



McMaster University Mosaic: Health & Safety Training Frequently Asked Questions

For the McMaster University Community
Safety is No Accident

Mosaic: Health & Safety Training Frequently Asked Questions

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1) **How do I know which Health and Safety training I am required to do?**

The following health & safety training courses are mandatory for all individuals working at McMaster University (additional training may be required by some individuals depending with worksite hazards):

- **Health & Safety Orientation**
- **Ergonomics**
- **Slips, Trips and Falls**
- **Asbestos Awareness**
- **Fire Safety** (if you work in Hospital-hosted locations, please visit <http://www.fhs.mcmaster.ca/safetyoffice/> to complete the fire training appropriate for you)
- **WHMIS 2015 – (replacing Office WHMIS, WHMIS Core and WHMIS Update)**
- **Violence & Harassment Prevention in the Workplace**
- **COVID-19 Awareness ~ NEW** (mandatory for individuals currently working on campus or before returning to campus for work purposes)

- **Due Diligence** (for Supervisors/Managers)
- **Accident Investigation** (for Supervisors/Managers)

To understand **additional** health & safety training courses you are required to complete, speak with your supervisor, and review the EOHSS Training Matrices, available at:

https://hr.mcmaster.ca/employees/health_safety_well-being/our-safety/health-and-safety-training/ and outlined in [RMM #300: Safety Orientation and Training Program](#).

In addition to health and safety courses, site specific hazard training and orientation on all real and potential hazards in your area (i.e. location of emergency equipment, fire extinguishers, etc.) must be arranged or completed by your supervisor.

2) How do I Register for Health and Safety Training?

Online Training:

Online health and safety courses currently offered by EOHSS, the Faculty of Health Sciences Safety Office (FHSSO) and the Biosafety office are being conducted through the University's learning management system, Avenue to Learn.

To register, select the Regulatory Training tile on the Mosaic homepage and search for your courses. Select an online session:

Home>Regulatory Training>"Search by course name">Leave search field blank>"Search">"View available sessions" and proceed with your registration until reaching "Submit"

One (1) business day after registering for an online session of a health and safety training course in Mosaic, the course material and quiz will become available for review and completion by logging in to your [Avenue to Learn](#) account which can be accessed at avenue.mcmaster.ca. Please be sure that the course you register for in Mosaic is listed as 'ONLINE'. **You may also disregard the start and end time of each session when enrolling for online training as the information is solely used for administrative purposes.** Once logged into Avenue to Learn, ensure your role is selected as "Student". These online courses will be automatically graded in Avenue to Learn and the result is recorded in Mosaic one (1) business day after successful completion.

In-Class Training:

EOHSS offers some in-class training sessions. To register, select the Regulatory Training tile on the Mosaic homepage and search for your courses:

Home>Regulatory Training>"Search by course name">Leave search field blank>"Search">"View available sessions" and proceed with your registration until reaching "Submit"

Note: If you have registered for an in-class training session but can no longer attend, please contact us with your name, ID#, date, time and location of the session(s) for us to cancel your registration. For EOHSS training, please email ehss@mcmaster.ca. For FHS and Biosafety training, please email fhss@mcmaster.ca.

a) What do I do if I am missing the HR tab in Mosaic?

If you are unable to view the Human Resources tab under the Main Menu in Mosaic, please contact UTS at uts@mcmaster.ca and they can arrange to have that feature added for you. Please ensure to include your full name, student/employee ID# and your MacID in the email.

b) I have already enrolled in a training session but I would like to change my session date (ie. from one session to another or from an in-class session to an online session).

Mosaic only allows for you to be enrolled in one session at a time. If you have enrolled in an in-class session and then decide to take the online course instead, Mosaic will not allow you to be enrolled in both simultaneously. Only Health and Safety office administrators can adjust the details of your registration. To request a registration change, please contact the appropriate safety office. For EOHSS training, please email ehss@mcmaster.ca so that we can enroll you in the session that you prefer. For FHS and Biosafety training, please email fhss@mcmaster.ca. Make sure to include your full name, ID# as well as the session(s) information.

c) What do I do if I've successfully enrolled for all training in Mosaic, but I do not have access to Avenue to Learn?

If you are a new student/employee, you may not be able to complete your training until you activate your MacID. To do this, you must use your MacID and attempt to log in to Avenue to Learn (<http://avenue.mcmaster.ca/>) so that you can initiate the process of obtaining the necessary access. Within 1 business day, you will receive an email with instructions on how to activate your account. Follow the steps from the email, log in once more and you may complete your training.

Employees may be able to enroll for all their required training and find that they are unable to log in to Avenue to Learn in order to complete it. In this case, please complete a support request from <https://avenue.mcmaster.ca/support>. This form will create a ticket. Calls will be answered when support is available at (905) 525-9140 ext. 23757. In your support request include your student/employee ID# and Mac ID, informing them that you have successfully enrolled for training in Mosaic and need access to Avenue to Learn to watch the online modules and complete the associated quizzes.

3) Where in Avenue to Learn does the Health & Safety training appear?

Please ensure that once you are logged in to Avenue to Learn, you are checking for the training courses under the main heading "My Courses" and the subheading named "Continuing" as shown below.

My Courses ▾

All Playground Conversions Continuing 2017 Winter >



4) How do I view class times and locations for my upcoming training?

Once you've registered for Health and Safety training, you can view your personal training schedule in Mosaic. Please navigate the pathway below to view class times and locations:

[Home](#)>[Regulatory Training](#)>[Learning and Development](#)>[Session Time and Status](#)

5) How do I complete Accessibility for Ontarians with Disabilities Act (AODA) training and receive proof of completion?

