificates](#) [Print My Student Wallet Cards](#) [Print My Student Labels](#) [Clear My Student Queue](#)

To print all the student certificates in the queue:

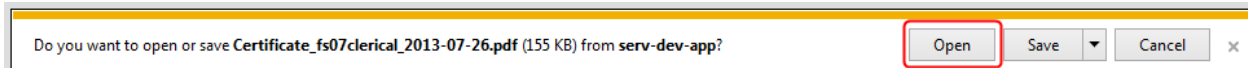
1. Click on the **Print My Student Certificates** button:



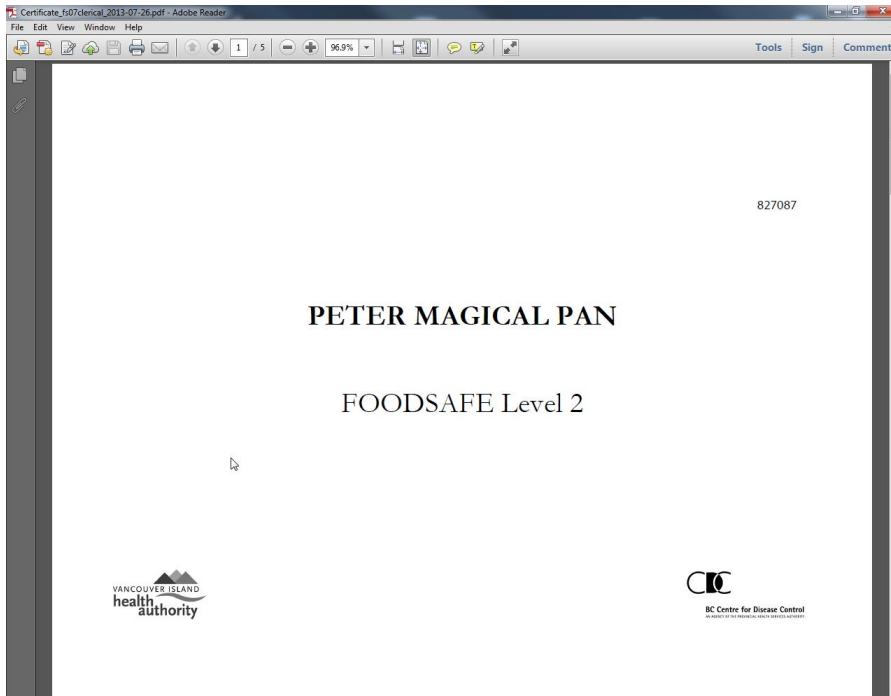
2. At the download prompt, click **OK**:



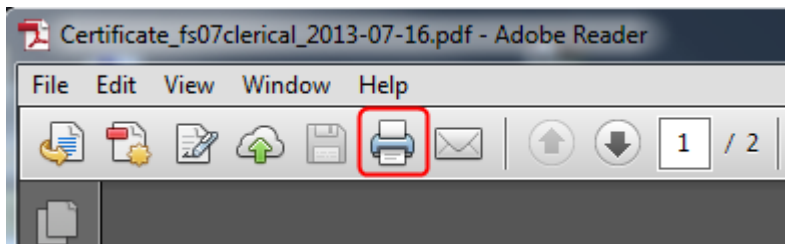
3. At the Acrobat prompt, **Open** (or Save) the PDF document:



4. A PDF document opens in Adobe Acrobat Reader, containing certificates (or wallet cards / labels) for all the students in the queue. If necessary, review the certificates by using the Acrobat Reader navigation tools:



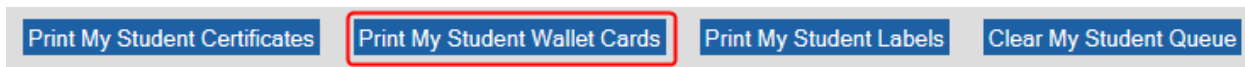
- When you are ready to print the document, load the **certificate shells** (or wallet card shells / labels) into your printer and use the Acrobat **Print** function to send the certificates (wallet cards / addresses) to the printer.



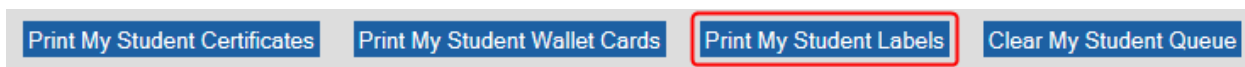
- In the **Print dialogue**, check the Acrobat Reader settings and click on the **Print** button:
See **Section 5.2** *Print settings for Adobe Acrobat Reader*.



- When you are finished printing, **close** the PDF document and return to the certificate queue.
- To print the wallet cards, click on **Print My Student Wallet Cards** and repeat steps 2 to 7.

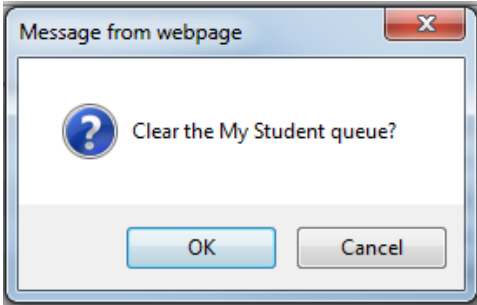


- To print the mailing labels, click on **Print My Student Labels**, and repeat steps 2 to 7.



- When you have finished printing the labels, return to the print queue and click on **Clear My Student Queue**:

11. At the prompt, click **OK**:



5.6 Print My Instructor Queue

My Instructor Queue provides batch printing of FOODSAFE Instructor Level 1 and Level 2 certificates.

My Instructor Queue

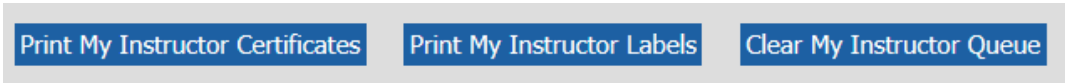
There are 3 items in the My Instructor queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By
SIHOTA	KRIS	C	1	FHA - Simon Fraser Service Area	FS06CLERICALOR	
SIHOTA	KRIS	C	2	FHA - Simon Fraser Service Area	FS06CLERICALOR	
MCQUEEN	DAVID		1	FHA - Simon Fraser Service Area	FS06CLERICALOR	

[Print My Instructor Certificates](#)
[Print My Instructor Labels](#)
[Clear My Instructor Queue](#)

To print all the Level 1 and Level 2 instructor certificates in the queue, follow the steps in **Section 5.5 My Student Queue**, skipping the steps for the wallet card:

1. These are the actions available in My Instructor Queue



2. This is the **variable data** printed onto the FOODSAFE Instructor certificate shell:

927110

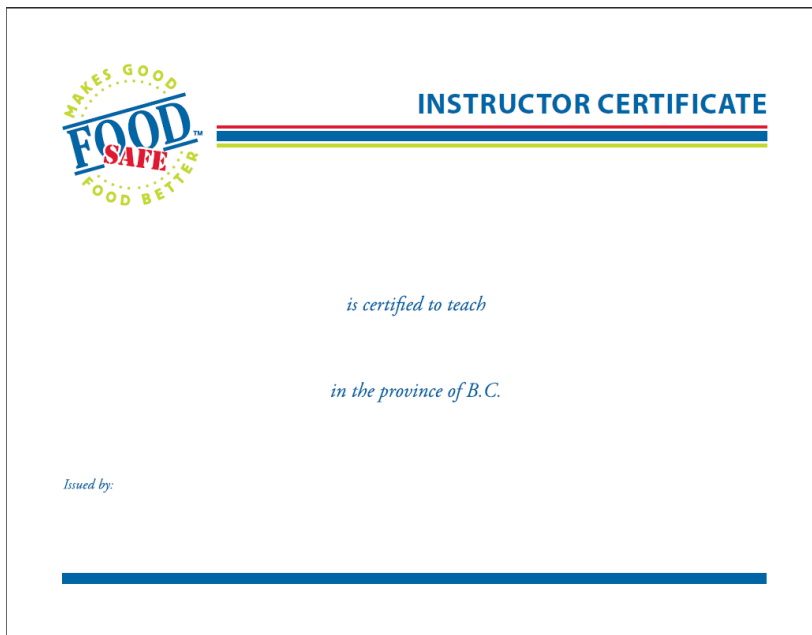
KRIS C SIHOTA

FOODSAFE Level 1

Valid until: January 31, 2021



3. This is the FOODSAFE Instructor certificate **shell**:



TIPS

- When printing FOODSAFE Instructor Certificates use the **Instructor Certificate Shells**.
- To print an instructor certificate or add an instructor to the Instructor queue you must be logged in under the same Health Authority service area in which the instructor is certified.
- There are no wallet cards for FOODSAFE Instructors.

5.7 My MarketSafe Student Queue

My MarketSafe Student Queue provides batch printing of MarketSafe certificates.

My Marketsafe Student Queue

There are 2 items in the My Marketsafe Student queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By
CHAPLIN	CHARLENE		M	FHA - Simon Fraser Service Area	FS06CLERICALO	FS06CLERICALO
DRAKE	FRANCIS	D	M	FHA - Simon Fraser Service Area	FS06CLERICALOR	

[Print My Marketsafe Student Certificates](#) [Print My Marketsafe Student Labels](#) [Clear My Marketsafe Student Queue](#)

To print all the MarketSafe certificates in the queue, follow the steps in **Section 5.5 My Student Queue**, skipping the steps for the wallet card.

These are the actions available in My MarketSafe Student Queue

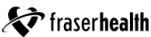
1. Click on the **Print My MarketSafe Student Certificates** button:

[Print My Marketsafe Student Certificates](#) [Print My Marketsafe Student Labels](#) [Clear My Marketsafe Student Queue](#)

2. This is the **variable data** printed onto the MarketSafe Student certificate shell:

927051

FRANCIS D DRAKE
has successfully completed
Basic Food Safety Training for
Temporary Market Vendors
Completed on: May 31, 2016



3. This is the MarketSafe Certificate **shell**:



TIPS

- The same MarketSafe certificate shell is used for both students and instructors.
- To add a certificate to My MarketSafe Student queue, you must be logged in under the same Health Authority service area the student’s exam is registered under.
- To print a single instructor certificate or to add an instructor to My MarketSafe Instructor queue you must be logged in under the same Health Authority service area in which the instructor is certified.
- There are no wallet cards for MarketSafe students.

5.8 Print My MarketSafe Instructor Queue

My MarketSafe Instructor Queue provides batch printing for MarketSafe Instructor certificates.

My Marketsafe Instructor Queue

There are 2 items in the My Marketsafe Instructor queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By
HENDERSON	JIMMY		M	FHA - Simon Fraser Service Area	FS06CLERICALO	FS06CLERICALOR
FARMER	FRANCES	D	M	FHA - Simon Fraser Service Area	FS06CLERICALOR	FSADMIN

[Print My Marketsafe Instructor Certificates](#)
[Print My Marketsafe Instructor Labels](#)
[Clear My Marketsafe Instructor Queue](#)

To print all the MarketSafe Instructor certificates in the queue, follow the steps for under **Section 5.5 Print My Student Queue**, skipping the steps for the wallet card.

1. These are the actions available in My MarketSafe Instructor Queue:

[Print My Marketsafe Instructor Certificates](#)
[Print My Marketsafe Instructor Labels](#)
[Clear My Marketsafe Instructor Queue](#)

2. This is the **variable data** printed onto the MarketSafe certificate shell:

JIMMY HENDERSON

is certified to teach

The MarketSafe Food Safety Program

Valid until: January 31, 2021



3. This is the MarketSafe Certificate **shell**:



TIPS

- The same MarketSafe certificate shell is used for both MarketSafe students and instructors.
- To print an instructor certificate or add an instructor certificate to the MarketSafe Instructor queue you must be logged in under the same Health Authority service area that the instructor is certified under.
- There are no wallet cards for MarketSafe instructors.

6 The HA-SA QUEUES

6.1 All Health Authority Service Area Queues (HA-SA)

Note to Yukon users: The term “service area” applies to the BC Health Authorities only, who are set up in the Foodsafe Registry with multiple service areas within in each Health Authority.

There are four All HA-SA queues:

- All HA-SA Students (FOODSAFE)
- All HA-SA Instructors (FOODSAFE)
- All HA-SA MarketSafe Students
- All HA-SA MarketSafe Instructors

The All HA-SA queues allow you to view all the certificates in a Health Authority service area queue, including your certificate queue and the queues of all other clerical users under the same Health Authority service area. These are **view-only queues**. You cannot print certificates from these queues.

The **All HA-SA Student Queue** shows all the **FOODSAFE Student** certificates in your queue and the queues of all other **clerical users** under the same Health Authority service area.

The **All HA-SA Instructors Queue** shows all the **FOODSAFE Instructor** certificates in your queue and the queues of all other **clerical users** under the same Health Authority service area.

The **All HA-SA MarketSafe Students Queue** shows all the **MarketSafe Student** certificates in your queue and the queues of all other **clerical users** under the same Health Authority service area.


The **All HA-SA MarketSafe Instructors Queue** shows all the **MarketSafe Instructor** certificates in your queue and the queues of all other clerical users under the same Health Authority service area.

6.2 Moving a Certificate from the All HA-SA Students Queue to My Student Queue

On occasion, you may need to determine the status of a student’s certificate and expedite the printing of their certificate. If that certificate is stranded in another user’s student queue, you can move the certificate to your queue for printing.

To move a student certificate from another user’s queue to your queue:

1. Open the All HA-SA Students Queue:



Certificate Queue ▼

- My Students
- My Instructors
- My Marketsafe Students
- My Marketsafe Instructors
- All HA-SA Students**
- All HA-SA Instructors
- All HA-SA Marketsafe Students
- All HA-SA Marketsafe Instructors

- Review the certificates in the HA-SA queue. When you find the client’s certificate, open the record, e.g. Clark Kent created by user FS07CLERICALB:

VIHA - Central Van. Island Service Area Student Queue

There are 22 items in the VIHA - Central Van. Island Service Area Student queue.

