



PSAC/SAIT Well Testing Training Program Frequently Asked Questions



How do I register?

- All registrations by individuals or companies are done through PSAC. Go online to www.psic.ca, email accounting@psac.ca or call 403-264-4195 or toll-free 1-800-818-7722.

How much does it cost?

- The course fees have been divided to provide for payment of Materials Only, Tuition Only, or Materials and Tuition. This has been done to facilitate 'group training' by companies wishing to train a number of new employees who may or may not ultimately decide to pursue well testing as a career.
- For group training purposes, companies can initially request Materials Only. Once it is decided that an individual will continue with the program, their Tuition Only portion is paid. At that point, the student becomes registered with SAIT, completes the assignments, writes the final exam and receives a transcript from SAIT. If the Tuition portion of the fee is not paid, there are no records at SAIT and the student is not eligible to write the final exam or receive a certificate.
- Individuals pursuing the Well Testing Training Program are encouraged to register for Materials and Tuition.
- For course names, numbers and specific pricing info, please visit <http://www.psic.ca/resources/well-testing-and-training-program/>.

When and how will I receive my course materials?

- Module packages should arrive within 7-10 days of registration.
- Materials are shipped via Canada Post to the address on the registration form. Most of the time, because of the large size of the package, it will not be left at a door and will have to be picked up at a postal station.
- With your course materials, you will also receive a comprehensive orientation package that will answer many of your questions about completing the course.

How am I graded? When do I receive my grades?

- You will need to send your assignments to SAIT to be graded. Instructions will be included in the registration package.
- All assignments and final exams are given a letter grade.
- Marked assignments will be received by mail within 3 weeks from SAIT.
- Final exams are to be written under the supervision of a presiding examiner, or on the SAIT campus.
- Final Exam results will be visible on <https://www.mysait.ca> within two weeks of submitting your exam for marking. SAIT does not mail out result letters.

Do I have to write exams?

- An exam must be written after completion of all assignments and modules in each level.

What is the passing grade?

- The passing grade for the Well Testing Program is 50%.

Can I re-write the exam if I don't pass the first time? If so, is there an additional cost? How much? Is there a limited time to request the re-write?

- Re-write of exams can be done, only if the fail grade was between 45-49%, and only if requested within 4 to 6 weeks of receipt of marks. The cost to do this is \$100.
- If your fail grade was below 45% you will need to re-register, pay tuition only, and then you may re-write the final exam.

How many times can I re-write the exam?

- Only once and only if the fail grade was between 45-49%.



Where do I write the exam? Do I have to write the exam at SAIT or can I write it elsewhere?

- Exams can be written at SAIT, but you may also write your exam at another postsecondary institution. If you live outside of the Calgary area, call your local college or university to find out how and when you can write an exam at that location. There may be a cost for that service.
- If circumstances warrant, your exam can be sent to other locations as well. Details are included in the orientation package provided with each level of modules.

Will I get a certificate? What courses do I need to complete to get a certificate?

- All six levels need to be completed to receive certification. More information is included in the orientation package provided with each level of modules.

How do I get a copy of my certificate or transcript?

- For an official transcript, complete a Request for Transcript form and forward it to SAIT Student Services. A fee of \$10 (GST included) is charged for each copy of the transcript and should accompany the request form.
- Requests for unofficial transcripts can be sent to SAIT Global Operations and Maintenance Training at 1-877-284-7248, or distance.education@sait.ca.

How long does it take to complete a course?

- The course is self-paced. You work at it as hard as you feel comfortable with.
- You are allowed one year to complete each level including writing the exam.
- A one-time six-month extension to the completion time is available upon request by calling 1-877-284-7248. There is a fee of \$150.00 for an extension, and it must be purchased two business days before your course expiry date.

What is the difference between a course and a module?

- The course is made up of 6 levels. Each level has a final exam at the end. Each level consists of several stand-alone modules each with one assignment at the end.

Do I need a computer?

- Not currently. The course is paper-based.

Who do I contact if I have questions or problems on the course?

- Tutoring Services, contact SAIT at 1-877-284-7248.
- Administrative questions, contact SAIT at 1-888-284-7051.
- Also, see the orientation package included with each level of modules.