



# **WORKFORCE** *Academy*

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**TRAINING & EDUCATION DIVISION**

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## **TRAINING CATALOG**

TRAINING TITLE: **Customer Service Ops**

**PROGRAM DESCRIPTION**

This certification track discusses the basics of customer service; sound communications; advice for dealing with challenging customers; the customer order and return processes (reverse logistics); jobs in customer service; and legal concerns.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 Clock Hours**

TRAINING TITLE: **Warehousing Operations**

**PROGRAM DESCRIPTION**

The Warehousing Operations certification track provides the basics of warehousing operations, including distribution centers and fulfillment centers.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 clock hours**

TRAINING TITLE: **Inventory Management**

**PROGRAM DESCRIPTION**

The Inventory Management certification track provides the details to effectively plan for and manage inventory levels to satisfy customer demands and maximize organizational profitability.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 clock Hours**

TRAINING TITLE: **Flagger Training**

**PROGRAM DESCRIPTION**

The Basic Flagger course will cover a variety of traffic safety topics which will include Part 6 of the Manual on Uniform Traffic Control Devices section 6e which covers Flagger Control, Fundamental Principles of Traffic Control, Components of a Work Zone, Appropriate Flagging Techniques, Hand Signaling Control, Work Zone safety, and Types of Traffic Control Devices. In order to successfully complete Basic Training, the instructor shall determine that the flagger has demonstrated knowledge and proficiency in flagging operations. Upon successful completion of this course, participants will be issued a completion card.

CERTIFYING BODY: **AASHTO**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 Clock Hours**

TRAINING TITLE: **Food Protection Manager Certification**

**PROGRAM DESCRIPTION**

A Food Manager Certification is designed for mid-level or experienced professionals in the food service industry, such as restaurant managers, produce managers, c-store managers, etc.

CERTIFYING BODY: **Learn2Serve (ANSI-CFP)**

PROCTOR STYLE: **Community Partner**

CREDIT HOURS: **4 clock hours**

TRAINING TITLE: **HACCP training**

**PROGRAM DESCRIPTION**

This specific food safety system is called HACCP for Hazard Analysis and Critical Control Point. HACCP is a system comprised of 7 principles that are to be applied to a written food safety program focusing on the food in your operation.

CERTIFYING BODY: **International HACCP Alliance**

PROCTOR STYLE: **Online**

CREDIT HOURS: **16 clock hours**

TRAINING TITLE: **Seafood HACCP**

**PROGRAM DESCRIPTION**

Information in this course comes from the "Hazardous Analysis and Critical Control Point Principles and Application Guidelines" adopted by the USDA and FDA National Advisory Committee on Microbiological Criteria for Foods (NACMCF) in August 1997.

CERTIFYING BODY: **International HACCP Alliance**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 clock hours**

TRAINING TITLE: **Supply Management & Procurement**

**PROGRAM DESCRIPTION**

The Supply Management & Procurement certification track presents the details of how goods and services are ordered by converting purchase requisitions, created by the demand planning organization, to purchase orders that are issued to suppliers.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 clock hours**

TRAINING TITLE: **Transportation Operations**

**PROGRAM DESCRIPTION**

The Transportation Operations certification track provides the details for transporting goods. Transportation of goods often requires multiple modes of transportation. The combination of modes can vary depending on cost, values, dimensions, weights, frequency.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 Clock Hours**

TRAINING TITLE: **Demand Planning**

**PROGRAM DESCRIPTION**

The Demand Planning certification track presents the details necessary to create and utilize a forecast to build an actual demand plan. Forecasting is a process that predicts customer demands. The demand planning process uses the forecast to develop a plan.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 clock hours**

TRAINING TITLE: **Manufacturing & Service Operations**

**PROGRAM DESCRIPTION**

This certification track includes the role of manufacturing and service operations; linking market requirements with the selection of manufacturing processes; facility location strategies; facility layouts; the importance of production planning and control.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 Clock Hours**

TRAINING TITLE: **Customer Service and Sales**

**PROGRAM DESCRIPTION**

The Customer Service and Sales curriculum is designed to help entry-level sales and service associates learn skills related to frontline work in retail (or any industry that values customer service and sales skills).

CERTIFYING BODY: **Safe Staff**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **40 clock hours**

TRAINING TITLE: **Advanced Customer Service and Sales**

**PROGRAM DESCRIPTION**

The Advanced Customer Service and Sales credential is designed for sales and service associates looking to expand their skills in retail and other sales and service-focused industries.

CERTIFYING BODY: **National Retail Fed Foundation**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **40 Clock Hours**

TRAINING TITLE: **OSHA 10-hour General Industry Training Course**

**PROGRAM DESCRIPTION**

The OSHA Outreach Training Program for General Industry provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in general industry. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights. Students who successfully complete the CareerSafe OSHA 10-Hour General Industry course receive an OSHA 10-Hour General Industry wallet card from the OSHA Training Institute (OTI).

