

The Updated 2020 FHS Online Manual has gone LIVE!

Thank you to everyone who has helped to get this important work completed through updates, revisions, and reviews. The following information will be helpful for your own access, as well for sharing with your FHS networks, and in responding to any questions that may be directed your way.

Highlights:

- Enrollment in the 2020 FHS Online Manual will be automatic for anyone currently registered with UBC in the [old] FHS Online Manual.
- Access to the 2020 FHS Online Manual continues to be offered at NO CHARGE.
- Access to the 2020 FHS Online Manual does not expire once registered.
- The fee to register in the FHS Online Exam remains \$30 for individual pricing. Bulk pricing continues to be available through UBC with the distribution of pre-paid vouchers for participants.
- **NEW:** Registration with the FHS Online Exam will expire 3 months from the date of registration. This is a new process to help address the many challenges that learners had when they attempted to repeat an exam in preparation for attendance in a workshop. They will no longer have to contact UBC to ask for their account to be manually reset.

Learners currently registered with UBC in the [old] FHS Online Manual:

- All registrants will be automatically enrolled in the 2020 FHS Online Manual. They will all receive messaging from UBC CPD which explains how they will access the manual and previous exam certificates, if needed.
- They will NOT be automatically registered in the exam, they can do this when needed, in preparation for attendance at an in-person or virtual workshop.
 - **NEW manual link:** <https://elearning.ubccpd.ca/course/view.php?id=355>
 - Login to your UBC CPD eLearning account to access. If you are having trouble remembering your password or username please use the following form: https://elearning.ubccpd.ca/login/forgot_password.php
 - **Previous certificates are available here:** <https://elearning.ubccpd.ca/course/view.php?id=35>
 - If you require access to the **NEW online exam and NEW certificate**, please fill out the following registration form: <https://ubccpd.arlo.co/register?sgid=188a08707b294abb91b0ff2371b2c98b>
 - **IMPORTANT:** When registering for the exam, please use the same name and email address used for the Online Manual account to ensure registration is linked with your existing UBC CPD eLearning account. **Access to the exam expires 3 months from registration date.**

Learners who registered for access to the exam since November 15, 2020:

- Anyone who registered for access to the exam in the past month will still have access to the [old] exam, as well as being automatically enrolled in the 2020 FHS Online Manual AND Exam. They will receive messaging from UBC CPD which explains how they will access the manual and exam, and previous exam certificates, if needed.

- Exam access expires after 3 months.

For New Learners NOT previously registered with UBC for access to the FHS Online Manual:

- New learners who require access to the manual and exam should be directed here: <https://ubccpd.ca/fhs-online-manual>
- Please inform new learners that access to the online exam expires after 3 months, so they should wait until they are preparing for attendance at an in-person or virtual workshop to register for access to the exam.

For Bulk Exam Purchasers:

(Please share with organizational contacts who use bulk purchasing).

- Previously purchased unused vouchers that are less than 2 years old will still be valid for the new 2021 exam. Expiration date remains the same (i.e., 2 years from original issue date)
- Organizations who wish to purchase in bulk may do so by emailing cpd.info@ubc.ca

Number of Exams	Cost (CDN)
1-24 exams	\$30/exam
25-49 exams	\$25/exam
50-99 exams	\$20/exam
100+ exams	\$18/exam
- There are two options for purchasing
 1. Pay by credit card using an online form, or
 2. UBC CPD can issue an invoice for payment by cheque.
- Organization will receive voucher codes within 3 – 5 business days of UBC CPD receiving payment (if paying invoice by cheque, this is from date of payment received, so please plan ahead!)
- Vouchers will expire 2 years from issue date.
- Office is closed Dec 24 – January 4. No bulk purchases will be processed during this time.
- NEW: learners have access to the exam for 3 months from exam registration. This change is necessary for certificate renewal. Access to the manual remains free and learners can access the manual indefinitely, only access to the exam will expire after 3 months.

For support or issues with registration or access to the 2020 FHS Online Manual or Exam:

If you have any questions or need assistance, please read the FHS manual and exam webpage and FAQ section (<https://ubccpd.ca/fhs-online-manual>) or email cpd.online@ubc.ca

Kind regards,

*Lauren Rivard & Heather Ezurike
Co-Chairs, Canadian FHS Steering Committee*