Last Name	First Name	Middle Name	Level	Exam Date	Created By	Modified By	Queued By
ARMSTRONG	LOUIS		1	2013-07-01	FS07CLERICALR		FS07CLERICAL
WINDSOR	WILLIAM	PRINCE	1	2013-07-01	FS07CLERICAL		FS07CLERICAL
PAN	PETER	MAGICAL	2	2013-06-01	FS07CLERICAL		FS07CLERICAL
RICHARDS	KEITH	ROCKSTAR	1	2013-04-30	FS07CLERICAL		FS07CLERICAL
BONNELL	ALEXANDER	MATTHEW	1	2013-07-17	FS07CLERICALB		FS07CLERICAL
SMITH	AARON	CORWEN	1	2013-07-10	FS07CLERICALB		FS07CLERICALB
SMITH	COURTNEY	RAE	1	2013-07-16	FS07CLERICALB		FS07CLERICALB
KENT	CLARK	SUPERMAN	1	2013-05-30	FS07CLERICALB	FS07CLERICALB	FS07CLERICALB
RICHARDS	KEITH	ROCKSTAR	2	2013-05-31	FS07CLERICAL		FS07CLERICALO
BONNELL	ALEXANDER	MATTHEW	1	2013-05-31	FS07CLERICALR	FS07CLERICALB	FS07CLERICALR

1 to 10 out of 22 results. [next >](#) | [end >>](#)

- Under Exam Details, click on the **Add to Queue** button:

Exam History

Exam	Status	Expires	Health Authority
Level 1	Pass	2018-07-29	VIHA - Central Van. Island Service Area
Level 1	Pass	2018-07-29	VIHA - Central Van. Island Service Area
Level 2	Pass		VIHA - Central Van. Island Service Area
Level R	Pass	2018-07-29	VIHA - Central Van. Island Service Area

Exam Details

Health Authority: VIHA - Central Van. Island Service Area

Occupation: Food Service Worker

Area of Employment: Food Service Indust.

Type of Exam: Level 1

Offered By: Open School

Language: English

Exam Date: 2013-05-30

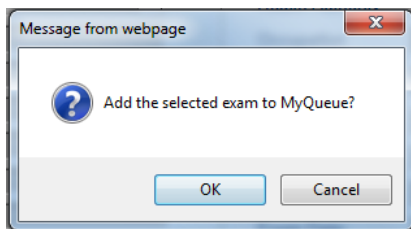
Exam Mark: 93

Pass / Fail: Pass

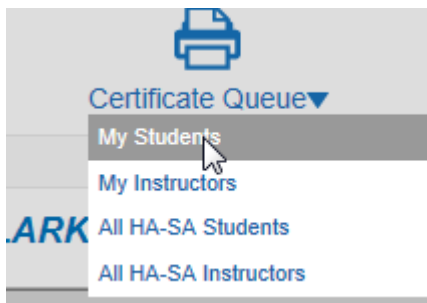
Last Printed: n/a

Comments: test

4. At the prompt select **OK**:



5. Open **My Student Queue**. Clark Kent is now in your queue:



My Student Queue

There are 6 items in the My Student queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By
KENT	CLARK	SUPERMAN	1	VIHA - Central Van. Island Service Area	FS07CLERICALB	FS07CLERICALB
ARMSTRONG	LOUIS		1	VIHA - Central Van. Island Service Area	FS07CLERICALR	
WINDSOR	WILLIAM	PRINCE	1	VIHA - Central Van. Island Service Area	FS07CLERICAL	
PAN	PETER	MAGICAL	2	VIHA - Central Van. Island Service Area	FS07CLERICAL	
RICHARDS	KEITH	ROCKSTAR	1	VIHA - Central Van. Island Service Area	FS07CLERICAL	
BONNELL	ALEXANDER	MATTHEW	1	VIHA - Central Van. Island Service Area	FS07CLERICALB	

[Print My Student Certificates](#)
[Print My Student Wallet Cards](#)
[Print My Student Labels](#)
[Clear My Student Queue](#)

6. Print the certificates in My Student Queue.

VIHA - Central Van. Island Service Area Student Queue

There are 22 items in the VIHA - Central Van. Island Service Area Student queue.

Last Name	First Name	Middle Name	Level	Exam Date	Created By	Modified By	Queued By
KENT	CLARK	SUPERMAN	1	2013-05-30	FS07CLERICALB	FS07CLERICALB	FS07CLERICAL

7. Student Clark Kent has been removed from the My Student Queue for user **FS07CLERICALB**:

FOODSAFE Registry

fs07clericalb Sign out

Search Add Client Certificate Queue Reports

My Student Queue

There are 2 items in the My Student queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Mod
SMITH	AARON	CORWEN	1	VIHA - Central Van. Island Service Area	FS07CLERICALB	
SMITH	COURTNEY	RAE	1	VIHA - Central Van. Island Service Area	FS07CLERICALB	

TIPS

- Use the same process to move a certificate to your queue from the **All HA-SA MarketSafe Student Queue**.
- Until you clear certificate queue, Clark Kent will still appear in the All HA-SA Queue. In the **Queued By** column your user name (FS07CLERICAL), will be displayed instead of the other user's name (FS07CLERICALB).

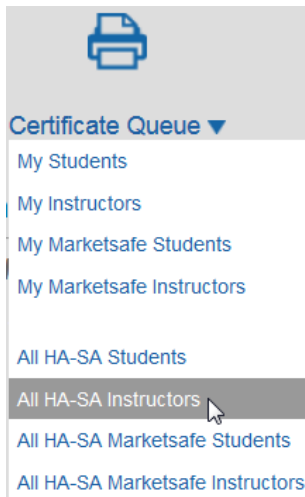
6.3 Move a Certificate from the All HA-SA Instructors Queue to My Instructor Queue

Note to Yukon users: The term “service area” applies to the BC Health Authorities only, who originally had multiple service areas within in each Health Authority.

On occasion, you may need to determine the status of an instructor’s certificate and expedite the printing of their certificate. If that certificate is stranded in another user’s instructor queue, you can move the certificate to your queue for printing.

To move an instructor certificate from another user’s queue to your queue:

1. Open the **All HA-SA Instructors Queue**:



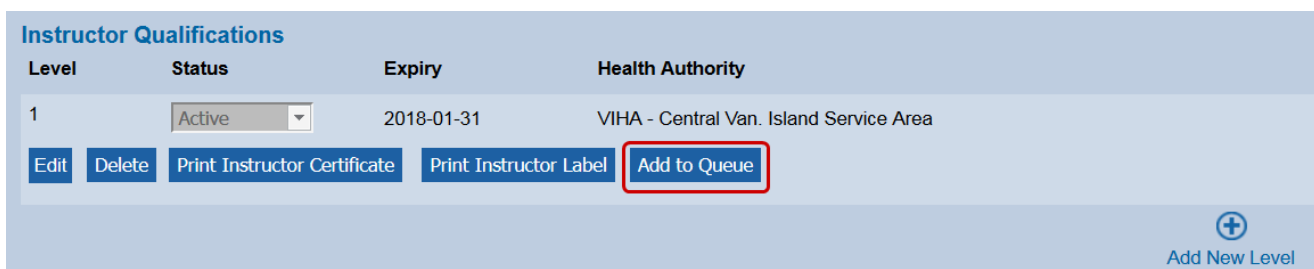
2. Review the certificates in the HA-SA queue. When you find the instructor’s certificate, open the record, e.g. Jane Austen created by TESTUSER2.

VIHA - Central Van. Island Service Area Instructor Queue

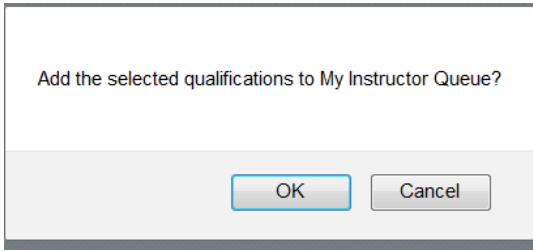
There are 3 items in the VIHA - Central Van. Island Service Area Instructor queue.

Last Name	First Name	Middle Name	Level	Expiry Date	Created By	Modified By	Queued By
DICKINSON	EMILY	C	1	2017-12-31	FS07CLERICAL		fs07clerical
HARDY	THOMAS	F	1	2018-03-31	FS07CLERICAL		fs07clerical
AUSTEN	JANE	C	1	2018-01-31	TESTUSER2		testuser2

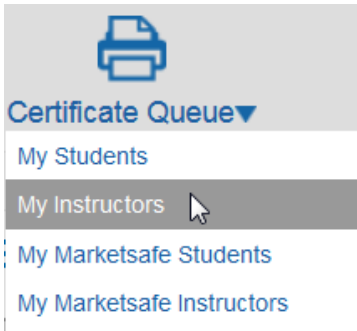
3. In the Instructor Qualifications area, click on the **Add to Queue** button:



4. At the prompt select **OK**:



5. Open **My Instructors Queue**. Jane Austen is now included in your queue:



My Instructor Queue

There are 3 items in the My Instructor queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By
AUSTEN	JANE	C	1	VIHA - Central Van. Island Service Area	TESTUSER2	
HARDY	THOMAS	F	1	VIHA - Central Van. Island Service Area	FS07CLERICAL	
DICKINSON	EMILY	C	1	VIHA - Central Van. Island Service Area	FS07CLERICAL	

6. Print the instructor certificates in My Instructor Queue.

VIHA - Central Van. Island Service Area Instructor Queue

There are 3 items in the VIHA - Central Van. Island Service Area Instructor queue.

Last Name	First Name	Middle Name	Level	Expiry Date	Created By	Modified By	Queued By
AUSTEN	JANE	C	1	2018-01-31	TESTUSER2		FS07CLERICAL

TIPS

- Use the same process to move a certificate to your queue from the **All HA-SA MarketSafe Instructors Queue**.
- Until you Clear My Instructor Queue, Jane Austen will still appear in the All HA-SA Instructor Queue. In the **Queued By** column your user name will be displayed.

7 OPEN SCHOOL AND THE FOODSAFE REGISTRY

System to system functions have been implemented in the FOODSAFE Registry which allow the Open School system to query the FOODSAFE Registry about student prerequisites for taking courses; and to allow Open School to submit student and exam information to the FOODSAFE Registry electronically:

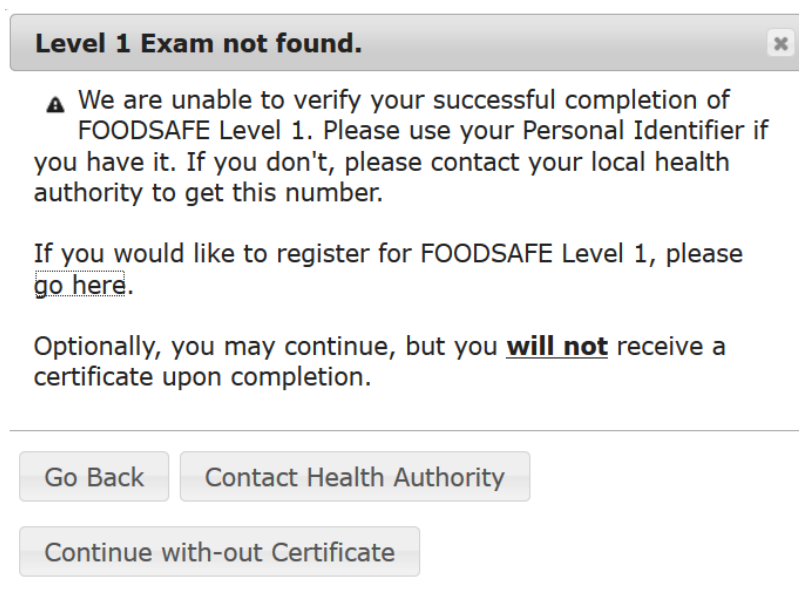
7.1 Proof of Level 1 Prerequisite to take FOODSAFE Level 2

When a student attempts to register for a Level 2 course on the Open School website, the Open School pre-registration system sends a query to the FOODSAFE Registry database to check whether the student has the required Level 1 prerequisite.

If the student is found in the Registry they are advised by the Open School system:

“Congratulations, we found your FOODSAFE level 1 exam results. You will now be directed to the shopping cart to complete your purchase.”

If the student is not found in the Registry or if they are found in the Registry but do not have a valid Level 1, the student is instructed as follows:



Level 1 Exam not found.

▲ We are unable to verify your successful completion of FOODSAFE Level 1. Please use your Personal Identifier if you have it. If you don't, please contact your local health authority to get this number.

If you would like to register for FOODSAFE Level 1, please [go here](#).

Optionally, you may continue, but you **will not** receive a certificate upon completion.

Go Back Contact Health Authority

Continue with-out Certificate

Image: July 25, 2019

7.2 Proof of Level 1 Prerequisite to take FOODSAFE Level 1 Refresher

The Refresher course is only available to individuals who have a valid (non-expired) FoodSafe Level 1 certificate. In order to take the course, students must register online at Open School BC before the Level 1 certificate expiration date.

A valid FoodSafe Level 1 exam has a passing grade of 70% or greater and is unexpired.

If students took a different food safety course (not FOODSAFE) they are not eligible for the Refresher, even if the certificate is valid.

TIPS

For more information about FoodSafe Level 1 recertification visit Open School's recertification page: [FoodSafe Level 1 Expiry and Recertification](#).

7.3 FOODSAFE Level 1 Equivalentents

For students who have met the requirements establishing a FOODSAFE Level 1 equivalency, Open School submits FOODSAFE Level 2 exam data to the Registry with the Level 1 Equivalent field marked "Yes".

Level 2 exams with a Level 1 Equivalent are automatically added to the Open School certificate queue for printing.

For a student who takes Level 2 with no Level 1 prerequisite nor a Level 1 equivalent, their personal information and exam data is submitted to the FOODSAFE Registry, but a certificate is not added to the certificate queue, and the Print Single Certificate function is disabled.

TIPS

The BC Centre for Disease Control determines equivalencies for FOODSAFE Level 1.

For more information about out-of-province FOODSAFE Level 1 equivalentents, visit the Open School [Frequently Asked Question](#) page; and, the BCCDC food protection services page at: <http://www.bccdc.ca/our-services/programs/food-protection-services>

7.4 Submission of Open School Exam Results for FOODSAFE Level 1 and Level 2

When a student completes the **online** Level 1 or Level 2 exam, Open School submits the student details and exam results electronically to the FOODSAFE Registry. For new students, new records are created. For returning students, records are updated with any changes to the student details (e.g. address or phone number) and new exam results are added. Each exam is registered under the student's Health Authority.

