FAQs

How do I login to my instructor portal?- Go to www.energytrainingcouncil.org and click the login button in the top right hand corner. Your username will be your ETC #. If it is your first time to login your password will be Password1. *After logging in for the first time you will be able to change your password in the "My Profile" tab in the upper right hand corner of the portal.*

For example: username- ETC501
Password- Password1

What if I forgot my password?- **DO NOT** Click on the login screen and then click "Forgot your Password?" That function is turned off. Please email etc@cvtech.edu and request a new password.

Can I order a replacement card?- You will need to email etc@cvtech.edu to request a card replacement. **NOTE: WE CAN ONLY REMAKE ETC CARDS. IF YOU ARE NEEDING A PEC OR IADC CARD REMADE, YOU WILL NEED TO CONTACT THOSE SPECIFIC ORGANIZATIONS.**

How much is the replacement card?- There is a $15 fee for each card if it is for an ETC member. If it is for a non-ETC member the cost is $30. We will send the invoice with the card remake.

What if I change companies?- Notify ETC as soon as possible of the change. Your instructor status is only good if you are working for an ETC member, however we need to know ASAP if you change companies so the company information can be updated in your portal. Also, your instructor status is only active if you are in good standing with ETC.

Can I train someone who doesn't work for my company?- If you're an in-house instructor then **No**, as in In-house instructor you can only train your own employees or subsidiaries if they are members. This does not include subcontractors.

If you are an instructor working for a school then yes you can train anyone.

Revised 5/24/2022

How do I pay for my cards?- The invoice for cards will ALWAYS be mailed along with your cards and hard hat stickers. It is your responsibility to either pay the invoice with your company card or send it to your company accounts payable department. All invoices are due within 30 days. You can either have your AP department pay with a check, or you can call 405-422-2311 and pay over the phone with your credit card. We will email you your receipt for your records.

What happens if I try to login to my portal and it says Administrative Hold or Disabled?- You will need to contact ETC. You will be locked out of your portal if you have past due invoices, your company has not paid its membership fee, or there is an issue with your paperwork or classes.

Can I teach if I'm locked out of my portal?- **No**, you will need to resolve the reason you are locked out before you can teach a class.

Can I get extra hard hat stickers?- We send a hard hat sticker with each card. We will only send additional stickers out to employees that are in the SafeLandUSA database. There is $2 charge per replacement sticker.

How can I see if someone has a SafeLandUSA 2021 card?- There are a few different ways to search. You can go to www.safelandinc.org, click on the Resources tab at the top of the page, then click on SafeLandUSA Training Database. This will take you to the database. You will need to enter their last name, first name, and either the last four of their SS# or their DOB. You can also go to www.peccard.com and search.

How often is SafeLandUSA 2021 Orientation required?- Currently it is a one-time orientation, however there are some operators that require for their contractors to do an annual refresher. Some contractors are also requiring an annual refresher. You need to check with the operators you're working to see what their requirements are.

Will the SafeLandUSA 2021 Orientation be uploaded to ISNetworld?- **No**. You will have to upload any of the training you do to your companies ISNetworld account.

How long is the SafeLandUSA 2021 Orientation? – It's a one-day course and must be a minimum of 6.5 hours of class time, not including lunch or breaks.

Can the SafeLandUSA 2021 class be split into multiple days? – Yes, the SafeLandUSA 2021 class can be taught over a period of 30 days. A test must be completed the same day the module is presented. The roster must reflect all days and hours trained.

Can I add company specific information to the class?- You are unable to change the ETC PowerPoint or add your own company specific information to the curriculum without written

approval from ETC. You must have written approval and authorization from ETC if you want to add any information to the PowerPoint.

*you can talk about company specifics in class, with approval. This is to safeguard ETC and your company in case something were to happen and lawyers get involved. A documented paper trail is key.

Do we have to cover everything in the powerpoint if it doesn't apply to my company?- YES, you absolutely must cover everything in the ETC SafeLandUSA powerpoint.

Does the student need a photo ID to take the class? Yes, the student must show a valid government issued photo ID. Examples include state issued driver license, passport, TWIC card, military ID. You need to look at the ID to verify it is them, however you do not need to copy the ID.

Test Versions – There must be at least 2 test versions per class. For example if you have two students in class, one student would take the Module 1 test with version A and the other student would take the Module 1 test with version B.

Can the students grade their own tests?- **NO**, all tests must be graded by the instructor. The instructor is required to remediate with each student what answers they missed. Students must use blue or black ink to take the test and instructors must use red ink to grade.

What is the passing grade for tests?- Each student is required to make an 80% on each module. If they do not make and 80% on a module, they must retake that module with a different version. The retake must be taken on the Supplemental Test Answer Sheet which can be found in your Instructor Portal. If they fail the retake then they will have to come back and take the class again.

Can we use turning point to test?- No

Scheduling Classes- Classes must be scheduled in your portal as soon as you know you have to teach a class. We do understand there is a lot of last minute classes; however, if you know you will be teaching a class every week then go ahead and schedule it in your portal. All you need to schedule the class is the date and location.

Entering Students- Once the class is complete and all students have made at least an 80% on each module, you can enter them into the class. You have 10 calendar days to enter the students and submit the class for approval.

Class Paperwork- When you submit your class for approval you must also email a copy of the roster, student disclaimer form, and test answer sheet to etc@cvtech.edu before we can

approve your class. The original class paperwork including roster, student disclaimers, test answer sheets, and any other class paperwork must be retained for 5 years.

What is the instructor to student ratio? – 1 instructor per 25 students. There is no minimum, but with the new SafeLandUSA 2021 and class requirements the class will go much smoother with at least 4 students.

Will SafeLandUSA 2021 be available to teach as an Instructor-Led Distance Training? – yes, but in order to teach the program remotely you'll need to be approved.

If you have any questions, please email **etc@cvtech.edu**

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