



FAQ on FSC® Trademark Training Course for Certificate Holders

1. How long does it take to go through the training course?

The basic modules take approximately 45 minutes but the overall time depends on each student. The course has many interactive parts as well as voluntary modules.

2. Is it compulsory to take the training according to the FSC certification or trademark use requirements?

No, the training course is voluntary.

3. Is it still required to send the trademark use for approval after completing the training course?

Yes, approvals are still required for trademark use. There are no changes in the trademark use requirements or trademark licenses. If your operations are in Germany, France, Italy, Brazil, Canada or Japan, there is a possibility to join the trademark use self approval pilot. Please contact your certification body for more information on the project.

4. We would like to have several people in our organization take the training course, is this possible?

Yes, it is possible. The number of participants by organization is not restricted. Every student has to register individually.

5. Will there be more translations published of the course?

There are no new translations planned for this year due to the upcoming revision of the requirements. The current language selection reflects languages used in the Certificate Holder trademark self approval pilot project countries.

6. Why is there no Spanish translation of the training course available?

The languages were originally selected to serve the self approval pilot project. Spanish was not among the languages used in the pilot countries.

7. Is it possible to change the language of the training course while taking part?

No, this is not possible. The training course is available in English, French, German, Italian, Japanese and Portuguese and you will need to enter a language specific access code in order to start the course. During the training you cannot switch the language.



8. What do I do if the link on the access document does not work?

You can try to copy paste the address or to write it into the address field of your browser. The full URL address is: <https://etraining.fsc.org/>

9. Do I have to take the whole training course in one go?

No, you can return to it and choose to start from the previous session or from the beginning anytime during the 30 days you have a valid access to the course.

10. Do I have to take the exam or can I just go through the course modules?

You do not need to take the exam. (Unless you are participating in the Certificate Holder trademark self approval pilot project.)

11. How much does the training cost?

It is free of charge.

12. How many correct answers do I need in order to print a certificate for passing the training course?

You will need to get 80% of the questions right to pass the training successfully.

13. If I don't manage to get enough questions right at the first time, can I try to take the test again?

Yes, you can try the test as many times as you like.

14. How do I get a certificate for the training course I successfully passed?

Your certificate is automatically created and you can save and print it in the training platform.