When exams with a passing grade are submitted to the Registry, a certificate is automatically added to the Open School Certificate Queue.

When exams with a failing grade are submitted to the Registry, a certificate is not added to the certificate queue, and the print functions are disabled for that exam.

7.5 Submission of Open School Exam Results for FOODSAFE Refresher

When a student completes the online **Refresher** exam, Open School submits the student details and exam results electronically to the FOODSAFE Registry. The student's record is updated with the new Refresher exam data.

When Refresher exams with a passing grade of 80% or higher are submitted to the Registry, a certificate is automatically added to the **Refresher Certificate Queue**, administered by the Fraser Health Authority under the Simon Fraser default service area.

When Refresher exams with a failing grade are submitted to the Registry, a certificate is not added to the certificate queue, and the print functions are disabled for that exam

7.6 Submission of Open School Exam Results for MarketSafe

When a student completes the online **MarketSafe** exam, Open School submits the student details and exam results electronically to the FOODSAFE Registry. For new students, new records are created. For returning students, records are updated with any changes to the student details (e.g. address or phone number), and new exam results are added. The exam is registered under the student's Health Authority.

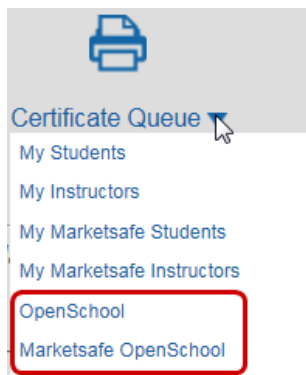
When MarketSafe exams with a passing grade of 70% or higher are added to the Registry, a certificate is automatically added to the **MarketSafe Open School Queue**.

When MarketSafe exams with a failing grade are submitted to the Registry, a certificate is not added to the certificate queue, and the print functions are disabled for that exam.

7.7 Open School Roles in the Registry

7.7.1 The Open School Role (FOODSAFE Level 1 and 2 and MarketSafe queues)

The **Open School** and **MarketSafe Open School** certificate queues are available to users with the **Clerical role + Open School add-on role + default HA Service Area**.



A default service area has been chosen by each Health Authority for the purpose of administering Open School's FOODSAFE Level 1 and Level 2 records and Open School's MarketSafe records in the Registry.

The **Open School add-on role** must be assigned under the **default service areas** in order for the clerical user to be able to access the Open School and MarketSafe Open School queues.

The default service areas for each Health Authority are as follows:

Regional Health Authority	Default Service Area
FHA (Fraser Health Authority)	6 Simon Fraser Service Area
IHA (Interior Health Authority)	2 South Okanagan Service Area
NHA (Northern Health Authority)	8 Northern Interior SA
VCH (Vancouver Coastal Health)	9 Vancouver/Richmond SA
VIHA (Vancouver Island Health Authority)	11 Capital Service Area

When Open School **FOODSAFE Level 1 and 2** student records are submitted to the Registry, certificates for successful students are routed to the Open School queue and their exam results are registered under the default service areas.

When Open School **MarketSafe** student records are submitted to the Registry, certificates for successful students are routed to the MarketSafe Open School queue and their exam results are registered under the default service areas.

For example, if a student lives in the East Kootenay service area, their Open School record will be posted under the default service area for Interior Health, i.e. South Okanagan service area. The Health Authority field in the Exam Details will display the default service area, South Okanagan. Regardless of which Interior Health service area the student exam is registered under, their certificates will display only the regional logo for Interior Health.

7.7.2 The Open School Refresher Role

The **Open School Refresher** certificate queue is available only to registry users with the **Clerical role + Refresher add-on role + Simon Fraser default HA Service Area**. Regardless of the student's Health Authority, all B.C. Refresher course exam results are submitted to the FOODSAFE Registry under the default service area for the Fraser Health Authority, which is the Simon Fraser Service Area. Fraser Health prints Refresher certificates for all B.C. students. In place of the Health Authority logo, the Open School logo is printed on all Refresher certificates.

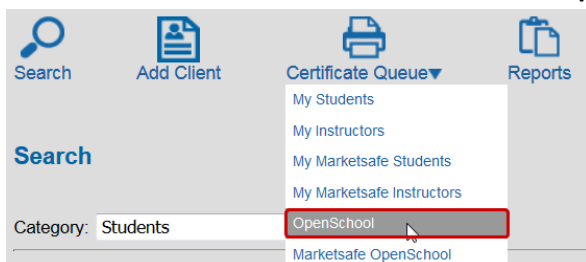


TIP: Any Health Authority can print a replacement Refresher certificate.

7.8 Print Open School Queue - FOODSAFE Level 1 and 2 Certificates

To open the Open School certificate queue:

1. Click on the **Certificate Queue** icon and select **Open School** from the menu:



2. In the **Open School Queue**, all the records are created by Open School:

OpenSchool queue.

Middle Name	Level	Health Authority	Created By	Modified By	Queued By
	1	FHA - Simon Fraser Service Area	OPENSCHOOL		OPENSCHOOL
ANNE	1	FHA - Simon Fraser Service Area	OPENSCHOOL		OPENSCHOOL
	1	FHA - Simon Fraser Service Area	OPENSCHOOL		OPENSCHOOL
	1	FHA - Simon Fraser Service Area	OPENSCHOOL		OPENSCHOOL

3. If you need to review a student’s details, click in the student’s row to open the record:

OpenSchool Queue

There are 19 items in the OpenSchool queue.

Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By	Queued By
ANSTEY	FAYE	LISA	1	VIHA - Central Van. Island Service Area	OPENSCHOOL		FS07CLERICAL
VON DE WALL	ANGIE	M.	1	VIHA - Central Van. Island Service Area	OPENSCHOOL	CAWYATT	FS07CLERICAL
MCQUEEN	STEVE		1	VIHA - Central Van. Island Service Area	OPENSCHOOL		FS07CLERICAL
OBAMA	MICHELLE	AGNES	1	VIHA - Central Van. Island Service Area	OPENSCHOOL		FS07CLERICAL

4. In the student record, under Exam Details, exams submitted by Open School will include “Open School” in the **Offered By** field, and, if applicable, the name of the Open School instructor in the **Instructor** field:

Exam Details

Health Authority: FHA - Simon Fraser Service Area

Occupation: Foodservice Worker

Area of Employment: Foodservice Industry

Type of Exam: Level 1

Offered By: Open School

Language: English

Exam Date: 2019-07-25

Exam Mark: 98

Pass / Fail: Pass

Instructor:

Last Printed By:

Last Printed Date: n/a

Comments:

5. To return to the Certificate Queue, click on the **Certificate Queue breadcrumb** above the Student Details:

Home > **Certificate Queue**

Student Details: 'MICHELLE OBAMA'

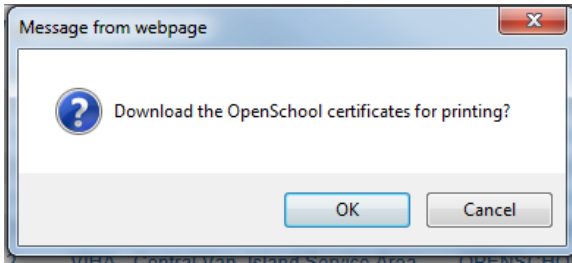
Last Name: OBAMA

First Name: MICHELLE

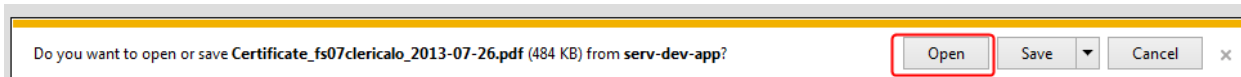
6. To print all the certificates in the queue, click on **Print Open School Certificates**:

Print OpenSchool Certificates **Print OpenSchool Wallet Cards** **Print OpenSchool Labels**

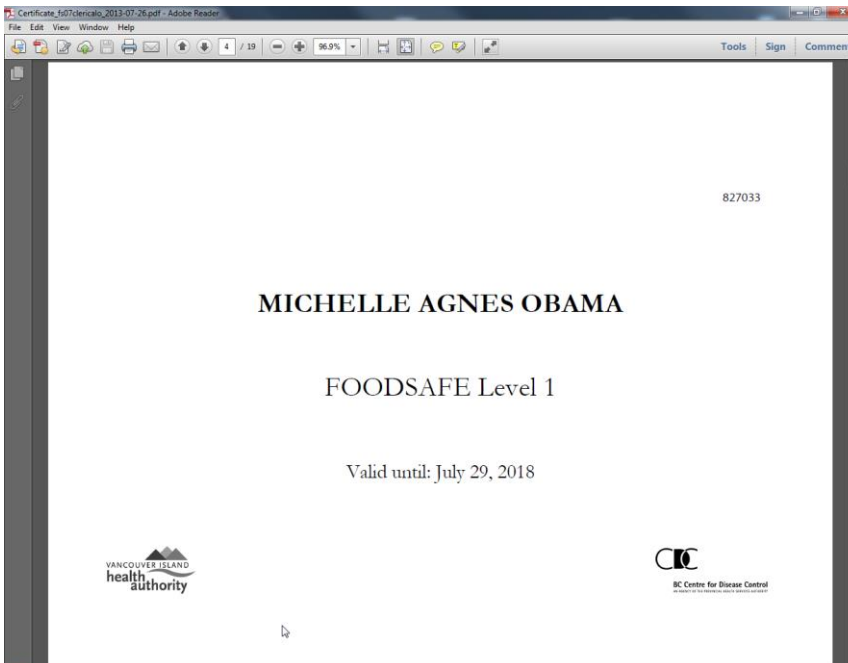
7. When prompted to download the certificates, click **OK**:



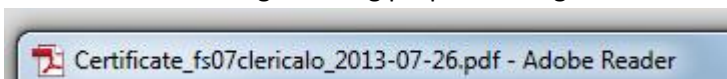
8. At the Acrobat prompt, **Open** (or Save and Open) the PDF document:



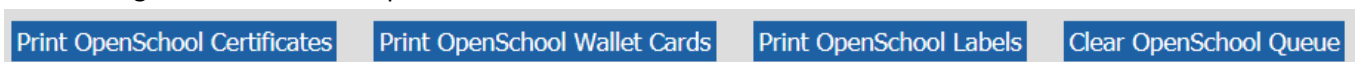
9. A PDF document opens in Adobe Acrobat Reader, containing certificates for all the students in the queue. If necessary, review the certificates using the Acrobat Reader navigation tools:



10. A document file name is automatically applied to the PDF document, containing the document type (e.g. certificate, wallet card, or label), the user who printed the queue, and the date. If you haven't already, save this document for tracking or billing purposes using the Acrobat **Save As** function:



11. When you are ready to print the document, follow the print instructions in **Section 5.5 Print My Student Queue**, substituting the actions in the Open School Certificate Queue:



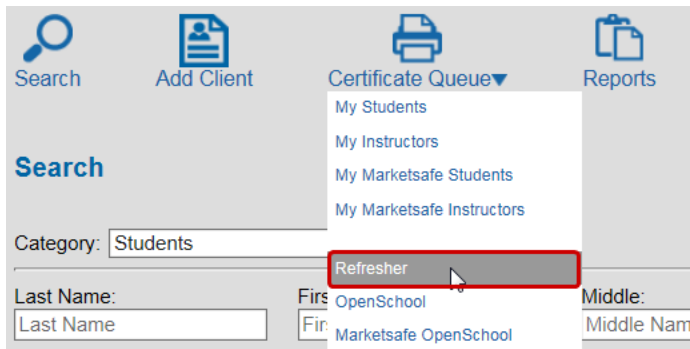
TIPS

- If any Open School records have been posted to the Registry while you were processing the queue, they will be on standby until you refresh the queue. To refresh the queue (after clearing the queue) go to the **Certificate Queue menu** and select the **Open School** queue. Any new records will display in the queue.
- To gain access to the Open School Queue, you must be assigned the **Open School add-on role**, and the appropriate default Health Authority service area. A person with the Administrative role in the Registry is able to assign add-on roles and service areas.

7.9 Print Open School Refresher Queue - FOODSAFE Refresher Certificates

To open the Refresher certificate queue:

1. Click on the **Certificate Queue** icon and select **Refresher** from the menu:



2. In the **Refresher Queue**, all the records are created by Open School; and the Health Authority is always FHA – Simon Fraser Service Area:

Refresher queue.

