

High School Co-op Program

Frequently Asked Questions

Onboarding Requirements FAQs

1. **Are the health requirements mandatory for placement?**

Yes, all of our stated health requirements (listed in our onboarding process documents and on the [learner affairs website](#)) are **mandatory**. Please don't allow students to apply to co-op positions if they are not willing to meet the outlined requirements or would be unable to meet these by the time of placement.

2. **Do both steps of the TB skin test need to be completed prior to placement?**

Yes, students must have completed both steps of the TB skin test prior to beginning placement.

3. **Does LHSC offer TB skin tests for students?**

We do not currently offer TB skin testing. We typically recommend students contact their family doctor to arrange this. Certain walk-in clinics also provide this testing; there is usually a small fee.

4. **Do high school students require a police check?**

High school students under the age of 18 do not require a background or police check. They instead will complete an offence declaration in NirvSystem. This is a required module that they will have to sign prior to being cleared for placement

High school students 18+ will be required to obtain a background check and upload this to NirvSystem.

5. **Do high school students require an n95 mask fit certificate?**

No, high school students are exempt from this requirement. They will need to sign a mask fit exemption module in NirvSystem indicating their understanding of this policy. Many students ignore this module in NirvSystem as they assume it is not necessary since they are exempt, but they need to sign/upload the form in as part of our onboarding requirements.

6. **Can students attend placement prior to completing all of our requirements?**

No, students must finish all requirements prior to beginning their placement. Once the NirvSystem modules are completed, students will receive a learner ID email that confirms their clearance, and is used to pick up their ID badge. Please ensure your students have completed everything and have received this letter prior to allowing them to come on site at LHSC for placement.

NirvSystem FAQs

1. **Is the onboarding fee required for high school students?**

Yes, the onboarding fee of \$39 is a requirement for all students at LHSC. It can only be paid via credit card, so students may need to use a parent/family member's credit card to complete this transaction if they do not have their own card (Visa Debit is unfortunately not accepted).

2. **How do I get access to NirvSystem?**

In order to be imported into NirvSystem, students and/or teachers need to send us a copy of the learner registration form with the necessary details. Students will not be able to login to NirvSystem or begin the learning modules until this is completed, so it's important that this be done as soon as possible once a placement is confirmed. Once the form is sent back to Learner Affairs, we will import students into the system and they will receive a welcome email that provides their login info.

3. **Do students need to complete all of the modules seen on their NirvSystem profile?**

We currently have 3 optional modules that are clearly denoted as optional, but aside from this, all modules are mandatory. If students have outstanding modules that do not say 'optional' in the title, they need to complete these or upload the appropriate documents. We often have students leave the offence declaration and mask fit exemption modules incomplete as they confuse these with the background check and mask fit certificate module, which they are exempt from. If they see outstanding modules in their profile that are not optional, they should assume these are required.

4. **If students are having trouble with NirvSystem modules, who should they contact?**

Prior to contacting Learner Affairs, it is recommended that students ensure they are following the directions provided in the welcome email from NirvSystem. This email provides information about the specific browsers that are compatible with NirvSystem. If having issues while using one of the compatible browsers, students should first update to the most current version of the browser and ensure cookies/cache are cleared. This is the most common issue we currently see, and following these steps has been proven to solve the issue in most cases. If students continue to have issues with completing the modules, they can send an email to [Learner Affairs](#) and we can help troubleshoot in conjunction with our NirvSystem support team.

5. **How do students get their ID badge?**

Students will bring their learner ID email (received after completing all requirements in NirvSystem) with them on their first day of placement, at which point they can present to one of our Go2HR offices to have their badge created. Supervisors will often assist students with this on the first day of placement, so if they have any trouble locating the office they can present directly to their unit and then their supervisor can direct them further.

Placement Specific FAQs

1. **Who should students contact about their schedule or any site-specific requirements?**

Within Learner Affairs, we handle the onboarding process and can answer questions about our LHSC policies and requirements. However, to arrange their schedule and get any necessary paperwork signed, students should direct this communication towards their site leader, who will be indicated in their placement offer email. From here, the leader can provide additional information about the schedule, any site-specific requirements, and connect students with their direct supervisor.

10. **How is a start date arranged/decided upon?**

We recommend that students work with both their co-op teachers as well as their site leaders to determine what works best for everyone involved. When providing a start date on the registration form, it doesn't have to be an exact date if one is not known yet. Once the students have completed the requirements, we recommend they connect with their supervisor/leader to establish a date/time that works for the unit, based on the student's co-op schedule.

2. How do students find out who their supervisor will be?

Students will need to connect with the direct unit leaders in order to get this information. We recommend that once students have completed their requirements and/or are close to finishing the requirements, they reach out to their unit contact who can then provide more details of who their direct supervisor will be.

3. Who should students contact about completing site visits prior to placement?

These visits should be arranged through the site leader and not Learner Affairs, as we are not directly supervising the students on placement.