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **10 clock hours**

TRAINING TITLE: **OSHA 10-hour General Industry – Manufacturing Training Course**

**PROGRAM DESCRIPTION**

The OSHA Outreach Training Program for General Industry (Manufacturing) provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in manufacturing industry. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights. Students who successfully

complete the CareerSafe OSHA 10-Hour General Industry (Manufacturing) course receive an OSHA 10-Hour General Industry wallet card from the OSHA Training Institute (OTI).

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **10 clock hours**

TRAINING TITLE: **OSHA 10-hour General Industry –Food Service Training Course**

### **PROGRAM DESCRIPTION**

The OSHA Outreach Training Program for General Industry (Culinary) provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in culinary industry. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights. Students who successfully complete the CareerSafe OSHA 10-Hour General Industry (Culinary) course receive an OSHA 10-Hour General Industry wallet card from the OSHA Training Institute (OTI).

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **10 clock hours**

TRAINING TITLE: **OSHA 10-hour Construction Training Course**

### **PROGRAM DESCRIPTION**

The OSHA Outreach Training Program for Construction Industry provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in construction industry. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights. Students who successfully complete the CareerSafe OSHA 10-Hour Construction Industry course receive an OSHA 10-Hour Construction Industry wallet card from the OSHA Training Institute (OTI).

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **10 Clock Hours**

TRAINING TITLE: **OSHA 30-hour General Industry Training Course**

**PROGRAM DESCRIPTION**

OSHA 30-Hour Training courses for Construction and General Industry teach health and safety awareness by helping supervisors and workers reduce the risk of workplace hazards.

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **30 Clock Hours**

TRAINING TITLE: **OSHA 30-hour Construction Training Course**

**PROGRAM DESCRIPTION**

OSHA 30-Hour Training courses for Construction and General Industry teach health and safety awareness by helping supervisors and workers reduce the risk of workplace hazards.

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **30 Clock Hours**

TRAINING TITLE: **NCCER Core**

**PROGRAM DESCRIPTION**

The NCCER Core Curriculum is a prerequisite to all other Level 1 craft curriculum. Its modules cover topics such as Basic Safety, Communication Skills and Introduction to Construction Drawings.

CERTIFYING BODY: **NCCER**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **80 clock hours**

TRAINING TITLE: **Commercial Drivers License (Class A, or B)**

**PROGRAM DESCRIPTION**

Class A / Class B / Class C Commercial driving

CERTIFYING BODY: **HSDMV**

PROCTOR STYLE: **Community Partner**

CREDIT HOURS: **320 Clock Hours**

TRAINING TITLE: **Bearing Fundamentals**

**PROGRAM DESCRIPTION**

All rotating equipment creates radial and axial forces during normal operation. These forces can lead to catastrophic failure of the equipment unless the proper support equipment and systems are used. This course informs the student of these normal operational procedures for a start in the field.

CERTIFYING BODY: **Registered Continuing Education Program RCEP**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 Clock Hours**

TRAINING TITLE: **Demand Planning**

**PROGRAM DESCRIPTION**

The Demand Planning certification track presents the details necessary to create and utilize a forecast to build an actual demand plan. Forecasting is a process that predicts customer demands. The demand planning process uses the forecast to develop a plan for future demands of products/services.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 Clock Hours**

TRAINING TITLE: **CompTIA A+**

**PROGRAM DESCRIPTION**

Students enrolled in the CompTIA A+ program will undergo a rigorous 12-week program that includes introductory level A+ computer programming coursework. This course will train individuals on computer technology, and computer troubleshooting in preparation for the CompTIA A+ Certification exams. Students will be prepared for employment in PC maintenance, networking, mobile devices, laptops, operating systems, printers, security and troubleshooting techniques. Enhanced learning includes study guides, certification test prep, A+ exam simulations and focus drills that offer students an ideal way to prepare for success as a professional IT support technician; with opportunities to further their education and training in the field of Information Technology. Along with classroom instruction, the students will also have the opportunity to work hands on with our partnering industry employers. A unique and positive aspect of the training is that it is employer linked. Each graduating student from the program will be eligible for employment through our employment services team.

CERTIFYING BODY: **CompTIA**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **300 clock hours**

TRAINING TITLE: **Rigging and Signaling**

**PROGRAM DESCRIPTION**

As of November 2010 all employees engaged in hooking, unhooking, or guiding the load, or in the initial connection of a load to a component or structure and are within the fall zone should be a qualified rigger. A qualified rigger is also needed during assembly/disassembly of cranes. This course brings all of the rigging concerns into focus for a practical, field proven method of ensuring rigging safety. This program includes technical training and the required examination to meet OSHA standards. The course illustrates the proper use and pre-use inspection of rigging gear, slings and below-the-hook lifting devices to ensure those who complete training are competent.

