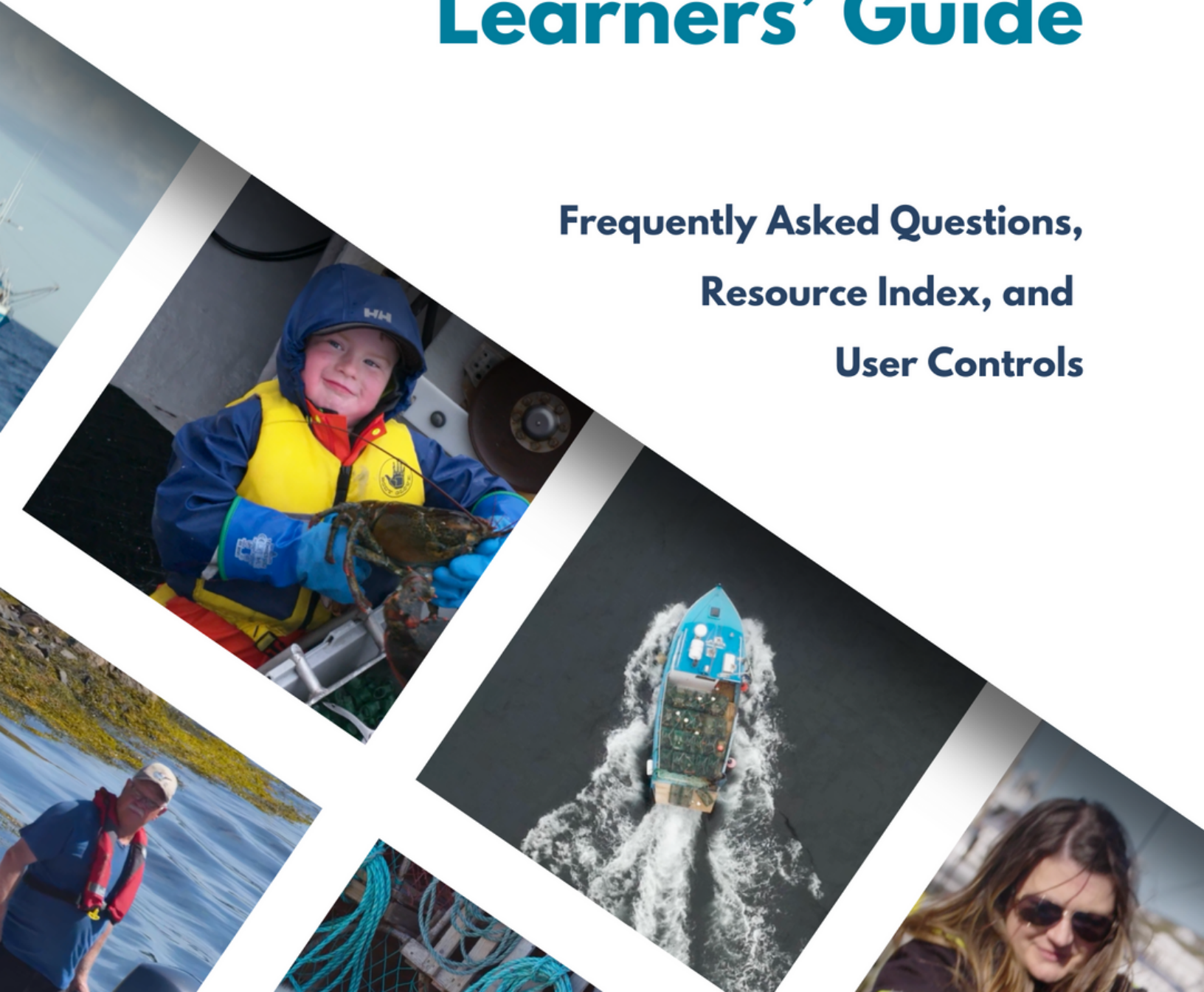


# The Fishing Vessel Safety Designate Program



## Learners' Guide

Frequently Asked Questions,  
Resource Index, and  
User Controls



# Notice

The following booklet has been compiled to address questions related to the Newfoundland and Labrador Fish Harvesting Safety Association's **Fishing Vessel Safety Designate Training Program**, launched on December 13th, 2023.

Information is subject to change as content may be added or updated or user controls altered. Please refer to the date below to be sure you are accessing the most up-to-date information.

This booklet has been updated on:

**December 13th, 2023**

# Introduction

Welcome to **The Fishing Vessel Safety Designate Program Learner's Guide!**

This booklet is an aid for users taking the Newfoundland and Labrador Fish Harvesting Safety Association's Fishing Vessel Safety Designate training program on WorkplaceNL's Certification Training Registry.

In the following pages, you will find all of the resources necessary to help you through the training. The contents are as listed:

- **How to Begin**
- **Frequently Asked Questions**
- **User Controls**
- **Contact Information**

Prior to starting the training, you will find the **Course Introduction** video listed before Module 1. We highly recommend reviewing this video as it will cover many of the topics in this booklet and was designed to give new learners the best head-start possible.