Middle Name	Level	Health Authority	Created By	Modified By	Queued By
	R	FHA - Simon Fraser Service Area	OPENSCHOOL		OPENSCHOOL
K.	R	FHA - Simon Fraser Service Area	OPENSCHOOL		OPENSCHOOL
LYNN	R	FHA - Simon Fraser Service Area	OPENSCHOOL		OPENSCHOOL

3. If you need to review a student's details, click in the student's row to open the record:

ANSTEY	FAYE	LISA	R	VIHA - Central Van. Island Service Area
YOUNG	TERESA	L.	R	VIHA - Central Van. Island Service Area
SKYWALKER	LUKE	VADER	R	VIHA - Central Van. Island Service Area

4. In the student record, under Exam Details, the **Type of Exam** is "Level 1 Refresher", and **Offered By** is "Open School" because the course is only offered by Open School:

Exam Details

Health Authority: FHA - Simon Fraser Service Area

Occupation: Manager

Area of Employment: Other

Type of Exam: Level 1 Refresher

Offered By: Open School

Language: English

Exam Date: 2019-07-30

Exam Mark: 89

Pass / Fail: Pass

Last Printed By:

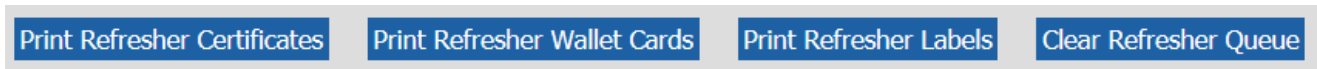
Last Printed Date: n/a

Comments:

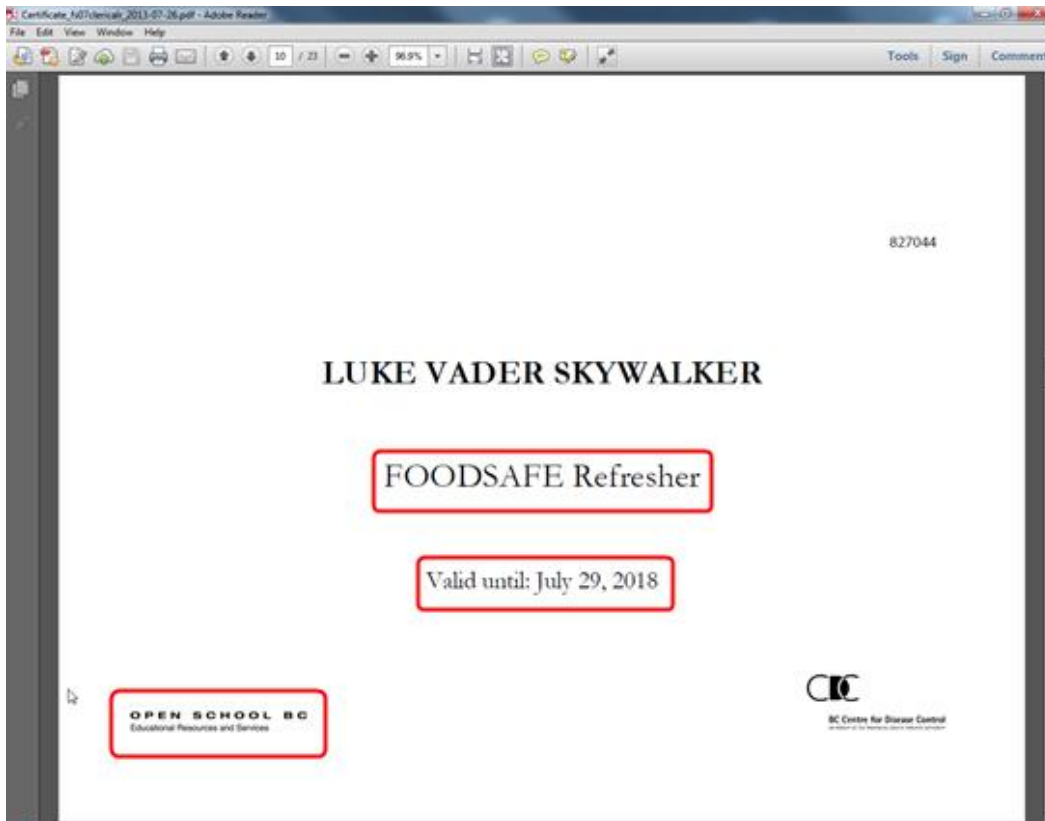
5. To return to the Certificate Queue, click on the **Certificate Queue breadcrumb** above the Student Details:



6. To print all the certificates follow the steps 6 to 11 in **Section 7.6 Print Open School Queue**, substituting the actions available in the Refresher Queue:



7. After you have printed the Refresher certificates you can run an R14 Report detailing the certificates posted during a given time period, and manually enter the date the certificates were printed and mailed.
For further information, see **Part 8 Reports**
8. The Refresher certificates contain the course level **FOODSAFE Refresher**, a 5-year **expiry date**, and the **Open School logo**:



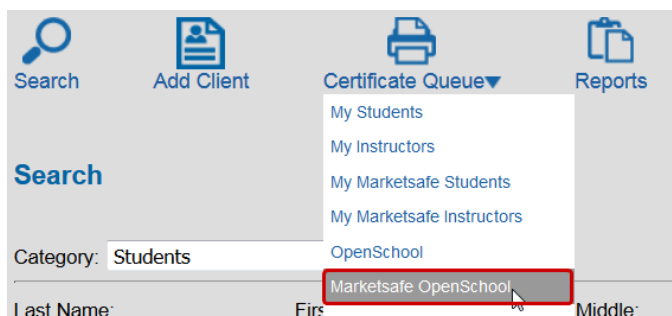
TIPS

- If any Open School Refresher records have been posted to the Registry while you were processing the Refresher queue, they will be on standby until you refresh the queue. To refresh the queue (after clearing the queue) go to the **Certificate Queue** menu and select the **Refresher** queue. Any new records will display in the queue.
- To gain access to the Refresher Queue, you must be assigned the **Refresher add-on role**, and the **FHA – Simon Fraser** service area. A person with the **Administrative** role in the Registry is able to assign add-on roles and service areas.

7.10 Print Open School MarketSafe Queue - MarketSafe Certificates

To open the MarketSafe Open School queue:

1. Click on the **Certificate Queue** icon and select **MarketSafe Open School** from the menu:



2. In the **MarketSafe Open School Queue**, all the records show that they have been created by Open School:

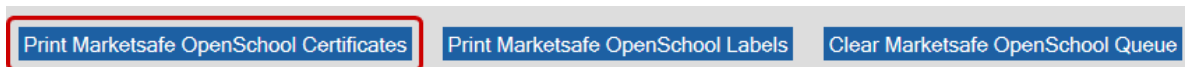
Marketsafe OpenSchool Queue

There are 2 items in the Marketsafe OpenSchool queue.

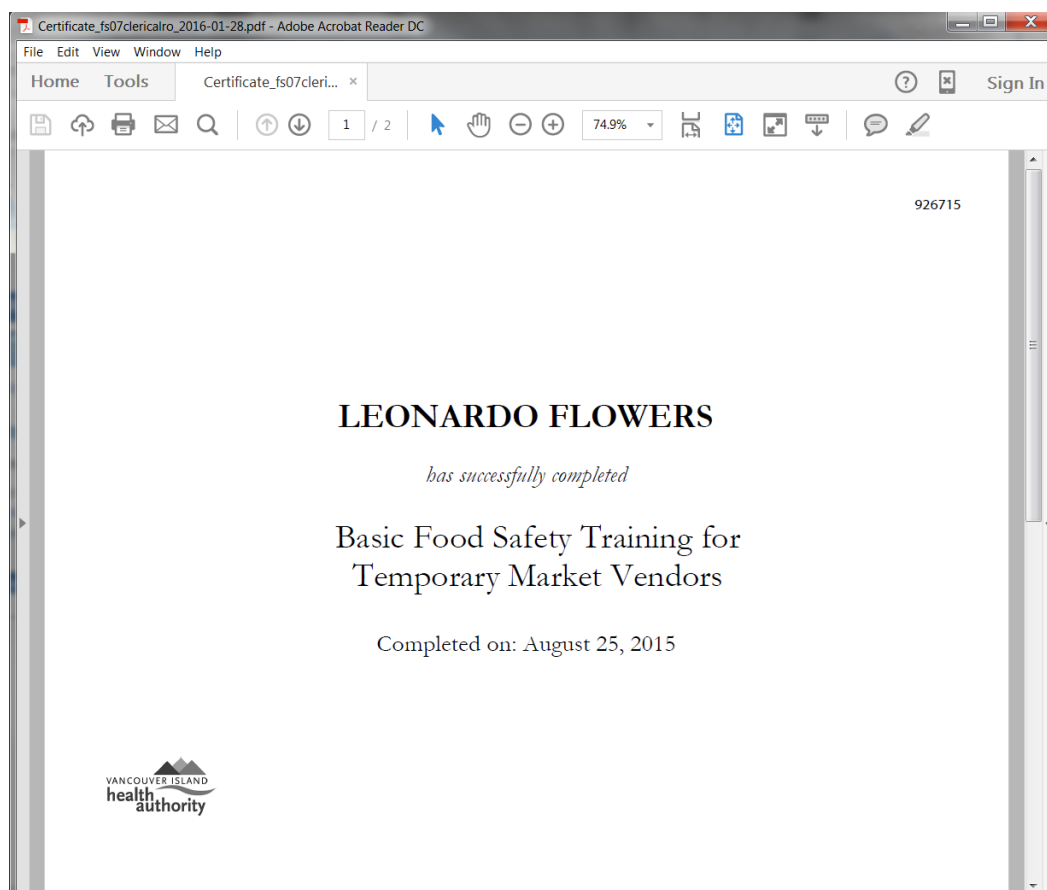
Last Name	First Name	Middle Name	Level	Health Authority	Created By	Modified By	Queued By
FLOWERS	LEONARDO		M	VIHA - Central Van. Island Service Area	OPENSCHOOL		OPENSCHOOL
HERRERA	JOSHUA	ARMANDO	M	VIHA - Central Van. Island Service Area	OPENSCHOOL	FS07CLERICAL	OPENSCHOOL

[Print Marketsafe OpenSchool Certificates](#)
[Print Marketsafe OpenSchool Labels](#)
[Clear Marketsafe OpenSchool Queue](#)

- To print all the certificates in the queue, follow steps 6 to 11 in Section 7.6 Print Open School queue, substituting the actions available in the MarketSafe Open School Queue:



- The MarketSafe certificates contain the course level **Basic Food Training Level for Temporary Market Vendors**, the date of completion, and the **Health Authority logo**:



TIPS

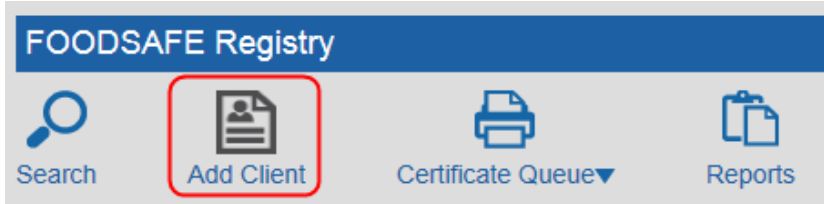
- If any Open School MarketSafe records have been posted to the Registry by Open School while you were processing the queue, they will be on standby until you refresh the queue. To refresh the queue (after clearing the queue) go to the Certificate Queue menu and select the MarketSafe Open School queue. Any new records will display in the queue.

7.11 BC CIPHI - Processing Open School Out-of-Province Records

Users at BC CIPHI are assigned a clerical role plus an add-on role called BCCIPHI which enables manual entry of Open School exam records into the Registry for non-BC students who have taken exams for **FOODSAFE** Level 1, Level 2 and Refresher, and MarketSafe.

7.11.1 Add Client (Student)

1. Click the **Add Client** button:



2. The Student Details form opens.
Follow steps 3 to 15 in **Section 4.1 Add Client**.

Home > New Student

Student Details:

Last Name:

First Name:

Middle Name:

Birth Date:

Gender: ▼

Address 1:

Address 2:

City:

Province:

Postal Code:

Area Code - Phone: -

Email:

Comments:

TIPS

- The **Province** field accepts 2 characters for a Canadian province or US state abbreviation (or the two digits "00" to denote addresses without a province or state).
- The **Postal Code** field accepts a 6 digit postal code or a 5-digit zip code (or the five digits 00000 to denote addresses without a postal code in the required format).
- The **Telephone** field accepts 7 digits, with no space.

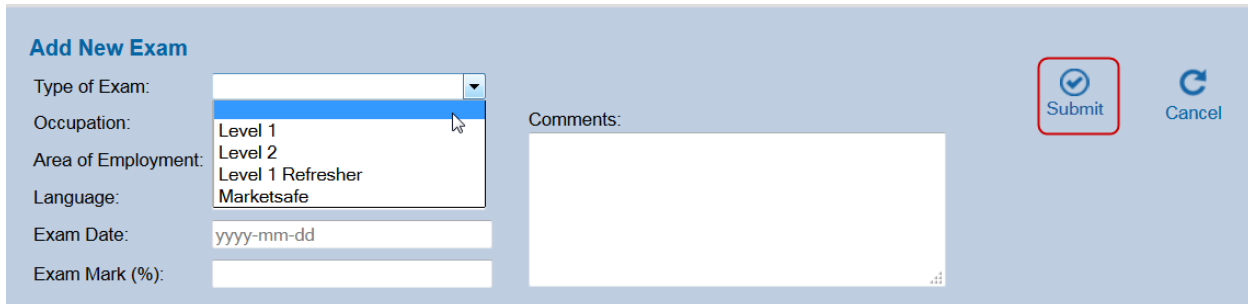
7.11.2 Add New Exam

Once the student details form has been successfully submitted, the **Add New Exam** box displays in the student record. To add a new exam:

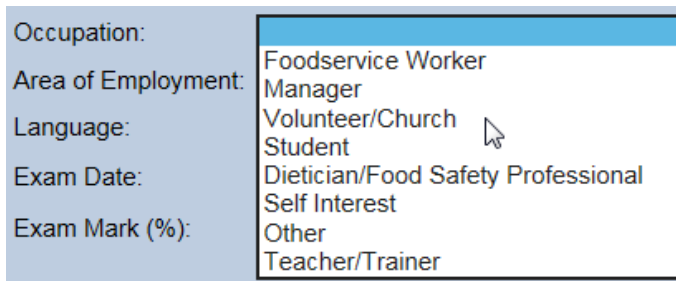
1. Click on **Add New Exam**:



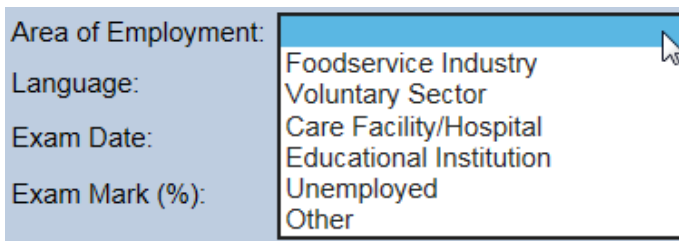
2. In the **Type of Exam** field you have 4 options to choose from: Level 1, Level 2, Refresher and MarketSafe:



3. In the **Occupation** field, select a menu option:



4. In the **Area of Employment** field, select a menu option:



5. In the **Language** field, select a menu option:

Occupation:	
Area of Employment:	English
Language:	Chinese
Exam Date:	French
Exam Mark (%):	Punjabi
	Spanish
	Vietnamese
	Japanese
	Tagalog
	German
	Farsi
	Arabic
	Other

6. In the **Exam Date** field, enter the exam date in yyyy-mm-dd format, including hyphens, or select the date from the pop-up calendar:

Comments:

[Edit Student](#) [Make this](#)

Add New Exam

Type of Exam:

Occupation:

Area of Employment:

Language:

Exam Date:

January 2016

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

7. In the **Exam Mark** field, enter the mark percentage:

Add New Exam

Type of Exam:

Occupation:

Area of Employment:

Language:

Exam Date:

Exam Mark (%):

8. If an Open School instructor name has been submitted with the exam results emailed by Open School, enter the name in the **Comments** field:

Add New Exam

Type of Exam:

Occupation:

Area of Employment:

Language:

Exam Date:

Exam Mark (%):

Comments:

9. When you have finished entering the exam data, click on **Submit**:

Add New Exam

Type of Exam:

Occupation:



Area of Employment:

Language:

Exam Date:

Exam Mark (%):

Comments:

10. Once the exam is submitted, the Student Details page will display a summary of the exam(s) under **Exam History**, and the details of the selected exam under **Exam Details**:

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-10-14	Out of Province	

Exam Details

Health Authority:

Occupation:

Area of Employment:

Type of Exam:

Offered By:

Language:

Exam Date:

Exam Mark:

Pass / Fail:

Last Printed By:

Last Printed Date:

Comments:

11. Under Exam History and Exam Details, the **Pass / Fail** grade status is generated automatically based on the mark entered:

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-10-14	Out of Province	

12. Under Exam History, the **expiry dates** for Level 1 and Level 1 Refresher are generated automatically based on the date of exam plus 5 years. There are no expiry dates on Level 2 and MarketSafe certifications.

