

COVID-19 Prevention Training FAQ For Individual Users (Trainees)

This document provides answers to frequently asked questions about course administration for the “C19” — COVID-19 Prevention Training.

If you are experiencing technical issues with online training, please call Contract Services’ Help Desk at 818.565.0550 ext. 1030. For technical support hours, click [here](#). A link to technical support information is also available while viewing the course presentation on the “Resources” tab.

1. What is COVID-19 Prevention Training?

Consistent with the recommendations set forth in the motion picture production industry’s [White Paper](#) and the requirements of the COVID-19 Return-to-Work Agreement between the AMPTP, on the one hand, and several industry unions and guilds (viz., the DGA, IATSE, SAG-AFTRA and the Teamsters/Basic Crafts) on the other, Contract Services developed a COVID-19 Prevention Training course (“C19” — COVID-19 Prevention Training) for the production workforce. This course is optimized for delivery on smartphones and other mobile devices, but it may also be completed using a web browser on a desktop or laptop computer.

2. Who is required to take this course?

All DGA, IATSE, SAG-AFTRA and Teamsters/Basic Crafts individuals covered under the Return-to-Work Agreement are required to complete COVID-19 Prevention Training as a condition of employment. The Contract Services C19 course satisfies this requirement, but Producers also have the option of requiring a different COVID-19 Prevention Training course if they wish.

However, individuals on a roster or Qualification List (QL) are specifically required to take Contract Services’ C19 course as a condition of remaining on a roster or QL. If you are on a roster (such as the Industry Experience Roster) or a QL, you must complete the C19 course.

3. Do I have a deadline to complete this course?

All individuals on an industry roster or Qualification List (QL) must complete the C19 course, or they may be ineligible for employment. In addition, completing C19 is a requirement for placement on an industry roster or QL.

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4. What will happen if I don't complete the training?

Contract Services Users who reflect on the Online Roster who do not complete training required for their job classification will not be compliant with Contract Services-provided training, will be suspended from the Industry Experience Roster (if applicable) and may be ineligible for employment. Individuals who are not compliant are identified with red highlighting on the Online Roster which indicates they are not trained for employment in California or to be hired in California and transported out of California.

5. I am an employee in the motion picture industry. How do I access the course?

Visit the [COVID-19 Prevention Training page](#) on our website. Read the descriptions of the various scenarios and choose the one that pertains to your situation:

"Contract Services User Login," "IATTF Portal," or "Referred Trainee Login."

- If you are a Contract Services User, you will be directed to log in to your Contract Services Portal Account.
- If you are working under the IATSE Area Standards Agreement (ASA) and have an IATSE Training Trust Fund (IATTF) Portal Account, you can access your IATTF Portal via the "IATTF Portal" button.
- If you are being referred for training by your employer, you will have access to this training once you receive an email inviting you to take the course. Once registered, referred users can re-access the training by clicking on the "Referred Trainee Login" button.

6. How long is the course?

The course should take you approximately 30-45 minutes to complete.

7. Does this course contain a test?

No. This course does not have a test; however, there are knowledge check questions throughout.

8. Will I receive proof of training?

If you are taking this training as a Contract Services User, once you complete the online course, you will be emailed a certificate of completion. Make sure you have a current email address on file in your Portal Account to receive it. You can also access the certificate of completion within the course once completed.

You may also generate proof of training within your Portal Account. Log in to your Portal Account by going to www.csatf.org and clicking on "Portal Sign-In." Go to "My Docs" to generate a Compliance Report or an Official Course Transcript.

If you are taking this training as a Referred Trainee, once you complete the course, you will be emailed a certificate of completion. You can also access the certificate of completion within the course once completed.

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9. Will my course credit display anywhere?

If you are a Contract Services User who reflects on the Online Roster, your training completion status will be updated within 24 hours after successful completion of the course.

If you are a Referred Trainee, your training completion status will not appear on a publicly available website. Instead, the employer who referred you for training can see your completion status online. You can also email your completion certificate within the CS Training Referral Platform to subsequent employers, or forward the email you received with your completion certificate to subsequent employers.

10. What if I can't complete the online training in one sitting?

You don't have to complete online training in one sitting. You can stop the presentation and log out at any time. When you return, you will resume where you left off.

However, we recommend you finish in as few sessions as possible, because your online training progress may be lost or reset as part of a course update or system maintenance, which could cause the course to start at the beginning.