Remember that the Fishing Vessel Safety Designate training program is self-paced and independent. You can stop and start each module at any time. You can also retake any module as many times as you like. Only you will have access to your course scores. Please note, however, that a minimum score of 80% in every module is required to achieve certification. Your certificate will be awarded automatically when you have successfully completed the training.

Thank you for taking part in this safety initiative and improving the culture of safety in the fish harvesting industry.

**We hope you enjoy the training!**

# Table of Contents

• <b>How to Begin</b> .....	<b>Page 1</b>
◦ Creating Your Account .....	Page 1
◦ Starting Your Training .....	Page 5
• <b>Frequently Asked Questions</b> .....	<b>Page 6</b>
◦ Account Information .....	Page 6
▪ How do I create an account? .....	Page 6
▪ How much information do I need to include in my profile? .....	Page 6
▪ What can I use as my password? .....	Page 6
▪ How do I change my password? .....	Page 7
▪ I'm trying to sign in to my account but it's not working. What do I do? .....	Page 7
▪ How do I change the email address tied to my account? .....	Page 7
◦ General Overview .....	Page 8
▪ Where can I find the Fishing Vessel Safety Designate training program? .....	Page 8
▪ How long is each module? .....	Page 8
▪ How many questions are in each module? .....	Page 8
▪ Is this program applicable to all fishing vessels? .....	Page 8
▪ I fish alone. Is this training relevant to me? .....	Page 8
▪ Why should I take this training? .....	Page 9
▪ What are the requirements for passing the program? .....	Page 10
▪ What happens if I score below 80% on a module? .....	Page 10
▪ What happens if I submit an incorrect answer? .....	Page 10
▪ What topics are covered in this program? .....	Page 10
▪ Where can I find my certificate? .....	Page 11
▪ When does my certificate expire? .....	Page 11
▪ Can I take the training on my phone? .....	Page 11
▪ Can the training be taken offline? .....	Page 11

# Table of Contents

◦ Technical Issues & User Controls .....	Page 12
• Why isn't my module loading correctly? .....	Page 12
• How do I know if I'm using Google Chrome as my internet browser? .....	Page 14
• How do I exit the course? .....	Page 14
• If I exit a module will I have to start from the beginning? .....	Page 14
• How do I submit my answer to the question? .....	Page 15
• What happens if I submit an incorrect answer? .....	Page 15
• How do I stop or start the video? .....	Page 15
• Can I replay or skip parts of the video? .....	Page 15
• How do I start the video from the beginning? .....	Page 16
• I'm looking for a specific section of the video. How do I find it? .....	Page 16
• How do I adjust the size of my video/module? .....	Page 16
• How do I advance to the next section/I skipped the video, can I go back? .....	Page 16
• <b>User Controls</b> .....	<b>Page 17</b>
• <b>Contact Information</b> .....	<b>Page 19</b>

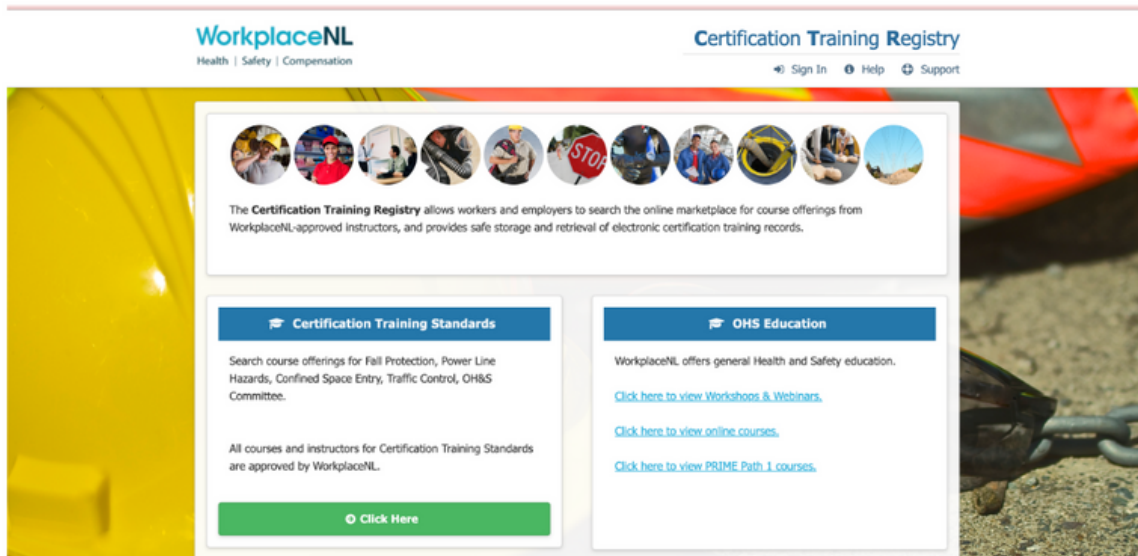
# How to Begin: Creating Your Account

To start your Fishing Vessel Safety Designate training, you will first need to create an account with the **Certification Training Registry**. The following is a step-by-step tutorial for creating a Certification Training Registry account. The process will be the same for both desktop and mobile users. Please note that using **Google Chrome** as your browser is recommended for taking this training. If you already have an account you may skip this section.