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-10-14	Out of Province	
Level 2	Pass		Out of Province	
Level R	Pass	2024-08-01	Out of Province	
Marketsafe	Pass		Out of Province	

13. Under Exam History and Exam Details, the **Out of Province** code is entered automatically under Health Authority:

Exam History

Exam	Status	Expires	Health Authority	L1 Equiv
Level 1	Pass	2020-10-14	Out of Province	

14. Under the **Offered By** field the Open School value is entered automatically.

Exam Details

Health Authority: Out of Province

Occupation: Foodservice Worker

Area of Employment: Educational Institution

Type of Exam: Level 1

Offered By: Open School

Delete Exam Edit Exam

Add to Queue Print Certificate Print Card Print Label

15. When FOODSAFE Level 1 or 2 exam with a passing grade is submitted, a certificate is automatically sent to **My Students Queue** for printing. When a MarketSafe exam with a passing grade is submitted, a certificate is automatically sent to the **My MarketSafe Students** queue. When a Refresher exam a passing grade is submitted, a certificate is automatically sent to the My Refresher Queue.

TIPS

Passing Grades

A minimum mark of 70% is required to generate a pass for a Level 1 exam.

A minimum mark of 80% is required to generate a pass for a Level 2 exam.

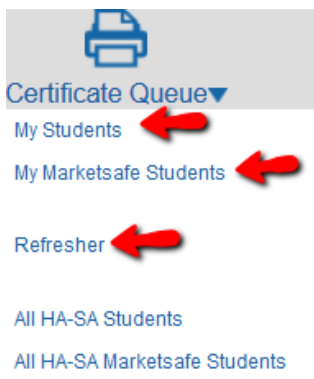
A minimum mark of 80% is required to generate a pass for a Level 1 Refresher exam.

A minimum mark of 70% is required to generate a pass for a MarketSafe exam.

7.11.3 BC CIPHI Print Queues

To print the certificates in the queues:

1. Click on the **Certificate Queue** icon to select a queue:



2. **My Students Queue:** Print FOODSAFE Level 1 and 2 certificates. See **Section 5.5** *Print My Student Queue*
My MarketSafe Student Queue: Print MarketSafe certificates. See **Section 5.7** *Print My MarketSafe Student Queue*
Refresher Queue: Print FOODSAFE Refresher certificates. See **Section 5.5** *Print My Student Queue*, substituting the Refresher Queue buttons:

[Print Refresher Certificates](#) [Print Refresher Wallet Cards](#) [Print Refresher Labels](#) [Clear Refresher Queue](#)

For information on the All HA-SA queues, see **Part 6** *The HA-SA Queues*

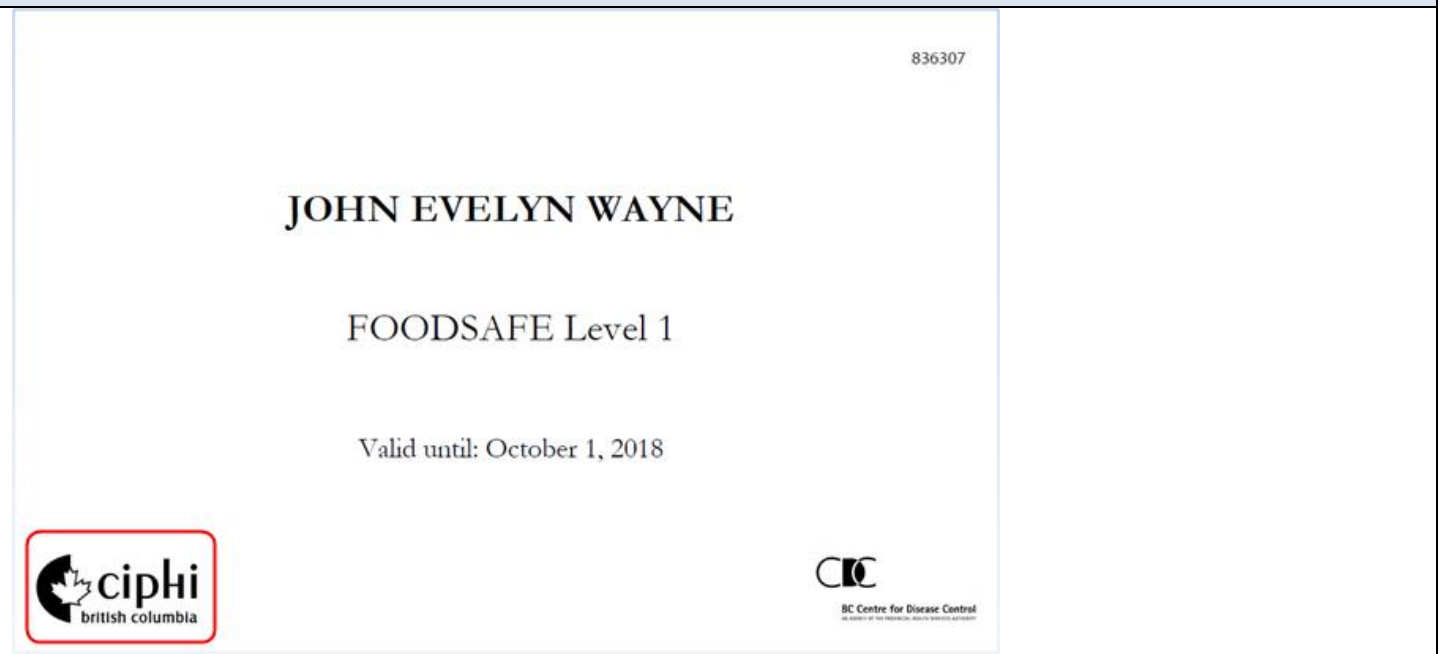
TIPS

- To print FOODSAFE certificates use the same FOODSAFE certificate shell for all levels (1, 2 and Refresher)
- To print MarketSafe certificates use the MarketSafe certificate shell.

7.11.4 BC CIPHI Certificates

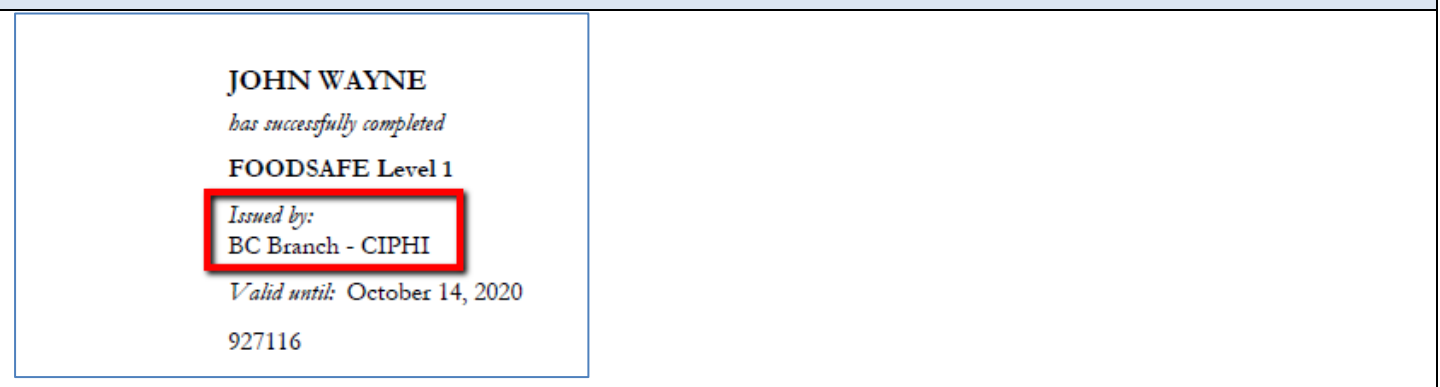
FOODSAFE Level 1 and 2 Certificates

Display the BC CIPHI Logo



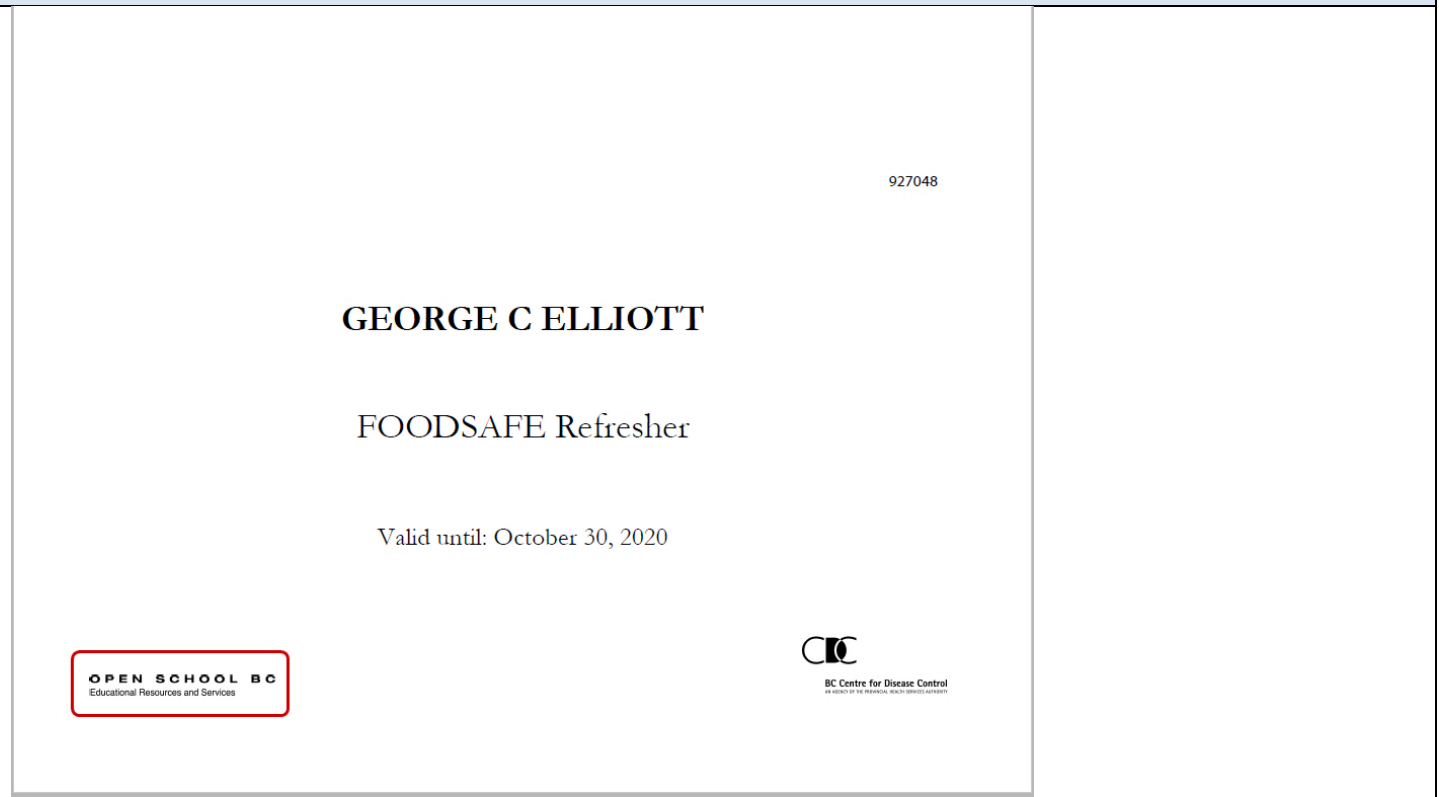
FOODSAFE Level 1 and Level 2 wallet cards

