

## Sobeys Examination Process

All employees who need their Food Handler Certification need to follow the below steps to achieve their certification. As the Manager/Operator, please use the information provided to help guide your staff through the process. Please see the below information for more details regarding the process.

The entire process is completed through <https://sobeys.traincancampus.com/>

1. Employee requests training.
2. Store Manager/Operator approves the training request.
  - Request is sent to the email entered into your store account profile.
3. Employees receive their pin and password via email and log into their course.
4. Employee completes the course.
5. Sobeys provides their employees with two exam options.
  - In-Person paper exam with a Food Safety Specialist.
  - In-Person computer exam with an approved store proctor.
6. After completing the exam and passing, the employee receives their certificate.
  - Certificates are available to the employee in their account and in the store account.

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## Requesting Training

Training requests can be submitted at <https://sobeys.traincancampus.com/>. The employee selects their region, enters their information, and then submits.

The screenshot displays the Sobeys Online Learning - Food Safety portal. The header includes the Sobeys logo, the text "Online Learning - Food Safety", and a "LOGIN TO YOUR ACCOUNT" button. The main navigation bar lists: Home, Available Courses, Upcoming Exams, FAQs, About This Portal, Store Manager, and Help / .

The main content area features a large image of a Sobeys store with the text "Online training features include:" and icons for various training methods. Below this, there are buttons for "LEARN MORE" and "AVAILABLE COURSES".

A red circle highlights the "Click on Your Region Below To Request Training" section, which contains three buttons: "Ontario Request Training", "Atlantic Request Training", and "Quebec Request Training". A red arrow points from the "Ontario Request Training" button to the "BASICS.fst 4th Edition" form on the right.

The "BASICS.fst 4th Edition" form is titled "To request a program please complete the form below." and includes a note: "\* - Indicates a required field". The form fields are:

- Qty: 0
- Course: BASICS.fst 4th Edition
- Personal Information:
  - Company: Choose
  - Store: You must select the Company first
  - Department: Choose
  - Title: Choose
  - Employment status: Choose
  - Province: Ontario
  - Name \*: first name, last name
  - EmployeeNo:
  - Phone \*:
  - EMail \*:
- For security reasons, check box: ☐ I'm not a robot
- Request Accounts button

### **Training Request and Approval Email**

Below are the emails that are sent when an employee requests training and the email sent to the employee after the manager approves the request.

Request Email sent to Store Manager/Operator	Approval Email sent to Employee
<p>A request has been submitted for online training at <a href="https://sobeystraincancampus.com">https://sobeystraincancampus.com</a></p> <p>Please login to accept/decline the request or click one of the links below.</p> <p>Request: <i>request number</i> Region: <i>region</i> Title: <i>job title</i> EmployeeNo: <i>employee number</i> Province: <i>province</i> Name: <i>Employee Name</i> Email: <i>employee email</i></p> <p>1 x BASICS.fst 4th Edition</p> <p><a href="#">Approve this request</a></p> <p><a href="#">Decline this request</a></p>	<p>-----&lt; New Registration &gt;-----</p> <p>Thank you for choosing TRAINCAN CAMPUS, for your online training needs.</p> <p>You are registered in the following course(s): * BASICS.fst 4th Edition</p> <p>To access the Course(s) you have registered for, use the following PIN and Password to enter the online campus.</p> <p>Name: <i>name from request</i> PIN: <i>8-digit pin number</i> Password: <i>temporary password</i></p> <p>Please note: The Password IS case-sensitive.</p> <p>To go straight to the course, please click on the following link. <a href="https://sobeystraincancampus.com">https://sobeystraincancampus.com</a></p>

After receiving the email with their pin and password, the employee can log into their course and complete the training. They can log in and out of the course and complete it at their own pace.

### **Writing the Final Exam**

There are 2 options on how an employee can take their final exam. The BASICS.fst exam must be completed with a passing grade of 74% to earn the Food Handler Certification.

1. In-Person paper exam with a Food Safety Specialist
2. In-Person computer exam with an approved Store Proctor

### **In-Person Paper Exam with a Food Safety Specialist**

After completing the course, a “Schedule Exam” button will appear beside their completed course. Employees can click this to see upcoming exam dates. Exams are hosted by Sobeys Food Safety Specialists. After booking into an exam date, the employee will receive a confirmation email. They then attend the exam session and complete their certification exam under the proctoring of the Food Safety Specialist.

If you have questions regarding the exam dates, please contact your Food Safety Specialist.