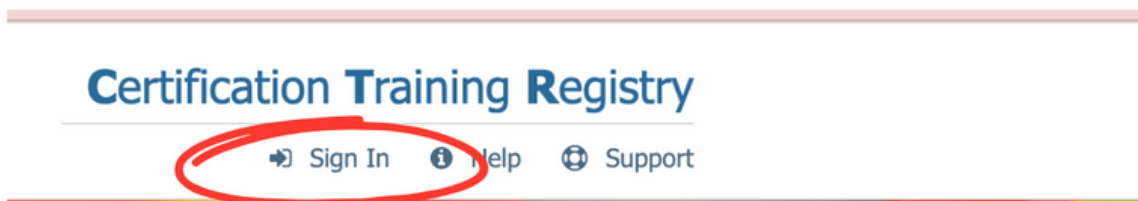
**Not sure what browser you're using?** Visit [www.whatsmybrowser.org](http://www.whatsmybrowser.org)

**Looking to download Google Chrome?** Visit [www.google.com/intl/en\\_ca/chrome](http://www.google.com/intl/en_ca/chrome)

- 1** Find the Certification Training Registry homepage by typing [ctr.bluedrop.io](http://ctr.bluedrop.io) into your browser, or clicking the **Begin Training** button on the NL-FHSA website.

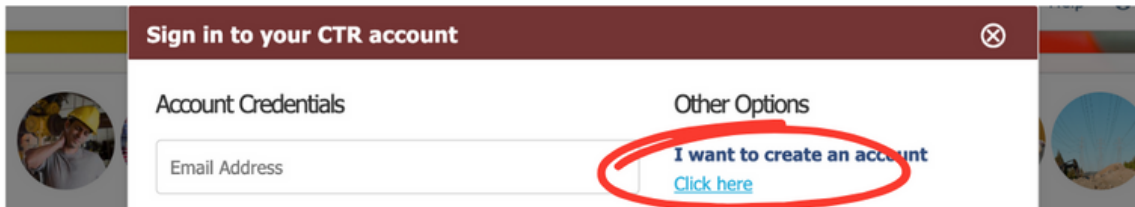


- 2** Click the button that says **Sign In**, in the top right corner.



# How to Begin: Creating Your Account

- 3** This pop-up will appear. Press the words [Click here](#) under "I want to create an account" to proceed.



Sign in to your CTR account

Account Credentials

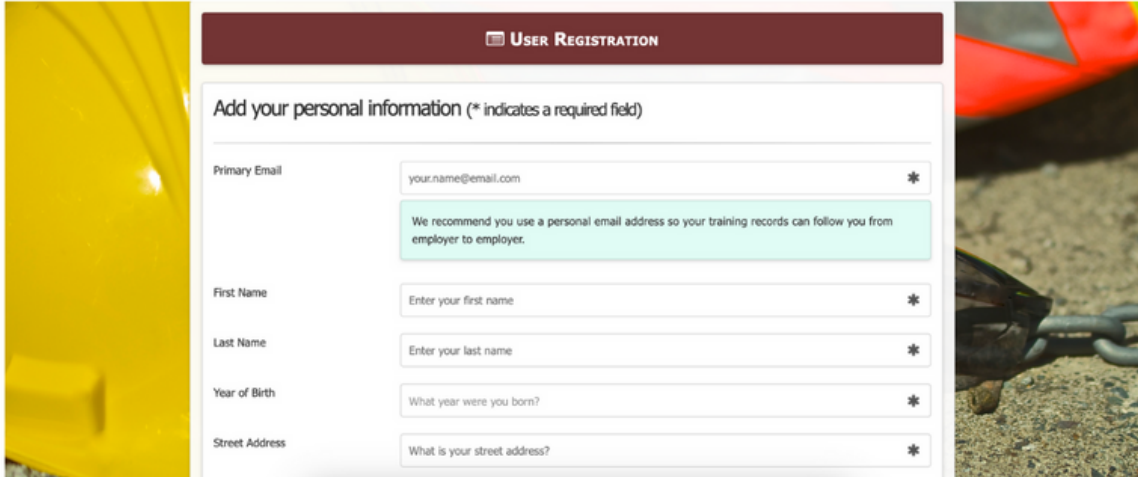
Email Address

Other Options

I want to create an account

[Click here](#)

- 4** You will be brought to the [User Registration](#) page. Fill out the required information to proceed. This information helps to identify you and confirm your certification status.



USER REGISTRATION

Add your personal information (\* indicates a required field)

Primary Email  \*

We recommend you use a personal email address so your training records can follow you from employer to employer.