Displays the “BC Branch – CIPHI” name



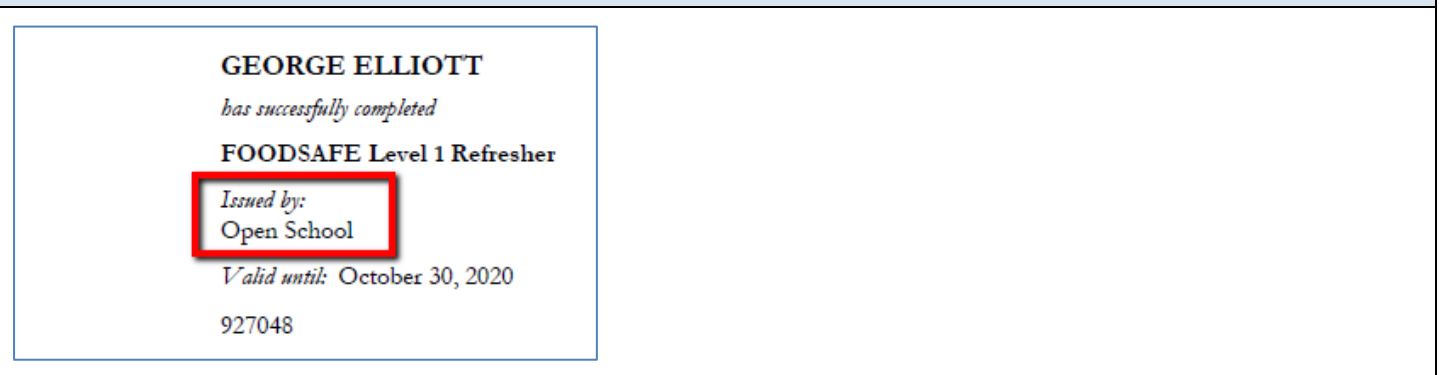
The FOODSAFE Refresher Certificate

Displays the Open School logo



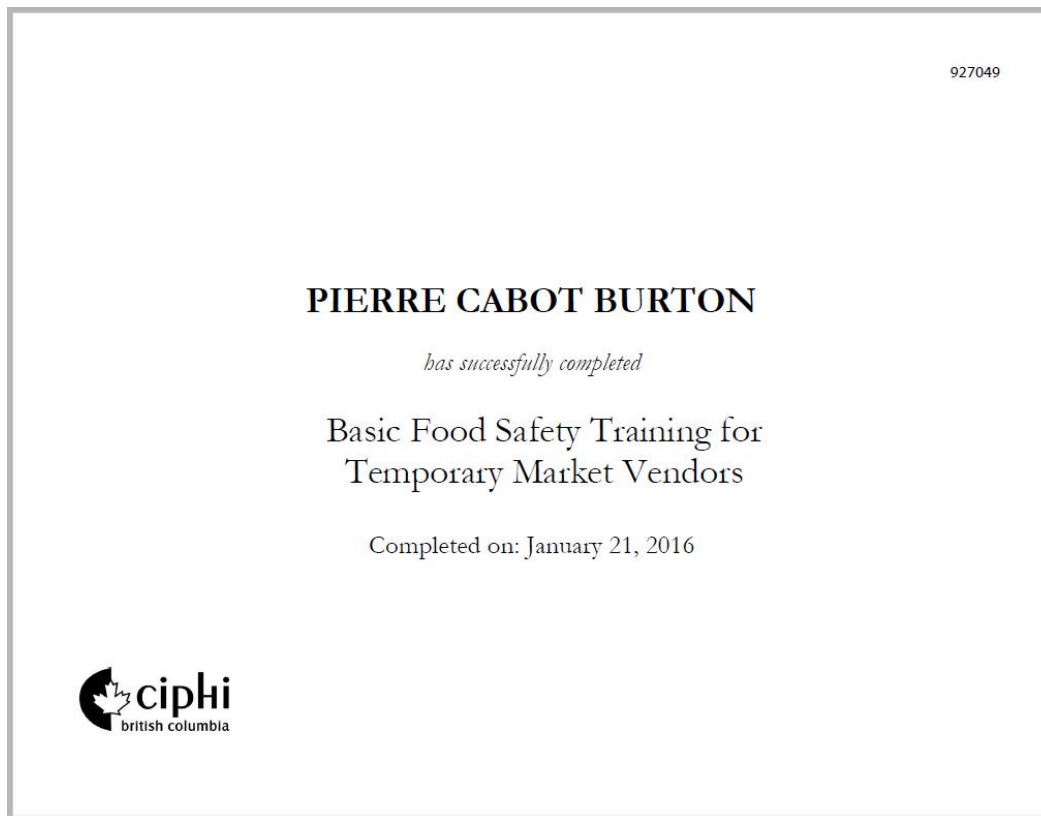
The FOODSAFE Refresher Wallet Card

Displays the Open School name



The MarketSafe Certificate

Displays the BC CIPHI logo.



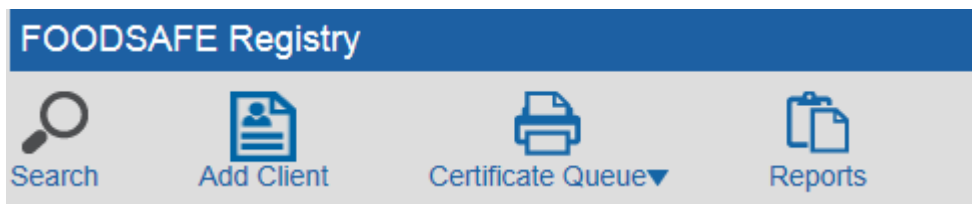
For more information on printing certificates, see **Part 5** Print *Certificates*

8 REPORTS

The following reports can be created in the FOODSAFE Registry. Access is determined by the user role. See the Security Matrix in the Appendix for user role parameters.

To run a report:

1. Click on the **Reports** icon to go to the Reports page:



2. On the Reports page, select a Report from the **Report Type** drop down menu:



Report Type

- R01 - Student Registry Report
- R02 - Student Statistical Breakdown
- R03 - Instructor Registry Report
- R04 - Expired Instructors Report for Region
- R13 - Instructor E-mail Bounce-back Report

3. If prompted, enter a start and end date, e.g. 2015-04-01 and 2013-04-30. You may enter the dates manually. Include hyphens.

Start Date: End Date:

Or, select a date using the **Calendar**:

Start Date: End Date:

FOODSAFE Homepage

April 2015

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

4. Click on the **Submit** button:

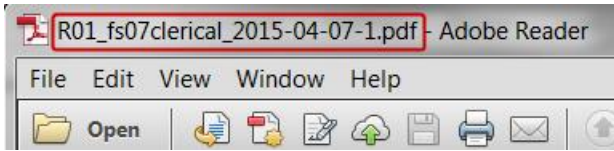
Reports

Report Type Start Date: End Date:

5. Adobe Acrobat Reader will launch and a PDF report document will be generated in Acrobat Reader. At the prompt, **Open** (or Save) the document:

Do you want to open or save **R01_fs07clerical_2013-07-25.pdf** (116 KB) from **serv-dev-app**?

6. When the document opens, note that a **file name** has been automatically applied to the document, which includes the type of report, the user name and the date:



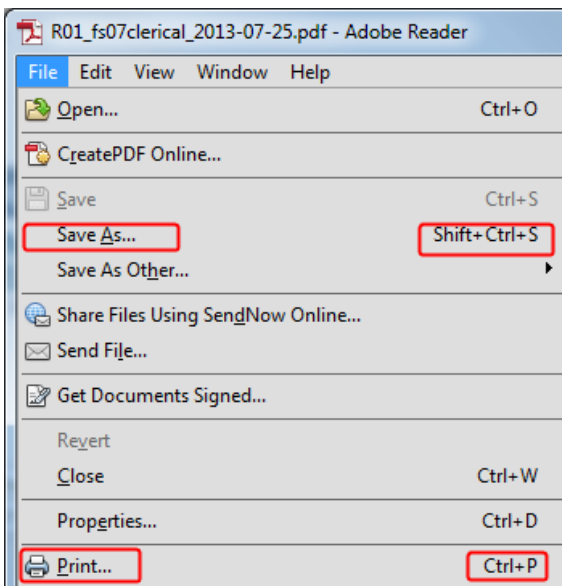
7. Review the report using the navigation tools in Adobe Acrobat Reader:

FOODSAFE Registry Information System
Student Registry Report
Central Van. Island Service Area

Students who wrote FOODSAFE I or II between Apr 02, 2015 and Apr 07, 2015

Student	Address	Phone #	Exam Date / Exam Mark	Area of Employment / Language	Occupation / Offered By
CALLAS, MARIA HONORE	89 SHERBROOKE STREET #5 DUNCAN BC V8V 2Y9	(250) 981-2345	Apr 03, 2015 94%	Care Facility/Hospital French	Volunteer/Church Health Authority
CARUSO, ENRICO GIOVANNI	RR#4 C23 SAANICH BC V8N 2H0	(250) 938-3839	Apr 03, 2015 98%	Educational Institution Spanish	Dietician/Food Safety Employer
DOMINGO, PLACIDO JON	20 POPLAR STREET #4 NANAIMO BC V8R 2C0	(250) 388-1234	Apr 02, 2015 90%	Foodservice Industry English	Foodservice Worker Community
FORRESTER, MAUREEN TEST	18 RIVER ROAD LANGFORD BC V8N 2H0	(250) 939-3811	Apr 02, 2015 88%	Unemployed Vietnamese	Self Interest go2 (formerly HIEAC)
FRANKLIN, ARETHA MAY	1828 SPRUCE ROAD #8 VICTORIA BC V8N 1B8	(250) 393-8181	Apr 04, 2015 95%	Educational Institution Arabic	Teacher/Trainer Community

8. You may **save** and **print** the document, using the Adobe Acrobat Reader save and print functions:



TIPS

- Reports R01, R02, and R10 require a date range to be entered.
- Reports R03, R04, and R11, simply press **Submit** to generate the report.

8.1 R01 Student Registry Report

The R01 report lists all students (in alphabetical order) in the users Health Authority service area who wrote their exams (Level 1, Level 2 and Refresher) during the date range selected. The report includes name, address, telephone number, exam date, exam mark, area of employment, language, occupation and where the exams were offered. The Level 1 students are listed first, followed by the Level 2 students and the Level 1 Refresher students.

Student	Address	Phone #	Exam Date / Exam Mark	Area of Employment / Language	Occupation / Offered By
CALLAS, MARIA HONORE	89 SHERBROOKE STREET #5 DUNCAN BC V8V 2Y9	(250) 981-2345	Apr 03, 2015 94%	Care Facility/Hospital French	Volunteer/Church Health Authority
CARUSO, ENRICO GIOVANNI	RR#4 C23 SAANICH BC V8N 2H0	(250) 938-3839	Apr 03, 2015 98%	Educational Institution Spanish	Dietician/Food Safety Employer
DOMINGO, PLACIDO JON	20 POPLAR STREET #4 NANAIMO BC V8R 2C0	(250) 388-1234	Apr 02, 2015 90%	Foodservice Industry English	Foodservice Worker Community
FORRESTER, MAUREEN TEST	18 RIVER ROAD LANGFORD BC V8N 2H0	(250) 939-3811	Apr 02, 2015 88%	Unemployed Vietnamese	Self Interest go2 (formerly HIEAC)
FRANKLIN, ARETHA MAY	1828 SPRUCE ROAD #8 VICTORIA BC V8N 2B0	(250) 393-8181	Apr 04, 2015 95%	Educational Institution Arabic	Teacher/Trainer Community
JOPLIN, JANIS MARY	RR#1 PORT ALBERNI BC V8R 2C9	(250) 440-1110	Apr 04, 2015 92%	Educational Institution German	Dietician/Food Safety Health Authority
MERCURY, FREDDIE Q	9383 PINE STREET #80 DUNCAN BC V8R 2N9	(250) 937-1717	Apr 03, 2015 98%	Other Japanese	Other Private Enterprise
PAVOROTTI, LUCIANO TEST	93 DAVIE STREET APT 394 VICTORIA BC V8R 2N9	(250) 938-7847	Apr 03, 2015 82%	Educational Institution Punjabi	Student School District
PRESLEY, ELVIS J	8 MEMPHIS AVENUE DUNCAN BC V8R 2C8	(250) 937-4737	Apr 03, 2015 92%	Other Tagalog	Teacher/Trainer Other
TURNER, TINA KATHRYN	97 PARIS STREET VICTORIA BC V8V 2C9	(250) 338-2020	Apr 04, 2015 92%	Educational Institution Farsi	Student School District

FOODSAFE 2

Student	Address	Phone #	Exam Date / Exam Mark	Area of Employment / Language	Occupation / Offered By
DOMINGO, PLACIDO JON	20 POPLAR STREET #4 NANAIMO BC V8R 2C0	(250) 388-1234	Apr 03, 2015 92%	Voluntary Sector Chinese	Manager Health Authority
MERCURY, FREDDIE Q	9383 PINE STREET #80 DUNCAN BC V8R 2N9	(250) 937-1717	Apr 06, 2015 90%	Foodservice Industry English	Foodservice Worker Community

FOODSAFE R

Student	Address	Phone #	Exam Date / Exam Mark	Area of Employment / Language	Occupation / Offered By
STARKY, BILLY TEST	C/O APEX REFORESTATION GE V2L 3L0	(902) 255-5555	Feb 02, 2015 90%	Foodservice Industry English	Student Open School

8.2 R02 Student Statistical Breakdown

The R02 report lists the following student data for the user's Health Authority service area:

Part One counts the number and percentage of students who passed FOODSAFE Level 1, Level 2 and Refresher exams according to their Occupation and their Area of Employment

Part Two counts the number and percentage of passes and fails for Level 1 Level 2 and Refresher exams.

Part Three counts the number and percentage of Level 1, Level 2 and Refresher exams taken according to the type of facility where the exam was offered.

Part Four lists the number and percentage of Level 1, Level 2 and Refresher exams by the language of the exam.

R02.rpt
Ver 3.00

FOODSAFE Registry Information System
FOODSAFE Student Statistical Breakdown
Central Van. Island Service Area
For exams written between Apr 2, 2015 and Apr 7, 2015

Apr 07, 2015
02:09 PM

Part One - Occupation versus Area of Employment

Occupation	Dietician/Food Safety Professional		Foodservice Worker		Manager		Other		Self Interest		Student		Teacher/Trainer		Volunteer/Church	
	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass
Employee Location																
Care Facility/Hospital	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Educational	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%	1	100.0%	0	0.0%
Foodservice Industry	0	0.0%	2	100.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%	0	0.0%
Other	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Unemployed	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%
Voluntary Sector	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Part Two - Cross Table of Pass/Fail for each FOODSAFE Course Level

Course	# Pass	% Pass	# Fail	% Fail	Total Taken
FOODSAFE Level 1	10	100.0%	0	0.0%	10
FOODSAFE Level 2	2	100.0%	0	0.0%	2
FOODSAFE Level R	2	100.0%	0	0.0%	2
Total	14		0		14

Part Three - Where exams were taken (offered by locations)

Offered By	# of Exams Taken	% of Exams Taken
Community College/Post-Health Authority	3	21.4%
School District	2	14.3%
Employer	1	7.1%
go2 (formerly HIEAC)	1	7.1%
Private Enterprise	1	7.1%
Other	1	7.1%
Open School	2	14.3%

Part Four - Languages of Exam

Language	# of Exams Taken	% of Exams Taken
English	4	28.6%
Chinese	1	7.1%
French	1	7.1%
Punjabi	1	7.1%
Spanish	1	7.1%
Vietnamese	1	7.1%
Japanese	1	7.1%
Tagalog	1	7.1%
German	1	7.1%
Farsi	1	7.1%
Arabic	1	7.1%
Other	0	0.0%
Italian	0	0.0%
Taiwanese	0	0.0%

8.3 R03 Instructor Registry Report

The R03 report lists all the people who are certified to teach in the user's Health Authority service area. The report shows the name, address, telephone number, teachable languages, expiry date, and the other Health Authority service areas in which the person is authorized to teach. No date range is required to run this report.

