



Important – NEW! Online Training Courses and Online Purchasing of CPA/PTI Printed and PDF Workbooks

JULY 2020

ONLINE COURSES NOW AVAILABLE

Dear PTI Trainers,

Yes – finally, we have online courses available. But before we get into this, please read ALL of this important message.

First, we hope that you and your family are healthy and safe. In these unusual times, we are all learning to adapt and we hope to support you in your success.

Second, the good news continues! Nicole Rutherford has returned to work full-time and we want to welcome her. Glad to have you back on the PTI team, Nicole! She will be supporting trainers with purchases, invoicing and system support to order online or with a PO#.

COVID-19: Mail us your exams today

Unfortunately, COVID-19 is not over yet...and like you, we have been busy protecting our health...but, we need to adapt. For this reason, PTI is concluding the COVID-19 temporary measures previously established.

As of July 6, you can no longer send your exams and Training Session Summary Sheet by email: 1) you must resume shipping to us your current exams as of Monday and 2) you must ship to us all the exams you emailed to PTI since March 2020.

As we indicated in March about authorizing sending exams by email because of COVID-19 – this was temporary, and we now ask you to send the originals of all previously scanned exams to the Calgary office.

The office will have at least one staff present at all times to ensure parcels and boxes can be delivered. We know some of you tried to ship us your exams and that they were

returned to you, but we have instructed all courier companies that we are now available to receive your exams.

Disappointed? You were used to this and you liked it because it was easier? Please continue to read because we have a new option available!

Temporary Certificates and Training Session Summary Sheet

Yes, some of you noticed that we have removed temporary certificates from exams to relocate them in your profile. We apologize for not indicating this earlier. But believe us, this is good news. Here's why.

With your access to temporary certificates, you can print them in sufficient quantity **before** your training session. You can print the certificate and give it to the trainee. And you can even print the exam, subject to conditions. We will come back to this in the next section.

You no longer will have to: 1) keep a large inventory of workbooks and exams that become outdated or 2) call us to be authorized to photocopy an exam with temporary certificates.

With this option, and others presented in the next section, you are now in control of the number of copies you need. No matter where you are, you have access to everything. And for the rare times when you know there is no internet access, you can plan ahead and bring additional paper copies.

We have also added in your profile, the [interactive Training Session Summary Sheet](#) for those who still have to use it. We will stop printing it and we ask that you stop using your old versions.

Better Yet!

As we mentioned, we urge you to require your trainees to create their profile and obtain their [trainee/student ID#](#). With this, they will have access within a few days to their certificate.

1. You will not need temporary certificates,
2. You will not be required to fill in the *Training Session Summary Sheet*, and
3. You will not have to send certificates to trainees.

In a short while, we hope to issue certificates within 24-48 hours.

And now for the Best of the Best: Online Courses and Online Store

We are excited to communicate the launch of our **first online courses** and another feature in your profile: our **Online Store**.

ONLINE COURSES

COVID-19 has impacted your capacity to host training sessions. **This summer, take control back over training.** Use our new online courses. It's easy and a worthwhile experience.

The following courses are available:

- *100-00 Product Knowledge – Propane/LPG Specific*
- *100-01 Propane Pump Attendant*
- *100-02 Filling Auto Propane Tanks*
- *100-08 Filling Propane Cylinders*

By mid-July, the following courses will be available:

- *100-03 Transportation of Dangerous Goods – Propane/LPG Specific*
- *100-11 Propane Pump Attendant – Transportation of Dangerous Goods Enhanced*
- *100-18 Filling Propane Cylinders – Transportation of Dangerous Goods Enhanced*

By the end of August, the following course will be available:

- *100-04 Cylinder Inspection & Re-Qualification*

We want to get your feedback. Tell us about your experience because we are not stopping there. We have already planned Phase 2 to add new online courses.

With your trainer's profile on our [Learning Platform](#), you have free access to all our PDF workbooks and our online courses, based on your training profile. To log in and learn how to navigate, refer to our instructions, *Guide to access PDF and online courses* available in the *Document Centre* under the Documents (All Trainers) category.

Try our courses on our Learning Platform: Log in to the profile we have already created for you. It's easy – ONE STEP ONLY.



The [Learning Platform](#) of the Canadian Propane Association/Propane Training Institute is developed in partnership with and managed by SOFAD, an organization dedicated to providing printed and online learning materials, integrating information technologies and multimedia in pedagogical design with a view to optimizing the user's experience and educational opportunities for everyone, everywhere. This platform offers our online courses and access to all our training manuals.

Find out more about SOFAD, [click here](#) or visit their [Website](#).

Online Store

As of now, you have the ability to order paper/printed material, PDF workbooks or our NEW online training courses for your trainees from our *Online Store*.

These purchases can be made by credit card, anytime, from anywhere, using your computer, mobile phone, or tablet devices.

This is another major step to a completely revamped and modernized system being implemented to offer highly efficient services.

SIGNIFICANT CHANGES TODAY

As of now, it does not matter whether you order using our online system, if you call us or email us your order.

Once your order is completed, you will automatically receive a confirmation email with the list of your purchases that will include shipping/tracking information if you ordered paper/printed copies as well as **access keys for exams, PDF workbooks and online courses**.

It is critical to understand how the access keys work. You must read the [Guide to Online Transactional Site](#) to learn how the new system functionalities work and how purchasing can be completed.

Effective today, the only exams that will continue to be accepted electronically will be exams purchased after July 2, 2020 as your new invoice will include **exam access keys**. Any previously purchased exams without access keys will be required to be mailed to PTI in Calgary directly for processing.

Remember, all these resources can be found within your profile in the **Document Centre – Documents** (all trainers). If you have not updated your profile yet, please see our [Guide to first log in](#).

Learn and Perform Safely with A Trusted Partner

Your success is important to us and we are committed to furthering your aspirations and goals while improving safety practices through the quality of the training material we offer and state of the art online operations.

Our vision is to provide training programs focused on your needs, developed by and for the propane industry that meet your highest quality standards. We believe that with this milestone, we can be the Canadian leader and benchmark for professional training and certification programs for regulatory authorities in all Canadian provinces and territories.

If you have any questions or feedback regarding this communication, please contact training@propane.ca or call us toll free 1.877.784.4636 and we can assist with your training support needs.