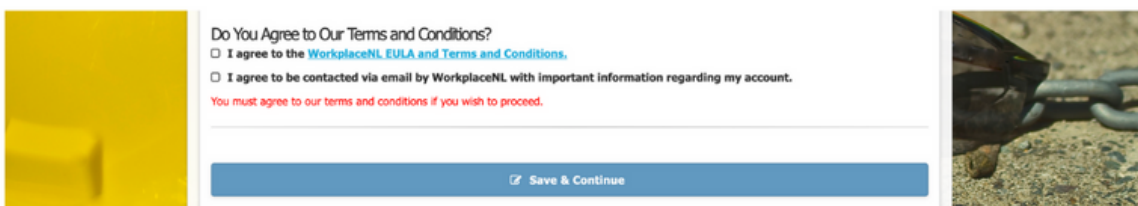
First Name  \*

Last Name  \*

Year of Birth  \*

Street Address  \*

- 5** Check both boxes and click [Save & Continue](#) to proceed.



Do You Agree to Our Terms and Conditions?

I agree to the [WorkplaceNL EULA and Terms and Conditions.](#)

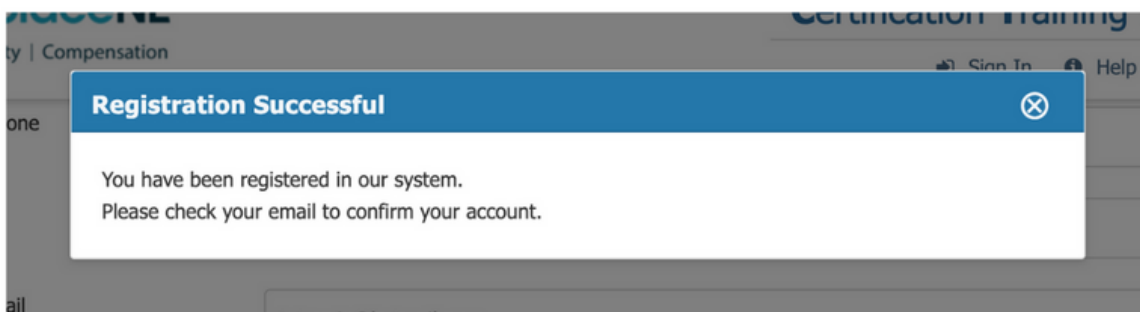
I agree to be contacted via email by WorkplaceNL with important information regarding my account.

You must agree to our terms and conditions if you wish to proceed.

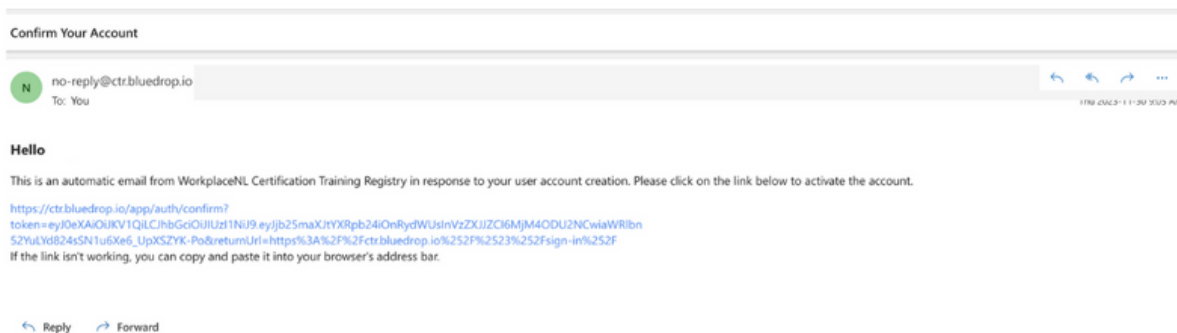
Save & Continue

# How to Begin: Creating Your Account

- If all necessary fields have been entered, you should now see a pop-up that says **Registration Successful**. Check the inbox of the email you used to register to find a confirmation email.



- You will be sent an email with a link that activates your account.



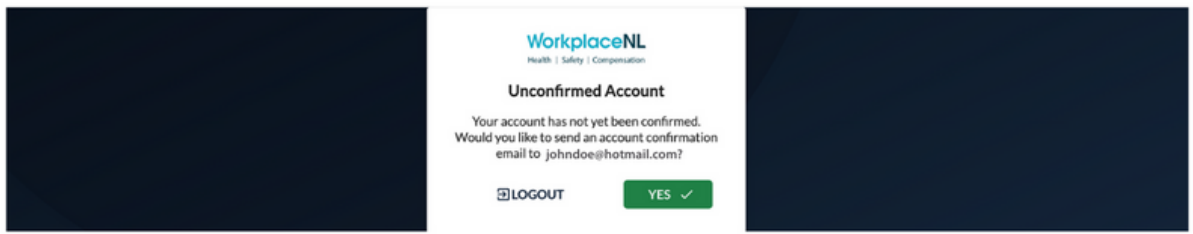
- Clicking on the link will prompt you to log in to your Certification Training Registry account. Use the email address and password you used in the registration process.



