

FREQUENTLY ASKED QUESTIONS



1. Is this the same 10/30-hour training program that is offered in classrooms?

Absolutely! We have taken the criteria outlined by the Occupational Safety & Health Administration (OSHA) and developed interactive online courses that allow students to learn the same information that is usually provided in traditional classroom settings.

2. What are the differences between the two programs?

The General Industry Program is designed for those who work in trades which fall under the regulation found in 29 CFR 1910. Typical work activities can range from manufacturing operations to chemical processing to millwork. The Construction program is designed for those who “work for construction, alteration, and/or repair, including painting and decorating.” These individuals fall under the regulations found in 29 CFR 1926.

3. What are the benefits of earning a 10/30-hour completion card online?

Widely Recognized – Once your completion card has been produced, employers can confirm that students have taken part in a safety training program that is recognized by OSHA.

Flexible Scheduling – Online training allows students to progress through the series of lessons at their own pace. From the time students enroll, they will have six months to complete the program. Employers can easily navigate numerous employees through the program without the hassle of hiring and scheduling trainers.

Consistency – Everyone receives the same quality lessons, regardless of the time or location. Employers can provide the same baseline training for each of their employees.

4. Will I be tested?

Yes. At the end of each lesson, students receive a 10 question quiz. Students are required to score a minimum of 70% to proceed to the next lesson, and they are allowed three attempts to achieve a passing grade. A final exam of approximately 40 questions is given after the entire program has been completed and a minimum score of 70% must be achieved.

5. Can I view a lesson more than once?

Yes. If for instance a student was unable to pass a test on his/her first attempt, he/she can view the entire lesson again. Or, a student can view it again to simply improve his/her understanding of the subject.

6. How soon can I start?

Through www.puresafetyondemand.com, students can easily enroll online and select the method of payment in a matter of minutes.

7. How soon can I get my card?

Immediately after successfully finishing the 10/30-hour program, students will be able to print a certificate that indicates successful completion of the program. The completion card will be mailed within eight weeks.

8. What if I have any questions while taking the course?

Each student will be provided with two important contact numbers. The first is a customer service representative who can help with problems relating to a computer interfacing with the program. The second number will connect them with one of our “trainers” or “subject matter experts” who can clarify any questions relating to the lessons.

9. What if I lose my card?

Contact PureSafety’s Customer Support team if you need to request a replacement card. A \$25 processing fee will be assessed. Because replacement cards come from OSHA, please allow eight weeks for delivery. Note that you may request only one replacement card and this request must be made within three years of the original OSHA Outreach training completion date. When making this request, you will be required to verify your identity.

10. What if I don’t receive my card within eight weeks?

If it has been over eight weeks and you have not received your card, please call PureSafety’s Customer Support team at 888.202.3018. We can verify you met the requirements of the program and verify the address where the card was sent as well as verify the date when the card was mailed.

After cards have been mailed, PureSafety operates under the assumption they will be received. After six months, concerns about missing cards must be handled under provisions for lost cards. To avoid replacement fees, please notify PureSafety as soon as you suspect your card may be missing.

11. Will this course teach me everything that I am required to know regarding occupational safety?

No. OSHA recommends the Outreach Training Program courses as an orientation to occupational safety and health for workers. Workers must receive additional training, when required by OSHA standards, on the specific hazards of their job.