# Frequently asked Questions Regarding Required Training

*Last revised: September 17, 2024*

Note: Required Training online courses are available on OWL Sakai, i.e. not OWL Brightspace.

## Troubleshooting

1. I don't see WHMIS in OWL Sakai.
   You first have to **join the course**. Follow these steps:

   - On the Required Training webpage, scroll down, select WHMIS to open the section.
   - Select the **Course link** "**Go to WHMIS Training on OWL**" and login to OWL Sakai.
   - A popup window opens. Select, **Yes, please add me**.
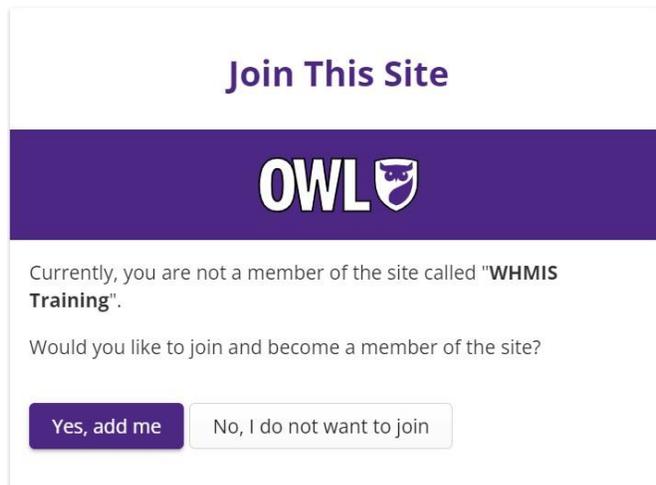


   - You have now joined the course. Go to the Instructions/Start page to begin.

2. When I try to join the course I get a message "This site has limited access. You cannot join the site with your current account. Contact the site's owner for more information".

   - OWL Sakai does not recognize your user ID. This means one of the following:
     - You are not eligible to join the course. Visit Who can Access Training.
     - You are trying too early to join the course. Your new job or affiliation may not have been established on the HR system yet. Please wait until closer to your start date and try again.
     - OWL Sakai is expecting you to use a previous User ID (i.e. not your student user ID). Please read #4 "I have two user IDs, which one do I use?" under "**Getting Started**" below.

3. I already joined the course but I can't see it on my OWL Sakai Home page.

   - Click **Sites** at top right. Search for the course name under **Filter Sites**. Click the star beside the course. The course is now added to your favourites on your OWL Sakai Home page.
   - Note: When a new version of a course becomes available, the old site is removed. Join the latest version of the course. See also, #5 under "Proof of Completed Training" below.

4. I am not able to complete WHMIS on My Human Resources.

- The WHMIS eLearning module is found on OWL Sakai not on My Human Resources. For detailed steps, see #1 above.

Still having trouble? [Visit OWL Sakai Help](#) for the latest documentation:

## Do I need training?

1. **I already completed training at my previous employer.**
   Although there may be common elements in the prior training, you are required to complete the Western training as it contains specific references to Western services, processes and resources.

2. **Which Health and Safety Awareness training course – Supervisor or Worker?**
   Read more on the [Required Training webpage](#). Click on the course title "Supervisor Health and Safety Awareness training or Worker Health and Safety Awareness Training" and the section will expand. Read the information "Which version" and "Who should participate". Please confirm your specific training requirements with your supervisor.

## Getting started

1. **Can anyone take Western training?**
   Western training is only available to individuals who are employed or affiliated with Western <u>and</u> have a record set up on My Human Resources e.g. staff, faculty, graduate students, Associated Persons (e.g. volunteers) as well as undergrad students who require training for a specific course or program (e.g. 4th year thesis, Nursing). For more information see the webpage [Who can Access Training](#).

2. **When can I start my training?**
   You can start your training a few days after your record has been set up on My Human Resources. This means that the associated paperwork or online appointment initiated by your department must be fully completed on My Human Resources in order for you to have access a few days later. For more information see the webpage [Who can Access Training](#).