R03.rpt Ver3.00	FOODSAFE Registry Information System Instructor Registry Report Central Van. Island Service Area	Jul 25, 2013 03:47 PM
Instructor Name: B ⁻ , E		
Address: 4 K VICTORIA BC V: 4		
Phone: (250) 4		
Level 1 Expiry Date: 2015-01-01		
Level 2 Expiry Date: 2015-01-01		
Teachable Languages: English French		
Health Authorities Registered At: Central Van. Island Capital Service Area North Vancouver Island		
Instructor Name: O , C		
Address: 6 C NANAIMO BC V:		
Phone: (250) 751-7521		
Level 1 Expiry Date: 2015-01-01		
Level 2 Expiry Date: 2017-11-28		
Teachable Languages: English		
Health Authorities Registered At: Central Van. Island		

8.4 R04 Expired Instructors Report for Region

The R04 report lists the expired instructors in the user's Health Authority service area. It includes the instructor name, address, telephone number, teachable languages, all the Health Authorities they are registered to teach and the expiry dates for their Level 1 and Level 2 certifications.

R04.rpt Ver3.00		FOODSAFE Registry Information System Expired Instructors Report for Region Central Van. Island Service Area		Jul 25, 2013 03:54 PM	
Instructor Name: M R		Address: 10000 1ST. NANAIMO, BC V9C 0Y2		Phone: (250) 251-1111	
Teachable Languages: English					
Health Authorities Registered at: Central Van. Island Service Area		Level 1 Expiry Date 2010-05-22		Level 2 Expiry Date	
Instructor Name: W J		Address: 6000 17/E PARKSVILLE, BC V3V 1A1		Phone: (250) 251-1111	
Teachable Languages: English					
Health Authorities Registered at: Central Van. Island Service Area		Level 1 Expiry Date 2012-03-01		Level 2 Expiry Date	
Instructor Name: R A		Address: 2000 10000 SURREY, BC V3V 1A1		Phone: (604) 551-1111	
Teachable Languages: English					
Health Authorities Registered at: Central Van. Island Service Area South Fraser Service Area		Level 1 Expiry Date 2013-06-20		Level 2 Expiry Date 2013-06-17	

8.5 R10 Provincial Breakdown of Student Exam Report

Part One counts the number and percentage of passing FOODSAFE Level 1 and 2 exams for each Health Authority Service Area, by the Offered By location (e.g. Community College, Health Authority, Open School).

Part Two counts the number and percentage of FOODSAFE Level 1 and 2 exams with passing grades by Health Authority Service Area.

To generate the R10 Report you must specify an examination date range. Totals do not include Level 1 Refresher exams.

Version 1.00
Report - R10

FOODSAFE Registry Information System
Provincial Breakdown of Student Exam Report
For exams written between Apr 1, 2013 and Apr 30, 2013

Jul 26, 2013
08:35 AM

Part One - The number and percentage of passing FOODSAFE exams for each Health Authority versus each Offered By location

Health Authority	Offered By		Community College		Employer		Health Authority		Open School	
	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass
Okanagan North Service Area	19	100%	0	0%	0	0%	0	0%	0	0%
South Okanagan Service Area	18	100%	0	0%	0	0%	0	0%	0	0%
Thompson, Cariboo, Shuswap	20	100%	0	0%	0	0%	0	0%	0	0%
Fraser Valley Service Area	40	100%	0	0%	0	0%	0	0%	0	0%
South Fraser Service Area	47	98%	2	100%	43	83%	0	0%	0	0%
Simon Fraser Service Area	12	100%	0	0%	47	94%	0	0%	0	0%
Central Van. Inland Service Area	95	99%	5	100%	0	0%	2	100%	0	0%
Northern Interior Service Area	0	0%	0	0%	0	0%	0	0%	0	0%
Vancouver/Richmond Service Area	49	92%	21	100%	0	0%	0	0%	0	0%
North Shore Service Area	11	100%	7	100%	0	0%	0	0%	0	0%
Capital Service Area	45	100%	35	100%	0	0%	0	0%	0	0%
East Kootenay Service Area	63	98%	0	0%	0	0%	0	0%	0	0%
Kootenay Boundary Service Area	18	100%	0	0%	0	0%	0	0%	0	0%
Coast Garibaldi Service Area	12	100%	0	0%	0	0%	0	0%	0	0%
North Vancouver Island Service Area	82	100%	0	0%	0	0%	0	0%	0	0%
Cariboo Service Area	18	100%	0	0%	0	0%	0	0%	0	0%
North West Service Area	20	100%	0	0%	1	100%	0	0%	0	0%
Peace Lard Service Area	36	100%	0	0%	7	100%	0	0%	0	0%
Health Canada	0	0%	0	0%	0	0%	0	0%	0	0%
Out of Province	0	0%	0	0%	0	0%	0	0%	0	0%
Total:	605	99%	70	100%	98	89%	2	100%	0	0%

Version 1.00
Report - R10

FOODSAFE Registry Information System
Provincial Breakdown of Student Exam Report
For exams written between Apr 1, 2013 and Apr 30, 2013

Jul 26, 2013
08:35 AM

Part Two - The number and percentage of passing FOODSAFE exams for each Health Authority and each course level

Health Authority	Course Level		Level 1		Level 2		Total	
	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass	# Pass	% Pass
Capital Service Area	481	100%	13	100%	494	100%	494	100%
Cariboo Service Area	20	100%	0	0%	20	100%	20	100%
Central Van. Inland Service Area	422	100%	18	100%	440	100%	440	100%
Coast Garibaldi Service Area	47	98%	0	0%	47	98%	47	98%
East Kootenay Service Area	114	98%	0	0%	114	98%	114	98%
Fraser Valley Service Area	248	100%	0	0%	248	100%	248	100%
Health Canada	17	100%	0	0%	17	100%	17	100%
Kootenay Boundary Service Area	104	100%	0	0%	104	100%	104	100%
North Shore Service Area	108	100%	0	0%	108	100%	108	100%
North Vancouver Island Service Area	154	100%	1	100%	155	100%	155	100%
North West Service Area	37	100%	0	0%	37	100%	37	100%
Northern Interior Service Area	216	99%	0	0%	216	99%	216	99%
Okanagan North Service Area	80	99%	1	100%	81	99%	81	99%
Out of Province	3	100%	0	0%	3	100%	3	100%
Peace Lard Service Area	77	97%	0	0%	77	97%	77	97%
Simon Fraser Service Area	468	99%	9	90%	477	99%	477	99%
South Fraser Service Area	435	94%	9	100%	444	94%	444	94%
South Okanagan Service Area	179	98%	5	100%	184	98%	184	98%
Thompson, Cariboo, Shuswap	127	100%	2	100%	129	100%	129	100%
Vancouver/Richmond Service Area	660	95%	3	100%	663	95%	663	95%
Total:	3,997	98%	61	98%	4,058	98%	4,058	98%

8.6 R11 Provincial Breakdown of Instructors Statistical Report

Part One counts the number of active instructors (not expired) who are certified to teach FOODSAFE Level 1 and Level 2 in each Health Authority Service Area.

Part Two counts the number of instructors certified in each Health Authority Service Area by teachable language.

A date range is not required to generate this report.

Version 1.00
Report - R11

FOODSAFE Registry Information System
Provincial Breakdown of Instructors Statistical report

Jul 26, 2013
08:29 AM

Part One - The number of instructors certified at each Health Authority that hold instructor certificates

Health Authority/ Instructor Course	Level 1	Level 2
Okanagan North Service Area	14	0
South Okanagan Service Area	33	6
Thompson, Cariboo, Shuswap	44	5
Fraser Valley Service Area	13	5
South Fraser Service Area	114	38
Simon Fraser Service Area	76	7
Central Van. Island Service Area	33	3
Northern Interior Service Area	36	2
Vancouver/Richmond Service Area	95	6
North Shore Service Area	16	1
Capital Service Area	42	5
East Kootenay Service Area	10	1
Kootenay Boundary Service Area	9	0
Coast Garibaldi Service Area	20	5
North Vancouver Island Service Area	32	1
Cariboo Service Area	1	1
North West Service Area	23	4
Peace Lard Service Area	15	1
Health Canada	12	12
Out of Province	0	0
Central Office	0	1
Total:	638	104

Note: An instructor may be certified to teach in more than one Health Authority.
 Note: An instructor may be certified to teach both Level 1 and Level 2 FOODSAFE courses.
 Note: This report does not include instructors whose certification has expired.

Number of people who are certified to teach Level 1 FOODSAFE: 606
 Number of people who are certified to teach Level 2 FOODSAFE: 96
 Number of people certified as instructors in B.C.: 610

Version 1.00
Report - R11

FOODSAFE Registry Information System
Provincial Breakdown of Instructors Statistical report

Jul 26, 2013
08:29 AM

Part Two - The number of instructors certified at each Health Authority by teachable language

Health Authority	English	Chinese	French	Punjabi	Spanish	Vietnamese	Japanese	Tagalog	German
Okanagan North Service Area	12	0	0	0	0	0	0	0	0
South Okanagan Service Area	28	0	1	1	0	0	0	0	0
Thompson, Cariboo, Shuswap	34	0	0	1	0	0	0	0	0
Fraser Valley Service Area	13	1	0	1	0	0	0	0	0
South Fraser Service Area	114	2	0	15	1	0	0	0	0
Simon Fraser Service Area	73	4	0	0	0	0	0	0	0
Central Van. Island Service Area	29	1	3	0	2	0	0	1	1
Northern Interior Service Area	25	0	2	0	0	0	0	0	0
Vancouver/Richmond Service Area	95	8	1	3	2	0	0	0	0
North Shore Service Area	10	1	0	0	0	0	0	0	0
Capital Service Area	36	2	3	0	0	0	0	0	0
East Kootenay Service Area	8	0	0	0	0	0	0	0	0
Kootenay Boundary Service Area	9	0	1	0	0	0	0	0	0
Coast Garibaldi Service Area	11	0	0	1	0	0	0	0	0
North Vancouver Island Service Area	31	0	2	0	0	0	0	0	0
Cariboo Service Area	2	1	1	0	0	0	0	0	0
North West Service Area	10	0	0	0	0	0	0	0	0
Peace Lard Service Area	8	0	0	0	0	0	0	0	0
Health Canada	12	0	0	0	0	0	0	0	0
Out of Province	0	0	0	0	0	0	0	0	0
Total teaching a language:	560	20	14	22	5	0	0	1	1

8.7 Instructor Expiry Email Function

The Instructor email notification function automatically emails instructors, alerting them to pending expiry dates for their FOODSAFE Level 1 and Level 2 teaching certification. The email function default is set to send the emails to instructors 90 days prior to their certificate expiry. Admin role users can change the date.

The email sends the following message, including the instructor's data (as indicated in the square brackets):

Dear [Instructor First Name + Last Name],

Your FOODSAFE instructor certification for Level [number] is set to expire on [expiry date].

If you wish to continue being certified to teach FOODSAFE Level [number] please contact the Health Authority that certified you: [Health Authority Service Area]

Health Authority contacts can be found on the FOODSAFE website Food Safety page:
http://www.foodsafe.ca/ha_food_safety

Please contact your Health Authority as soon as possible in order to ensure that your re-certification is completed prior to the expiration of your current Instructor certificate.

Thank you,

FOODSAFE

To ensure that instructors receive an instructor expiration email, please **enter an email address** for the instructor in their record and ensure the **status field is set to "Active"**.

BCCDC Note: The Environmental Health Services at the BC Centre for Disease Control administers the email message and scheduling of the email. If you have questions about the email message or scheduling of the message, please contact Environmental Health Services at: fpinfo@bccdc.ca

Note to Yukon Users: The Admin role in the Foodsafe Registry administers the email message and scheduling of the email. If you have questions about the email message or scheduling of the message, please contact Environmental Health Services, Yukon.

8.7.1 Add instructor email

To add an instructor email:

1. In the instructor details form, click on the **Edit** button:

Instructor Details: 'MICK JAGGER'

Last Name: JAGGER
 First Name: MICK
 Middle Name: ROCKSTAR
 People ID: 833560
 Birth Date: 1975-10-31
 Gender: Male
 Address 1: 123 MUSIC WAY
 Address 2: RR12
 City: VICTORIA
 Province: BC
 Postal Code: V8R2H0
 Area Code - Phone: 250 - 1234567
 Email:
 Comments:

[Edit Instructor](#)

2. Enter the email address in the **Email** field:

Email: mickjagger@hotmail.com

3. Click on **Save Instructor Changes**:

Email: mickjagger@hotmail.com

Comments:

[Save Instructor Changes](#) [Cancel Instructor Changes](#)

8.7.2 Change instructor status

When the FOODSAFE Registry 2 was launched on July 29, 2013, all existing instructors in the registry were assigned a default status of “N/A”. Users who are responsible for administering instructors in your Health Authority should assign a status to your instructor records: Active, Expired, Moved, Decertified, Deceased, or Other.