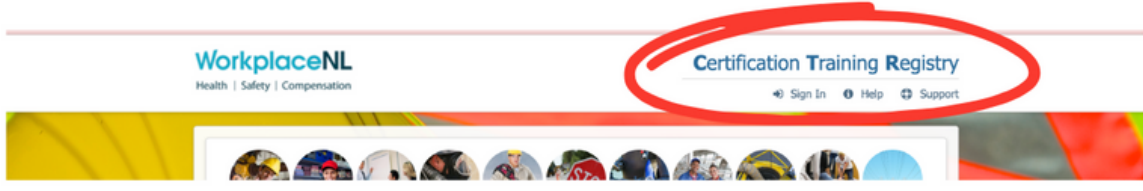


# How to Begin: Creating Your Account

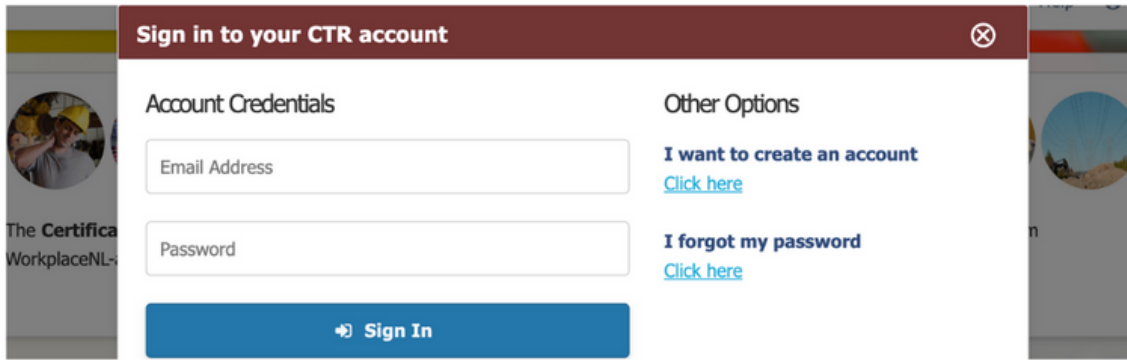
- 9 If you receive the following prompt, please click **YES** and you will receive another email with another activation link. If you do not receive the following prompt, continue to step 10.



- 10 After this process has been completed, return to the Certification Training Registry homepage once again at [ctr.bluedrop.io](http://ctr.bluedrop.io) and click **Sign In** at the top right of your screen.



- 11 Type the email address and password you used to register in the prompted boxes under **Account Credentials**, then click **Sign In**.



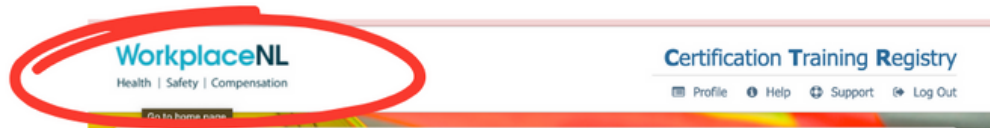
**Congratulations, you have now successfully created your Certification Training Registry account!**

Now that you are registered, signing in will always be a quick and easy process. Remember to keep your email address and password written somewhere secure.

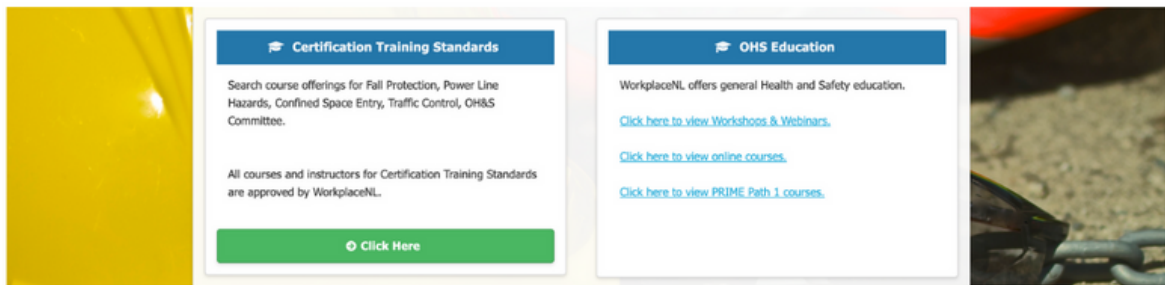
# How to Begin: Starting Your Training

Now that you have activated your account, you can find the training program and begin!

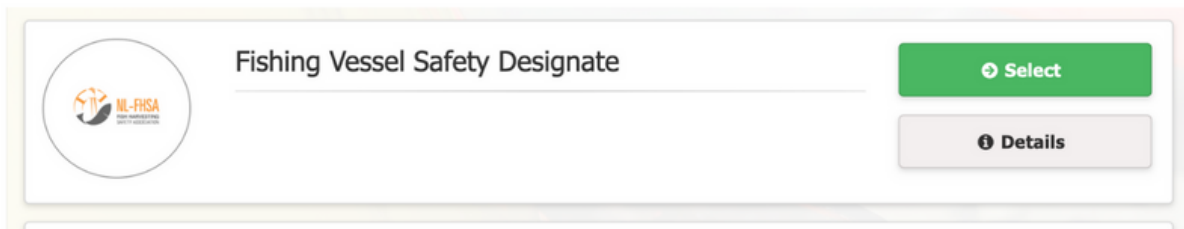
- 1 To find the **Fishing Vessel Safety Designate Training Program**, you must first go to the [ctr.bluedrop.io](http://ctr.bluedrop.io) **Home Page**. To do this, click on the WorkplaceNL logo in the top left corner.



