



This guide has been prepared for general information purposes. It is not a legal document. Please refer to the *Freedom of Information and Protection of Privacy Act* and Regulations for purposes of interpretation and application of the law.

Step-by-Step Guide: Contractors

The following guide walks through the steps required in order to successfully complete the Privacy and Information Sharing: Awareness Training for Contractors and Service Provider course.

Please be advised that the steps below may vary from one contracting ministry to the next, as each ministry is responsible for the personal information in their custody or under their control. So please coordinate completion of the course with your contract manager.

Step 1: Planning

Whether you're renewing an existing contract or creating a new contract, you need to work with your contract manager/procurement advisor at the ministry to determine whether or not "personal information" will be collected or created as part of the contracted services. Here are a couple of tips to help make that determination:

1. To understand if personal information is being collected or created as part of the contracted services, a clear understanding of the definition of personal information is necessary. Please click [here](#) for the definition of what personal information is.
2. The inclusion of Schedule E – Privacy Protection Schedule in the contract is an indicator that someone has assessed your contract to involve personal information. The instructions included in Schedule E of the [General Services Agreement](#) (GSA) contemplate its inclusion or exclusion based on the presence of personal information in the delivery of services.

Step 2: Determining who needs to take the training

If it is determined in Step 2 that personal information is not being collected or created as part of the contracted services, the contractors are not required to complete the privacy training.

If, however, it is determined that personal information is involved, then each individual working for or on behalf of the contractor who is or will be collecting or creating personal information as part of delivering service for the province is required to take the training prior to providing any services involving personal information.

Depending on your line of business or the size of your organization, you should also bear in mind that some individuals may already have taken the training, either as part of a different contract or simply as a proactive measure. In order to verify if an individual has already completed the course, you can do either or both of the following:

1. Check with your contract manager, who will be able to confirm with the relevant Ministry Privacy Officer (MPO) as to who has/has not completed the training.

Note: MPOs will have access to reports issued by government's central privacy office (the Privacy, Compliance and Training Branch - PCT), which will list course completion at the level of the individual. This is important to bear in mind when it comes to determining how many "seats" to purchase. See Step 4 below.

2. Individuals who have completed the training will have been able to generate a certificate upon completion and should be able to produce that upon request.

Step 3: Taking the course

Now that you've determined: a) whether or not personal information is involved in the contracted services, and if so: b) who is required to take the privacy training, the next step is actually pay for, access, and complete the training:

The training course can be found by clicking this link (which may also be included as a URL in the contract) https://order.openschool.bc.ca/Product/Detail/ps_7540006302

A. How to purchase the course

1. Once you go to the link above, enter the number of course "seats" you want to purchase in the Quantity field. If you are purchasing the course just for yourself, the quantity will be "1". However, you may be responsible for purchasing the course for multiple individuals in your organization. If this is the case, you can enter the number of courses required in the quantity field. Remember, because completion is tracked at the level of the individual, you will need to purchase the course for each individual required to take the training.
2. Click the Add to Cart button. You will be redirected to the Basket page.
3. Click the Checkout button on the Basket page.
4. Proceed through the shopping cart pages and complete any required fields.

B. How to register for the course (for one person)

1. After you've paid for the course (either for just yourself or for multiple individuals) an automated email from osbc.etraining@gov.bc.ca is sent to you containing a self-registration link. If you are unable to find the email in your inbox, check your junk folder.
2. Open the self-registration link in a web browser.
3. Complete the required fields.

Note: If you have purchased the course for multiple individuals, this step can be carried out in a couple of different ways. Either the self-registration link can be forwarded to each of the

individuals required to take the course so that they can register themselves, or one individual can complete the registration process on their behalf and register them one-by-one.

4. Click the Register button.
5. An automated email notifying each registered individual that enrollment is being processed will be sent (within a few minutes of clicking the Register button) from noreply@gov.bc.ca.
 - a. In this email will be a user ID and password (unique to each registrant).
6. An automated email notifying each registered individual that course enrollment is completed will be sent (within a few minutes after receiving the email in step 5) from noreply@gov.bc.ca.
 - a. In this email will be a URL where each registered individual can log-in with the user ID and password received in step 5.

C. How to complete the course

1. Log-in at the following URL: <https://mytraining.openschool.bc.ca>.
2. Click on your course title, Privacy and Information Sharing: Awareness Training for Contractors and Service Providers.
3. Open the course material by clicking on the link titled, Privacy and Information Sharing.
4. Read through all the slides.
5. Return to your course home page when you are finished reading the slides.
6. The Certificate link should be available for you to click on.
 - a. Open the certificate.
 - b. Fill in your name.
 - c. Print the certificate.
 - d. File someplace where it will not be lost.

Step 4: On-going maintenance of the training requirement and troubleshooting

The above listed steps should be able to address the majority of those who will be required to take the privacy training course. However, there are likely to be instances which are unique or that require additional maintenance efforts. The following scenarios should address the most common of these situations:

What if a contractor used to work for government, does that individual still have to take the course?

All government employees are required to take a similar course to the contractor course. Therefore, those contractors who have previously worked in government and are recorded within PCT records as having completed the course will be credited with having taken the contractor course and, upon request, can be provided a certificate by PCT that can then be produced for ministry contract managers.

What if a contractor has a significantly large number of employees that would be required to take the course?

Alternative arrangements to meet the training requirement can be made in extenuating circumstances. These arrangements must be made and approved through PCT prior to implementation in order to receive credit for the course.

For more information or to request a certificate of completion of the government privacy training course or to discuss alternative arrangements to meet the training requirement please contact the Privacy and Access helpline at:

250 356-1851

Or via email at: privacy.helpline@gov.bc.ca

When you contact the helpline, please indicate “contractor training” in your enquiry.