The process to complete AODA training remains unchanged from completing the rest of your Health and Safety training. Simply follow the steps outlined in FAQ #2. Since AODA training is not offered by the EOHSS Safety Office, you may redirect any questions or concerns to aoda@mcmaster.ca.

6) How can I obtain my Golf Cart license once I've completed the course through Mosaic?

Once you successfully complete the online Golf Cart training on Avenue to Learn, please send us an email to eohts@mcmaster.ca with your ID#, department, supervisor and supervisor's extension so that we may issue your license.

a) How do individuals without Mac ID's complete their Golf Cart training?

If you do not have a Mac ID and need to complete Golf Cart training, please contact us at eohts@mcmaster.ca so that we may provide you with an alternate option.

7) How do I obtain proof of completed Health and Safety training/obtain a training summary?

Any Health and Safety Training completed in Mosaic will be recorded in a training summary that can be accessed through Mosaic. Employees, students and volunteers (persons of interest) can use the self-service functionality of Mosaic to access a copy of their training record:

[Home](#)>[Regulatory Training](#)>[Training Summary](#)

Proof of training completed using the historical paper copies can be requested by contacting the appropriate safety office (EOHSS, FHS Safety Office & Biosafety Office).

EOHSS: ehss@mcmaster.ca

FHS and Biosafety Office: fhso@mcmaster.ca

8) As a manager, how do I track the training status of my direct reports?

The Manager Self-Service functionality allows managers to track health and safety training completed by their employees using Mosaic. Managers can also register their employees to participate in health & safety training courses. To access your employees' training records, please navigate the following pathway:

[NavBar](#)>[Navigator](#)>[Human Resources](#)>[Manager Self Service](#)>[Learning and Development](#)>[Training Summary](#)

Note: Proof of training completed using the historical paper copies can be requested by contacting the appropriate safety office (EOHSS, FHS Safety Office & Biosafety Office). See FAQ #7 for contact information. To enroll your employees for Health and Safety training, please navigate the following pathway:

[NavBar](#)>[Navigator](#)>[Human Resources](#)>[Manager Self Service](#)>[Learning and Development](#)>[Request Training Enrollment](#)>[Search by Course Name](#)>[Search \(leave the field blank\)](#)>[View Available Sessions](#)>[Select a session](#)>[Continue](#)>[Select the check box of employees you wish to enroll](#)>[Continue](#)>[Submit](#)>[OK](#)

a) What if I need to request system access for visitors (POIs)?

A "[Person of Interest \(POI\) Request](#)" form is available to request Mosaic access for volunteers, visiting scientists, contractors and other visitors allowing these individuals to complete their Health and Safety training. This form should be submitted to uts@mcmaster.ca by the McMaster employee who is sponsoring or overseeing the person of interest. For example, a lab manager would submit the form for volunteers who need to complete a health and safety training course before assisting in a lab. If you have any questions regarding this form, please contact your HR office or UTS for assistance.

9) What is a Job Hazard Analysis (JHA) and how do I complete one?

The process to complete a JHA remains unchanged since the launch of Mosaic. McMaster's Health & Safety strategy includes the completion of a job hazard analysis for the main activities associated with each individual working at McMaster. A job hazard analysis is essential in clarifying the hazards and controls that are associated with each work activity. Individuals must review the job hazard analysis

task forms with their supervisor to ensure all main activities have been identified, and attend the training as identified on the task forms. To view further information regarding JHA's, please refer to the [JHA web site](#) or [RMM #324: Job Hazard Analysis Program](#).

10) How do I become a “Training Coordinator” for my department?

We have created the role of *training coordinator* for individuals who are responsible for keeping track of all the training records. This title will allow you access to all of the training records for your department.

To set up this function you will need to send an email to UTS (uts@mcmaster.ca) with your full name, department and ID number, notifying them that you wish to have training coordinator access. Please also enclose or forward an email from your supervisor approving the motion.

a) As a Training Coordinator, how do I access my department’s Training Summary?

i) Your department’s training summary is available by logging in to Mosaic and navigating the following path:

NavBar>Navigator>Human Resources>Administer Training>McMaster Reports/Processes>Reports> Department Training Summary

ii) Proof of training completed using the old paper copies can be requested by contacting the appropriate safety office (EOHSS, FHS Safety Office & Biosafety Office). For contact information, please see FAQ #7 above.

11) How do I access the McMaster University Network using VPN from an off campus location?

Attempting to access other parts of the McMaster system from outside the firewall will result in an error message that requests the user connect via the McMaster Virtual Private Network. The VPN Client software allows you to connect to the McMaster University network from an off-campus computer anywhere on the Internet and appear as though your computer is on campus. It also provides extra security by encrypting data to and from your computer, in effect creating a private tunnel through the Internet for your communication.

Instructions on how to access Mosaic through the [McMaster VPN](#) can be found here: <http://www.mcmaster.ca/uts/network/vpn/>

Note: Users connecting from a Hamilton Health Sciences or St. Joseph's Healthcare facility do NOT need to use the VPN.

12) It has been 24 hours and my courses are still not in my Avenue to Learn account, what do I do?

Please note that both the training enrollment and completion status require **(1) business day** to update. If a whole business day has passed and the courses you registered for have not yet appeared in Avenue to Learn please double check that Mosaic enrolled you successfully. To do this, you must ensure that your training summary status for the course that you are required to take is set to “Enrolled”. For instructions on accessing your training summary, please see FAQ #7. If you are still

unable to view the courses, please see FAQ #3.

13) I am having issues with the online video module for the Health and Safety courses on Avenue to Learn, what do I do?

Please try accessing the module from a different browser (Mozilla Firefox, Microsoft Edge). If you are still experiencing technical difficulties, you may read the script but please contact us to let us know at ehss@mcmaster.ca.