- 2 Now that you're on the Home Page, you should see a block titled **Certification Training Standards**. Click the green button inside this block.



- 3 The **Fishing Vessel Safety Designate** program will appear at the top of your screen. Click **Select** to begin.



**You can now begin your training!**

# Frequently Asked Questions:

## Account Information



### How do I create an account?



To create an account, please follow the steps below:

- Select sign-in in the top right corner of the Certification Training Registry website
- On the right, you should see something that says "I don't have an account (Click Here)"
- Click on "(Click Here)"
- You will then need to fill in the information to register
- You should get a confirmaton email after hitting submit



### How much information do I need to include in my profile?



You should not need to include anything more than your name and email address in your profile. If you are concerned about the information you are being asked to provide, please submit a support ticket to Bluedrop support. You can find where to submit a ticket in the Contact Information section of this booklet.



### What can I use as my password?



A valid password must be at least eight (8) characters long and contain the following:

- At least one (1) lower case letter
- At least one (1) upper case letter
- At least one (1) number

# Frequently Asked Questions:

## Account Information



### How do I change my password?



If you are having trouble logging in or have forgotten your password, you can use the **Forgot Password** button on the log-in page.

You'll be prompted to input your email, and a password reset email will be sent to your inbox. If you don't receive the email after a few moments, check your junk/spam folder.

**Note:** If you input an invalid email, you'll be prompted to try again.



### I'm trying to sign in to my account but it's not working. What do I do?



If you are having trouble signing into your account, first double check that your email and password are spelled correctly. You may want to try typing your password into a secondary app/location (Notes app, Word document, text message, or other), copying it from there, and pasting it into the password section of the Certification Training Registry.

If you still cannot sign in, please refer to the question above and try resetting your password.



### How do I change the email address tied to my account?



To change the email address attached to your account, visit the "Help" section on the Certification Training Registry site and click Submit a Ticket. A member of the Bluedrop support team will assist you with your issue.

# Frequently Asked Questions:

## General Overview



**Where can I find the Fishing Vessel Safety Designate training program?**



You can find the Fishing Vessel Safety Designate training program on WorkplaceNL's **Certification Training Registry** site. You can find this site by typing **ctr.bluedrop.io** into your browser, or by finding a direct link on the Newfoundland and Labrador Fish Harvesting Safety Association website at [nlfhsa.com/fvsd](http://nlfhsa.com/fvsd)



**How long is each module?**



Each module ranges between **20 to 45 minutes** in duration.



**How many questions are in each module?**



The number of questions in each modules varies, but the average is approximately **12 questions per module**.



**Is this program applicable to all fishing vessels?**



The Fishing Vessel Safety Designate program is relevant to commercial fish harvesters on all fishing vessel lengths in both the inshore and offshore fishery.



**I fish alone. Is this training relevant to me?**



The training is relevant to all commercial fish harvesters and crews of all sizes.

# Frequently Asked Questions:

## General Overview



### Why should I take this training?



There are several reasons why fish harvesters should take this course:

- **Everyone is responsible for safety**

This training gives fish harvesters (owner/operators and crewmembers) the tools to help create a safe workplace whether the work is carried out in the shed, at the wharf, or aboard the fishing vessel. It applies to all fishing enterprises in Newfoundland and Labrador, regardless of the size of the vessel, the number of crewmembers, or the distance the fishing takes place from shore.

- **It is the law**

As stated in the *Occupational Health and Safety Act*, all fishing enterprises in Newfoundland and Labrador, depending on the number of workers employed on the vessel, are required to have an Occupational Health and Safety Designate/Representative or committee onboard the vessel.

The Fishing Vessel Safety Designate training has been approved by WorkplaceNL according to the Occupational Health and Safety legislation.

Fish harvesters are also required to meet various safety and environmental requirements set out in the *Canada Shipping Act* and its related regulations and standards.

- **Obtain Professional Fish Harvester Certification Credits**

Fish harvesters who successfully complete the Fishing Vessel Safety Designate training program will be awarded five (5) land-based education credits toward certification upgrading with the Professional Fish Harvesters Certification Board (PFHCB).

Upon successful completion of the training program, fish harvesters will be issued a Fishing Vessel Safety Designate training certificate which can be printed at any time. This will be important if a fish harvester is applying for work on another vessel, if a fish harvester may require additional land-based education credits toward certification upgrading with the PFHCB, or when an Occupational Health and Safety officer requests a copy of the Fishing Vessel Safety Designate certificate.

Training recertification is required every three (3) years from the date of initial certification. In the event that a training certificate expires, the initial certification course must be completed in order to recertify. It will be your responsibility as the certificate holder to register and participate in a recertification program.