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **4 clock hours**

TRAINING TITLE: **Electric/Manual Forklift Operator**

**PROGRAM DESCRIPTION**

The Electric/Manual Forklift Operator program offers training that is effective and OSHA-compliant. Training methods include a non-lecture format to develop safer forklift operators. One-day training is available at one of our off-side partner organizations.

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Community Partner**

CREDIT HOURS: **8 clock hours**

TRAINING TITLE: **Automated Guided Vehicle Operation**

**PROGRAM DESCRIPTION**

This course covers the manual controls of an AGV, the manual pendant, and the steps taken to initialize the AGV. The operation modes of the AGV are also discussed which include, the modes of operation and the manual dispatch mode on the AGV.

CERTIFYING BODY: **Registered Continuing Education Program RCEP**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 clock hours**

TRAINING TITLE: **Automated Guided Vehicle Safety**

**PROGRAM DESCRIPTION**

This course covers the indications, emergency stop operation and locations, beacon and running lights, audible warning mechanism, and alarms associated with AGV safety. This course will also discuss the different types of sensors such as: Door interlocks,

CERTIFYING BODY: **Registered Continuing Education Program RCEP**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 clock hours**

TRAINING TITLE: **Automated Guided Vehicle Preventive Maintenance**

**PROGRAM DESCRIPTION**

This module will cover the different types of maintenance associated with an AGV, including: Daily maintenance, 200-hour maintenance, 500-hour maintenance, 1000-hour maintenance, 2000-hour maintenance and shutting down the AGV.

CERTIFYING BODY: **Registered Continuing Education Program RCEP**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 clock hours**

TRAINING TITLE: **Electrical Pallet Jack Training**

**PROGRAM DESCRIPTION**

An OSHA-Compliant Training Class for pallet jacks (manual and electric). This course satisfies OSHA's requirements for the classroom portion of operator safety training. Quiz questions along the way prepare you for the final written exam. Upon completion, gain access to and print off your test, certificate, and a checklist which can be used by your employer to observe you operating the equipment.

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 Clock Hours**

TRAINING TITLE: **Unarmed Security Class D License**

**PROGRAM DESCRIPTION**

Completion of this course will prepare students entering the security industry ensuring compliance with Florida Statutes 493.

CERTIFYING BODY: **Florida Department of Agriculture**

PROCTOR STYLE: **Community Partner**

CREDIT HOURS: **40 clock hours**

TRAINING TITLE: **Food Handler**

**PROGRAM DESCRIPTION**

This training and test will prepare you to become a responsible food handler. A “food handler” is generally understood to be a food worker in a non-managerial role.

CERTIFYING BODY: **State Food Safety (ANSI)**

PROCTOR STYLE: **Online**

CREDIT HOURS: **2 clock hours**

TRAINING TITLE: **Alcohol Certification**

**PROGRAM DESCRIPTION**

To prepare alcohol servers to enter the workforce by providing the required alcohol server/seller information as specified by local regulations.

CERTIFYING BODY: **State Food Safety (ANSI)**

PROCTOR STYLE: **Online**

CREDIT HOURS: **2 clock hours**

TRAINING TITLE: **Non-Lethal Certification**

**PROGRAM DESCRIPTION**

This course will prepare students entering the Security and Private Investigative industry ensuring compliance with Florida Statutes 493 and 776.

CERTIFYING BODY: **Florida Dept. of Agriculture**

PROCTOR STYLE: **Community Partner**

CREDIT HOURS: **16 clock hours**

TRAINING TITLE: **Food Protection Manager Certification**

**PROGRAM DESCRIPTION**

Florida's Department of Business and Professional Regulation requires that all Managers in a licensed food service operation become Certified Food Managers and that one must always be present in the operation when there are four or more employees on duty.

CERTIFYING BODY: **Safe Staff**

PROCTOR STYLE: **Community Partner**

CREDIT HOURS: **6 Clock Hours**

TRAINING TITLE: **Food Safety Manager**

**PROGRAM DESCRIPTION**

The Food Safety Manager Certification credential communicates to the food service and retail industry that you have the knowledge, skills, and abilities necessary to oversee the safe storage, preparation, and service of food in the workplace.

CERTIFYING BODY: **State Food Safety (ANSI)**

PROCTOR STYLE: **Online**

CREDIT HOURS: **10 clock hours**

TRAINING TITLE: **Guardrail Basics**

**PROGRAM DESCRIPTION**

- Module 1: Introduction to Guardrail Systems will explain the components of a guardrail and explain how barriers are used.
- Module 2: Guardrail Performance Requirements will discuss the industry requirements and standards for guardrails.