11. If I leave the online course, where do I go to log back in?

You can access the course by going to the [COVID-19 Prevention Training page](#) on our website.

Click on the appropriate login that applies to you, either as a Contract Services User or Referred Trainee, or via the IATTF Portal button as an employee working under the IATSE Area Standards Agreement (ASA).

12. What if I have a question about the course?

For questions related to Contract Services' COVID-19 Prevention Training or to report a health or safety concern, contact numbers for studios can be found [here](#).

13. When will I receive my stipend (if applicable)?

Some Contract Services Users are eligible to receive a stipend from Contract Services. The regular stipend payment dates are the 10th and the 26th of each month. Stipends for courses taken on the 1st through the 15th of a month will be mailed by the 26th of that month. Stipends for classes taken on the 16th through the 31st of a month will be mailed by the 10th of the following month.

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14. What if I don't read English or understand spoken English well enough to take the training?

If you don't comprehend English, and require Contract Services training in a language other than English, please email training@csatf.org. Please provide your name, contact information, and the language you comprehend. Once we receive your notification, we will contact you to schedule an interactive web conference.

Spanish:

Si no entiende inglés y necesita capacitación en Contract Services en un idioma distinto al inglés, envíe un correo electrónico a training@csatf.org. Proporcione su nombre, información de contacto y el idioma que entiende. Una vez que hayamos recibido su información, nos pondremos en contacto con usted para programar una conferencia web interactiva.

Korean:

영어를 구사하실 수 없으셔서 Contract Services 트레이닝을 영어가 아닌 다른 언어로 받으셔야 할 경우, training@csatf.org 로 이름, 연락처, 그리고 사용하시는 언어를 보내주시면 화상회의 날짜를 잡아드리도록 하겠습니다

Armenian:

Եթե դուք չեք հասկանում Անգլերեն, և ձեզ համար անհրաժեշտ է Contract Services-ի մասին ուսուցումը կազմակերպել Անգլերենից բացի մեկ այլ լեզվով, խնդրում ենք մեզ տեղեկացնել Է-փոստի հետևյալ հասցեով. training@csatf.org. Խնդրում ենք հաղորդել, ձեր անունը, ձեր հեռախոսի համարը, և ձեզ համար նախընտրելի լեզուն: Այն բանից հետո, երբ մենք կստանանք ձեր կողմից նշված ծանուցումը, մենք կզանգահարենք ձեզ ինտերնետային կայքով ինտերակտիվ կոնֆերանս նշանակելու համար

15. Are there any requirements for taking this course online?

You must be able to: use a computer and mouse or a mobile device (e.g., smartphone or tablet); read English and understand spoken English; adequately hear the audio narration.

If you are unable to complete this course online, require an accommodation due to disability, or are unable to read or understand English, please email training@csatf.org. In accordance with applicable law, Contract Services will provide reasonable accommodations to people with disabilities and training in languages other than English.

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16. What are the computer system requirements for taking this course online?

For the best experience with online training, we recommend using the Browser Download section below to upgrade to the latest version of your browser. Before installing new software, please ensure that the browser is compatible with your operating system and computer hardware.

Technical Requirements:

- High-speed internet access
- Hardware:
 - A Windows or Apple computer or
 - A mobile device with a browser that supports HTML5
- Supported operating systems:
 - Microsoft Windows 10 or higher
 - macOS 10.13 (High Sierra) or higher
 - iOS 13 or higher
 - Android OS 8.0 or higher
- Supported browsers:
 - We recommend using the latest version of Chrome, Firefox, Microsoft Edge, or Safari.
 - For mobile devices, we recommend using the browser that is native to your device.
- Browser downloads:
 - Google Chrome: <https://www.google.com/chrome>
 - Safari: <https://support.apple.com/en-us/HT204416>
 - Mozilla Firefox: <http://www.mozilla.org/en-US/firefox/new/>
 - Microsoft Edge: <https://www.microsoft.com/en-us/edge>
- Browser settings:
 - Zoom level: 100%
 - Allow pop-ups
 - Allow cookies
 - Enable Java
 - Enable JavaScript
 - Enable plug-ins
- Speakers or headphones to listen to the course audio

For additional information, visit the [COVID-19 Prevention Training](#) page on our website to learn more.