The screenshot shows the 'My Courses' section of a web application. At the top, there is a navigation bar with links: 'My Courses' (highlighted in green), 'My Profile', 'Upcoming Exams', 'Help / FAQs', 'Contact Us', and 'Log Out'. Below this, the 'My Courses' title is centered. The main content area displays the 'BASICS.fst 4th Edition' course. A description states: 'This course will help you learn important information about food safety and how to do your job better. It has been designed to meet all of the recommended requirements of the Canadian Food Retail and Foodservices Code and Regulations. The course fee includes the invigilated exam that you must write after completing the online preparation course.' To the left of the course details is a thumbnail image of the 'BASICS.fst' logo and a collage of food safety-related images. To the right, there is a blue button labeled 'Review course material'. Below this are four links with icons: 'View/Print Course Outline' (magnifying glass), 'View My Marks' (pencil), 'View/Print Course Completion Record' (blue ribbon), and 'Schedule Exam' (calendar icon). The 'Schedule Exam' link is circled in red. To the right of the links, it says 'Completed: 3 Jan 2024'. At the bottom right, there is a green link labeled 'Click Here'.

### **In-Person Computer Exam with an Approved Store Proctor**

If there are no exam sessions in your area, an alternative method is doing the exam with an approved store proctor. Each store can have a designated store proctor who is approved by TrainCan. This allows them to conduct 1 on 1 exams in the store using a computer, laptop, or tablet.

You can apply for store proctor status at <https://sobeys.traincancampus.com/RequestProctor.php>

Once approved, you can request an in-store exam using the link below. Requests must be sent a minimum of 3 days before the exam date. TrainCan will then send the Store Proctor an email prior to the exam date with specific instructions on how to set up the exam. This process is repeated each time the Store Proctor wants to host an in-store exam.

<https://sobeys.traincancampus.com/RequestProctorExam.php>

## Retest Procedure


If an employee fails an exam, a “Request Retest” button will appear in their account beside the failed exam. When this is submitted, an email is sent to the Store Manager/Operator in the same process as a course request. Once the retest request is approved, the employee will have a “Retest Review” button automatically loaded into their course. After completing the “Retest Review” they can book into another exam session with the Food Safety Specialist or complete an in-store exam with the store proctor.



Request Email sent to Store Manager/Operator	Approval Email sent to Employee
<p>A student has failed their exam and a request has been submitted for a retest and review at <a href="https://sobeystraincancampus.com">https://sobeystraincancampus.com</a>. Please click one of the links below.</p> <p>Request: <i>retest request id</i> Company: <i>company</i> Store: <i>store</i> Name: <i>employee name</i> EMail: <i>employee email</i></p> <p>BASICS.fst 4th Edition</p> <p><a href="#">Approve this request</a></p> <p><a href="#">Decline this request</a></p>	<p>Your request for a retest has been approved, please log into your account to access your Retest Review.</p> <p>PIN: <i>employees 8-digit pin number</i></p> <p><a href="https://sobeystraincancampus.com">https://sobeystraincancampus.com</a></p>

**BASICS.fst® Retest Review 4th Edition**

This course will help you learn important information about food safety and how to do your job better. It has been designed to meet all of the recommended requirements of the Canadian Food Retail and Foodservices Code and Regulations. The course fee includes the invigilated exam that you must write after completing the online preparation course.



[Enter course](#)

[View/Print Course Outline](#)

[View My Marks](#)

Course Status: Not Started

[Schedule Exam](#)  
[Click Here](#)

“Schedule Exam” will appear after the employee finishes the Retest Review.


## **Certification**

After an employee finishes the In-Person Exam with the Food Safety Specialist, the exam is sent back to TrainCan for marking. The grade is then inputted into the portal and the employees' certificate is generated. Employees receive an email notifying them the certificate is now available in their account. It is also available for viewing through the Store Account.

After an employee finishes an In-Store Exam with the In-Store Proctor, they will receive their results and certificate immediately in their account since the exam is completed directly on the computer through the Portal.

**BASICS.fst 4th Edition**

This course will help you learn important information about food safety and how to do your job better. It has been designed to meet all of the recommended requirements of the Canadian Food Retail and Foodservices Code and Regulations. **The course fee includes the invigilated exam that you must write after completing the online preparation course.**



[Review course material](#)

[View/Print Course Outline](#)

[View My Marks](#)

[View/Print Course Completion Record](#)

[View/Print my Certification Notice](#)

Completed: 5 Jan 2021  
Passed

If you have any questions, please contact TrainCan via the Help Form at <https://sobeystraincancampus.com/ContactUs.php> or email us at [info@traincan.com](mailto:info@traincan.com).