# Frequently Asked Questions:

## General Overview

Q

**What are the requirements for passing the program?**

A

A **minimum score of 80%** for each module is required to pass the program and receive your certificate.

Q

**What happens if I score below 80% on a module?**

A

If you score below 80% in a module, **you can retake the module** immediately or at a later date. You will be able to review the material again, or skip to the questions if you prefer. Retaking the modules will not affect your overall score.

Q

**What happens if I submit an incorrect answer?**

A

In order to complete the course, a score of 80% or higher is required. If you need to increase your score, you can go back and review the questions again and select the correct responses.

Q

**What topics are covered in this program?**

A

The modules are as follows:

**Module 1:** Introduction & Fishing Vessel Safety in Newfoundland and Labrador

**Module 2:** Fishing Vessel Safety & Your Responsibility

**Module 3:** Regulatory Requirements for Safety in the Fishing Industry

**Module 4:** The Basics of OH&S and The Fishing Vessel Safety Designate

**Module 5:** Crew Orientation and Training

**Module 6:** Evaluating the Risks and Hazards of the NL Fishing Industry

**Module 7:** Workplace Inspections

**Module 8:** Incident Investigations

**Module 9:** Safe Working Procedures in the Fishing Industry

**Module 10:** Disability Management & Early and Safe Return to Work

**Module 11:** Occupational Health and Safety Success

# Frequently Asked Questions:

## General Overview



### Where can I find my certificate?



You can find your certificate listed under "Training Records" on your Certification Training Registry profile.

**Note:** We recommend using Chrome for your browser. If you are using a different browser, you might need to turn off your pop-up blocker to be able to open your certificate.



### When does my certificate expire?



Your certificate will expire after three years. WorkplaceNL will send you email notifications when your certificate is nearing its expiry. You will receive an email 90 days before expiry, 60 days before expiry, 30 days before expiry, 2 weeks before expiry, 3 days before expiry, the day before, the day of, and the day after.



### Can I take the training on my phone?



The Fishing Vessel Safety Designate training program was designed to work on both desktop and mobile devices. That means you are able to complete the training from your cell phone, tablet, laptop, or desktop computer.



### Can the training be taken offline?



You must have an internet connection to access and take the Fishing Vessel Safety Designate training, as well as download your certificate.



# Frequently Asked Questions:

## Technical Issues & User Controls



### Why isn't my module loading correctly?



If you are having issues launching the training or your module appears to be loading incorrectly, it is likely one of two reasons:

#### 1. You are NOT using Google Chrome as your internet browser.

We recommend using Google Chrome as your internet browser for this training. Using other browsers may cause the training to behave unexpectedly.

If you are a desktop user and need to install Google Chrome, please use the following link: [https://www.google.com/intl/en\\_ca/chrome/](https://www.google.com/intl/en_ca/chrome/)

If you are a mobile user and need to install Google Chrome, please search for Google Chrome in the app store and download the app or use the following link: <https://play.google.com/store/apps/details?id=com.android.chrome>

If you are not sure which browser you are using you can find out by using the following link: <https://www.whatsmybrowser.org/>

#### 2. You need to clear your cache and browser history.

You may experience issues with your training and how it's displayed due to information stored in your browser. If you are experiencing issues, try clearing your cache and your browser history before attempting to continue your training.

#### Here's how to clear your cache and your browser history in Google Chrome:

- Click the Chrome menu on the browser toolbar. It may look like three lines or three dots in the top right corner.
- Select Tools.

# Frequently Asked Questions:

## Technical Issues & User Controls

- Select Clear Browsing Data.
- Select the checkboxes for "Cached images and files" and "Cookies and other site plug-in data"
- Use the menu at the top to select the amount of data that you want to delete. Ensure you select the "beginning of time" to delete everything.
- Click Clear Browsing Data.

### Here's how to clear your cache and your browser history in Safari:

- To clear your history from Safari, tap Settings > Safari > Clear History
- To clear all cookies from Safari, tap Settings > Safari > Clear Cookies and Data
- To clear other stored information from Safari, tap Advanced > Website Data > Remove All Website Data

### Here's how to clear your cache and your browser history in Firefox:

- At the top of the Firefox window, click on the Firefox button and then select Options.
- Select the Advanced panel.
- Click on the Network tab.
- In the Cached Web Content section, click Clear Now.

**Note:** Please ensure that you completely close and restart your browser after clearing the cache and history, in all cases.

# Frequently Asked Questions:

## Technical Issues & User Controls



**How do I know if I'm using Google Chrome as my internet browser?**



There are a couple ways to check if you are using Google Chrome as your internet browser.

- Visit the website [whatsmybrowser.org](https://whatsmybrowser.org)

Upon visiting the website [whatsmybrowser.org](https://whatsmybrowser.org), your current internet browser will automatically be displayed at the top.

- Check your browser icon

Check that the app or web browser you are opening has the icon displayed below.



**How do I exit the course?**



**For desktop users:** You can exit the course at any time by clicking the **Return to LMS** button, found on the top-right section of the screen. When you are ready to resume the training, you can re-enter the course and pick-up from where you left off.