3. **I don't know my user ID and password.**
   For more information see the webpage [Find Your Western ID & Password](#).

4. **I have two user IDs, which one do I use?**
   - Students who also work or worked at Western may have an "employee" user ID and password that they used previously (e.g. as a volunteer, summer student, graduate appointment, etc.):
     - o If you are still actively using the employee ID and password for your employee role, use the employee user ID and password.
     - o If you are no longer actively using the employee ID and password, contact [ASK HR](#) to determine if your previous record can be converted to your student number. Include your name, Student Number and previous User ID if available. Each request will be reviewed individually. Please allow up to five days for a reply.

5. **I am a volunteer and can't access training.**
   You cannot access training until your volunteer affiliation has been recorded on the Human Resources system. Check with your department Administrative Officer to find out how to register as a volunteer. For more information see the webpage [Who can Access Training](#).

6. **How do I know if the course is completed online or in a classroom?**

- On the Required Training webpage click on the course title to expand the section and see Type of Training.
- Online training and course certificates are available on OWL Sakai. To register for a classroom course or print a training summary, visit My Human Resources.

7. **How do I join/complete an online course on OWL Sakai?**
   You must have a record established on My Human Resources (see Getting Started #1 above). Follow these steps:

   - On the Required Training webpage, scroll down, select the course to open the section.
   - Select the Course link e.g. "**Go to WHMIS Training on OWL**" and login to OWL Sakai.
   - A popup window opens. Select, **Yes, please add me**.
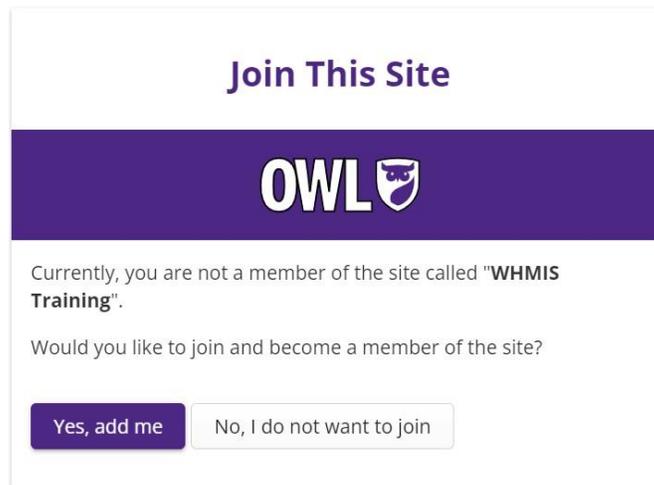


   - You have now joined the course. Go to the Instructions or Start page to begin.

8. **How do I register for classroom safety training e.g. Radiation Safety?**
   Register on My Human Resources. For more information visit the webpage Register for a Training Course.

## Proof of completed training

1. **How do I print a Training Summary on My Human Resources?**
   For more information see the webpage Provide Proof of Completed Training.

2. **How do I print a course certificate on OWL Sakai?**
   For more information see the webpage Provide Proof of Completed Training

3. **The date I completed a course is wrong on My Training Summary.**
   You are likely viewing the Enroll in Internal Training page which lists various course details. Select **Training Summary** to view the Status Date that you completed the course. See the webpage Provide Proof of Completed Training.

4. **I completed a course today on OWL Sakai and it is not showing on my Training Summary.**

Your Training Summary will be updated on My Human Resources on the next business day. You may need to provide proof of completion sooner, in which case, you can follow the steps to print a Course Certificate on OWL Sakai. See the webpage [Provide Proof of Completed Training](#).

5. **I completed the previous version of WHMIS and cannot find the course on OWL Sakai. How do I print a certificate?**
When a new version of a course becomes available, the old site is removed. To provide proof of completion, follow the instructions under #1 above to print a Training Summary on My Human Resources.