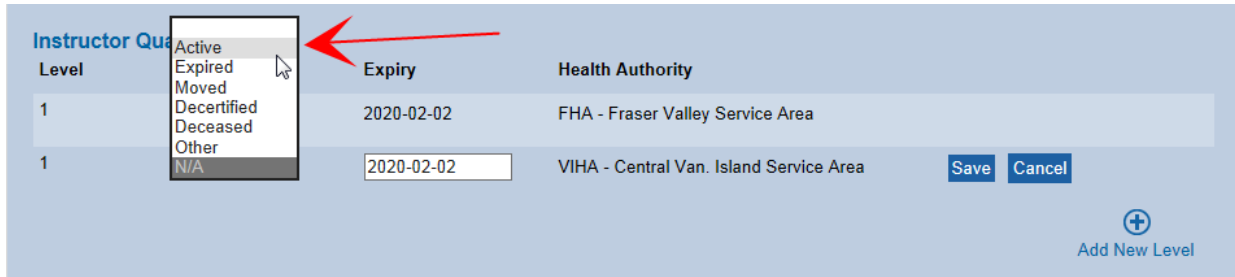
In order for **active** instructors in your Health Authority service area to receive an instructor expiration email please change the “N/A” status to “Active”.

To change the status:

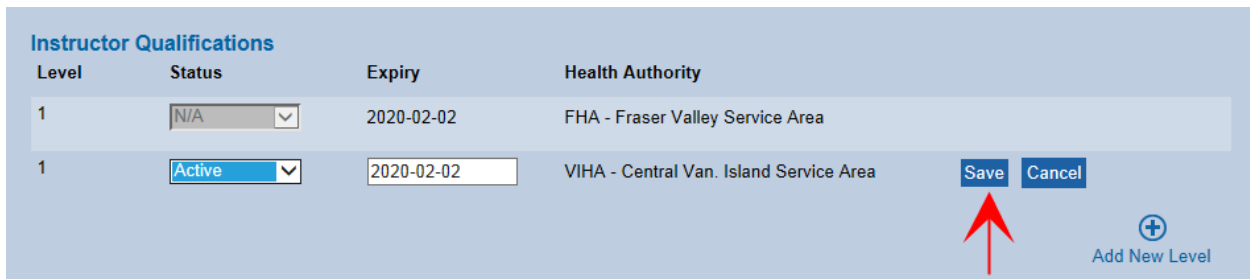
1. In the Instructor record, scroll to the Qualifications box, and click on the **Edit** button:



2. Select “Active” from the Status menu:



3. Save the change:



TIP: you may only change instructor status if you are logged in under the same Health Authority service area. In this example, because we are logged in under VIHA - Central Vancouver Island Service Area we only have access to the Edit function for the VIHA - Central Vancouver Island certification:



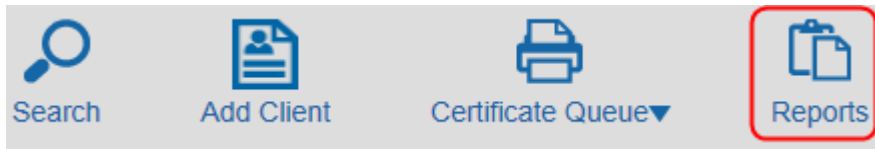
8.8 R13 Instructor Email Bounce-back Report

The R13 Instructor Email Bounce-back Report is related to the Instructor Email function which automatically sends an email to instructors alerting them of pending expiration of their instructor certification.

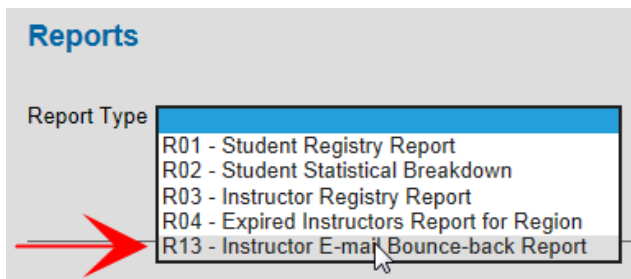
Any emails that do not reach the instructor at the given email address, and which get bounced-back, will be listed in the R13 report. The report can tell you which, if any, emails were bounced-back during a particular date range.

To run the report:

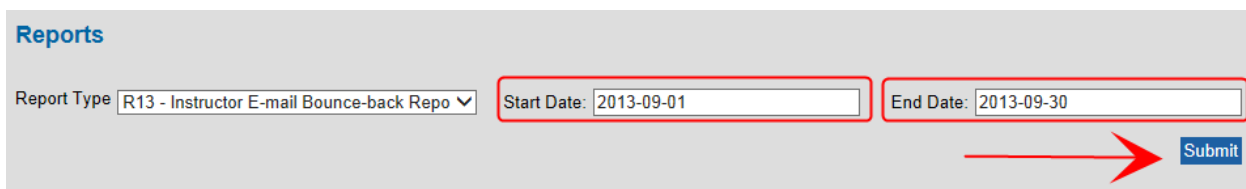
1. Click on the Reports icon:



2. Select R13 from the menu:



3. Enter a date range and click on **Submit**:

A screenshot of the report configuration form. The 'Report Type' dropdown is set to 'R13 - Instructor E-mail Bounce-back Repo'. The 'Start Date' field contains '2013-09-01' and the 'End Date' field contains '2013-09-30'. A red arrow points to the 'Submit' button.

4. If instructors are listed in the R13 report, you will need to get updated email address information for these instructors and/or contact them by other means to alert them to pending expiry.

The report lists the instructor ID, name, address, course level, phone number, expiry date, date email was sent, the health authority, and the instructors email address:

#	PEOPLE ID	NAME	ADDRESS	LEVEL/PHONE	EXPIRY DATE	DATE SENT	HA/INSTRUCTOR EMAIL
93	836260	L. J. CUEVIN	11 MAIN VICTORIA BC V1V1V1	Level 1 (250) 1234567	Sep 6, 2013	Sep 5, 2013	Central Van. Island Service Area fake

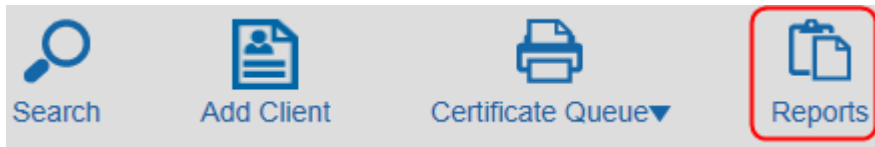
8.9 R14 Refresher Certificates Report (for Refresher Role)

The R14 Refresher Certificates Report is for users with a Clerical and Refresher role in the registry, who are tasked with processing Refresher certificates for all Open School Refresher course students in British Columbia. To run an R14 report, the user must have the Refresher security role assigned to them.

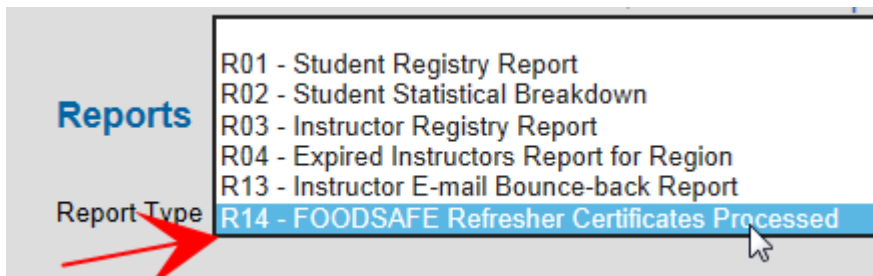
The R14 report lists the number of Refresher certificates (with passing grades) posted by Open School to the FOODSAFE Registry during a selected time period. Only students with a passing grade of 80% will be posted to the Refresher print queue. The report is used for tracking printing of Refresher certificates, and for billing and reporting purposes.

To run an R14 Report:

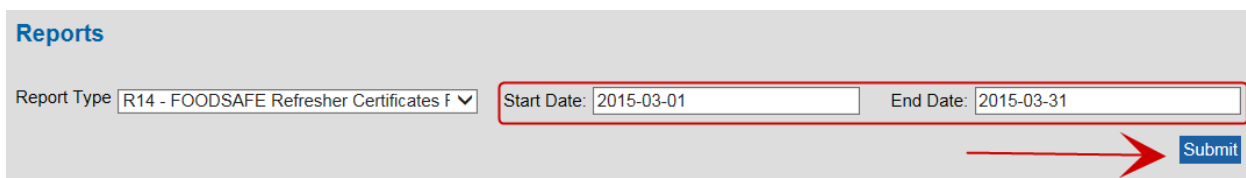
1. Click on the Reports icon:



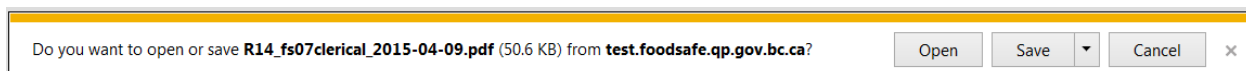
2. Select R14 from the menu:



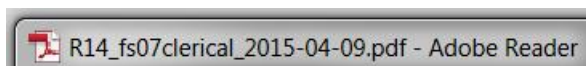
3. Enter the date range for the period you are processing and submit:

A form titled 'Reports' is shown. It has a 'Report Type' dropdown menu set to 'R14 - FOODSAFE Refresher Certificates F'. To the right are two date input fields: 'Start Date: 2015-03-01' and 'End Date: 2015-03-31'. A red box highlights these two date fields. A red arrow points to a blue 'Submit' button on the right side of the form.

4. At the Adobe Reader prompt, **Open** or **Save** the report:



5. A Report in PDF format opens and has been named with the report type, the user name, and date of the report:



6. The R14 report contains a numbered list of successful students whose Refresher certificates were posted to the FOODSAFE Registry Refresher certificate queue during the date range entered. The report includes the student's unique People ID number, their name, address, and created date (the date Open School posts the student's Refresher course data to the FOODSAFE Registry) and blank columns for filling in the printed date and mailed date:

#	PEOPLE ID	NAME	ADDRESS	CREATED DATE	PRINTED DATE	MAILED DATE
1	905552	CALLAS, MARIA HONORE	89 SHERBROOKE STREET DUNCAN BC V8V2Y9	Apr 7, 2015		
2	905557	PRESLEY, ELVIS J	8 MEMPHIS AVENUE DUNCAN BC V2L3L0	Apr 7, 2015		

- Save and print the report, and use the Printed Date and Mailed Date columns to manually enter the dates the certificates were printed and mailed.

TIP: When Refresher certificates are printed from the Refresher queue, each student’s record will have the printed date entered automatically under the **Last Printed** field in the Exam Details:

Exam History

Exam	Status	Expires	Health Authority
Level 1	Pass	2018-07-29	IHA - Cariboo Service Area
Level R	Pass	2018-07-29	VCH - North Shore Service Area

Exam Details

Health Authority:

Occupation:

Area of Employment:

Type of Exam:

Offered By:

Language:

Exam Date:

Exam Mark:

Pass / Fail:

Last Printed:

And the user who printed the certificates is included in the **Printed By** field:

Last Printed By: FS07CLERICALO

- Use the business protocols determined by your office to generate an invoice for billing, based on the information in the R14 report.

TIP: The R14 report is based on BC students whose exam results are submitted to Fraser Health. The Report does not include Out of Province/Country Refresher students submitted by Open School to BC CIPHI for issuance of certificates.

9 APPENDIX

9.1 Security matrix

C = Create, add new data

R = Read – view data

U = Update – modify data

D = Delete data

Y = Yes, able to perform that function or run that report

N = No, not able to perform that function or run that report

ROLES							
Function	<i>EHO</i>	<i>Clerical</i>	<i>Clerical + Open School Queue (add-on role for Clerical)</i>	<i>Clerical + Refresher Queue (add-on role for Clerical)</i>	<i>Clerical + BC CIPHI (add-on role for Clerical)</i>	<i>Admin</i>	<i>Ministry</i>
Client personal info	R (except contact info)	CRUD	CRUD	CRUD	CRUD	CRUD	R (including contact info)
FOODSAFE							
Student Exam Results	R	CRUD	CRUD	CRUD	CRUD	CRUD	R
Instructor Information	R (except contact info)	CRUD	CRUD	CRUD	CRUD	CRUD	R
Print Student Certificate (single)	N	Y	Y	Y	Y	Y	N
Print Student Certificates (batch queues)	N	Y	Y	Y	Y	N	N
Print Instructor Certificate (single)	N	Y	Y	Y	N	Y	N
Print Instructor Certificates (batch queues)	N	Y	Y	Y	N	N	N
Print replacement certificates for any HA service area	N	Y	Y	Y	Y	Y	N

Print Open School Level 1 and 2 Certificates (OS batch queue)	N	N	Y	N	N	N	N
Print Open School Refresher Certificates (R batch queue)	N	N	N	Y	Y	N	N
Report R01 Student Registry	Y	Y	Y	Y	Y	N	Y
Report R02 Student Stats Breakdown	Y	Y	Y	Y	Y	N	Y
R03 Instructor Registry	Y	Y	Y	Y	Y	N	Y
R04 Expired Instructors	Y	Y	Y	Y	Y	N	Y
Report R10 Prov Breakdown of Student Exam	N	N	N	N	N	Y	Y
Report R11 Prov Breakdown of Instructor Stats	N	N	N	N	N	Y	Y
Report R13 Instructor email bounce-back	Y	Y	Y	Y	Y	Y	N
Report R14 Refresher Certificates	N	N	N	Y	N	N	N
Change Password	Y	Y	Y	Y	Y	Y	Y
Create user + role	N	N	N	N	N	Y	N
Re-set passwords	N	N	N	N	N	Y	N
Activate/deactivate users	N	N	N	N	N	Y	N
Delete client (student/instructor) record	N	N	N	N	N	Y	N

Change instructor email message and schedule	N	N	N	N	N	Y	N
Enter Open School Out-of-Province records manually	N	N	N	N	Y	N	N
MARKETSAFE							
Student Exam Results	R	CRUD	CRUD	CRUD	CRUD	CRUD	R
Instructor Information	R (no contact info)	CRUD	CRUD	CRUD	R	CRUD	R
Print Student Certificate (single)	N	Y	Y	Y	Y	Y	N
Print Student Certificates (batch queues)	N	Y	Y	Y	Y	N	N
Print Instructor Certificate (single)	N	Y	Y	Y	N	Y	N
Print Instructor Certificates (batch queues)	N	Y	Y	Y	N	N	N
Report M01 FOODSAFE PRODUCTS	N	N	N	N	N	Y	Y