**For mobile users:** You can exit the course at any time by clicking the **Home** icon found on the top-left of your screen. It is a button with an image of a house. When you are ready to resume the training, you can re-enter the course and pick-up from where you left off.



**If I exit a module will I have to start from the beginning?**



When you exit a module, you will start from wherever you left off whenever you choose to return to the module.

# Frequently Asked Questions:

## Technical Issues & User Controls



### How do I submit my answer to the question?



To submit your answers, click or press the **SUBMIT\*** button on the bottom right of your screen. Pressing this button will submit your answer(s) and you will be able to proceed to the next section. You will receive confirmation if you have selected the correct response. You will not be able to go back to change your responses until you finish the module and get your overall score.

\*See page 18 for visual reference



### What happens if I submit an incorrect answer?



In order to complete the course, a score of 80% or higher is required. If you need to increase your score, you can go back and review the questions again and select the correct responses.



### How do I stop or start the video?



Your videos should play automatically, but if they need to be paused or unpaused for any reason, there is a **PLAY\*** and **PAUSE\*** button on the bottom far left of your screen.

\*See page 17 for visual reference.



### Can I replay or skip parts of the video?



You should see a moving line across the bottom of your video as it's playing. This is called a **SEEKBAR\***. Click and drag the colourful part to go forwards or backwards in the video.

\*See page 17 for visual reference.

**Note:** Skipping parts of the video should only be done while reviewing the module.

# Frequently Asked Questions:

## Technical Issues & User Controls

**Q** How do I start the video from the beginning?

**A** To start a video from the beginning, drag the **SEEKBAR\*** to the far left or press the **REPLAY\*\*** button, which will restart your video automatically.

\*See page 18 for visual reference.

\*\*See page 17 for visual reference.

**Q** I'm looking for a specific section in the video. How can I find it?

**A** Dragging the **SEEKBAR\*** will allow you to move through sections of the video quickly. You can also adjust the **PLAYBACK SPEED\*** to play the video faster.

\*See page 18 for visual reference.

**Q** How do I adjust the size of my video/module?

**A** Toggling the **FULL-SCREEN\*** button on or off will switch your viewing ratio between full-screen and standard size. For most users, full-screen will be the ideal option.

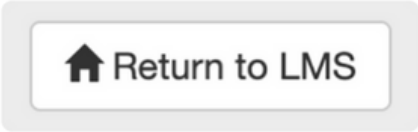
\*See page 18 for visual reference.

**Q** How do I advance to the next section/I accidentally skipped the video, can I go back?

**A** Clicking the **PREVIOUS\*** or **NEXT\*** buttons will navigate you forward or backward in the module. These controls may disappear or appear greyed out if the action is unavailable. These buttons will appear next to each other at all times.

\*See page 18 for visual reference.

# User Controls

A rectangular button with a light gray border and a white background. On the left side, there is a small black house icon. To the right of the icon, the text "Return to LMS" is written in a black, sans-serif font.

**For desktop users**, you can exit the course at any time by clicking the **Return to LMS** button, found on the top-right section of the screen.



**For mobile users**, you can exit the course at any time by clicking the **Home** icon, found on the top-left section of the screen.



Your videos should play automatically, but if they need to be paused or unpaused for any reason, click the **Play** or **Pause** buttons on the bottom far left of your screen.



The moving line across the bottom of your video is called the **Seekbar**. Click anywhere on the **Seekbar** to jump to a section of the video, or drag the circle forwards or backwards to find the part of the video you want to see.



The **Replay** button will restart your video from the very beginning.

# User Controls



The **Playback Speed** button allows the user to control how fast or slow the video plays.



Toggling the **Full-Screen** button on or off will switch your viewing ratio between full-screen and standard size. Full-screen will resize your module to the size of your device screen, and standard will only take up a portion of your screen.

## SUBMIT ✓

Pressing the **Submit** button on the bottom left of your screen will submit your answer(s) and advance you to the next section.

## < PREV    NEXT >

Clicking the **Previous** or **Next** buttons will navigate you backwards or forwards in the module. These controls may disappear or appear greyed out if the action is unavailable.

# Contact Information and Support

If you have a question about content, or an issue we have not addressed in this booklet, please reach out through one of our resources below.



**Newfoundland and Labrador Fish Harvesting Safety Association Fishing Vessel Safety Designate Page**

[nlfhsa.com/fvsd](http://nlfhsa.com/fvsd)



**WorkplaceNL FAQs and Resources Page**

[ctr.support.bluedrop360.com/en/support/home](http://ctr.support.bluedrop360.com/en/support/home)



**Bluedrop Submit a Ticket Page**

[ctr.bluedrop.io/contact-support/](http://ctr.bluedrop.io/contact-support/)



**Newfoundland and Labrador Fish Harvesting Safety Association Support Line 9:00AM - 4:00PM Mon-Fri**

1 709-722-8177



**Newfoundland and Labrador Fish Harvesting Safety Association Support Request Email**

[info@nlfhsa.com](mailto:info@nlfhsa.com)