CERTIFYING BODY: **AASHTO**

PROCTOR STYLE: **Online**

CREDIT HOURS: **2 clock hours**

TRAINING TITLE: **Guardrail Maintenance and Repair**

**PROGRAM DESCRIPTION**

- Module 1: Inspection and Maintenance of Existing Guardrails reviews the importance of guardrail maintenance and how damage is assessed.
- Module 2: Guardrail Repair reviews guardrail repair procedures and the information contained in the guardrail repair.

CERTIFYING BODY: **AASHTO**

PROCTOR STYLE: **Online**

CREDIT HOURS: **2 Clock Hours**

TRAINING TITLE: **Guardrail Series: Preview**

**PROGRAM DESCRIPTION**

This preview offers a quick summary of the three courses that make up the Guardrail Series.

CERTIFYING BODY: **AASHTO**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1 clock hours**

TRAINING TITLE: **Guardrail: Installation and Inspection**

**PROGRAM DESCRIPTION**

- Module 1: Guardrail Installation Systems and Placement covers 27- and 31-inch guardrail heights. The sections of a guardrail are discussed, as well as considerations for guardrail placement, including depth, soil support, deflection, etc.

CERTIFYING BODY: **AASHTO**

PROCTOR STYLE: **Online**

CREDIT HOURS: **3 Clock Hours**

TRAINING TITLE: **HACCP Training**

**PROGRAM DESCRIPTION**

This specific food safety system is called HACCP for Hazard Analysis and Critical Control Point. HACCP is a system comprised of 7 principles that are to be applied to a written food safety program focusing on the food in your operation.

CERTIFYING BODY: **International HACCP Alliance**

PROCTOR STYLE: **Online**

CREDIT HOURS: **16 clock hours**

TRAINING TITLE: **Hazcom Chemical Safety Training**

**PROGRAM DESCRIPTION**

Student will cover the following topics on what to do and how to do it when working with chemicals in a safe way:

- Contents of the OSHA Standard
- Hazard Classification
- Who is covered by the standard
- Chemicals
- Safety Data Sheets
  - Understanding chemicals
- Personal Protective Equipment
- Exposure to hazardous chemicals
- Leaks and spills

CERTIFYING BODY: **National Safety Compliance**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **3 clock hours**

TRAINING TITLE: **Microsoft Office Specialist**

**PROGRAM DESCRIPTION**

Microsoft Office Specialist is designed to allow students to demonstrate that they have the skills needed to get the most out of Office by earning a Microsoft Office Specialist (MOS) certification in a specific Office program. Holding a MOS certification can earn an entry-level business employee as much as \$16,000 more in annual salary than uncertified peers.

CERTIFYING BODY: **Microsoft**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **40 Clock Hours**

TRAINING TITLE: **Hand and Power Tool Safety**

**PROGRAM DESCRIPTION**

Hazards, General Safety Precautions, Personal Protective Equipment, Guarding, Controls & Switches, Hand Tools, Power Tools, Electric Tools, Pneumatic Tools, Powder-Actuated Tools, Hydraulic Power Tool, Abrasive Wheels & Tools, Jacks, Training, Medical Emergency equipment, etc.

CERTIFYING BODY: **National Safety Compliance**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **3 Clock Hours**

TRAINING TITLE: **Inventory Management**

**PROGRAM DESCRIPTION**

The Inventory Management certification track provides the details to effectively plan for and manage inventory levels to satisfy customer demands and maximize organizational profitability.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 Clock Hours**

TRAINING TITLE: **Manufacturing & Service Operations**

**PROGRAM DESCRIPTION**

This certification track includes the role of manufacturing and service operations; linking market requirements with the selection of manufacturing processes; facility location strategies; facility layouts; the importance of production planning and control.

CERTIFYING BODY: **CSCMP**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **20 Clock Hours**

TRAINING TITLE: **eLearning Platform Lab**

### **PROGRAM DESCRIPTION**

The E-Learning lab is designed to prepare students for online virtual learning with OIC using the Google Classroom portal.

CERTIFYING BODY: **N/A**

PROCTOR STYLE: **Online. Students are expected to complete a series of tasks to receive a completion certificate.**

CREDIT HOURS: **3 clock hours**

TRAINING TITLE: **Microsoft Digital Literacy**

### **PROGRAM DESCRIPTION**

The purpose of this course is to introduce computers to you the students, on the most basic of levels. This course is designed for the most novice computer users. We will attempt to prepare you to utilize a computer for online trainings, as you continue your programming at OIC and onward. This course will also provide you enough computer skills to create and manage an e-mail address, apply for jobs using online resources, search the "world wide web," for valuable information, and enjoy recreational activities on the computer. Learners who complete the curriculum will understand basic computing concepts and skills.

CERTIFYING BODY: **Microsoft**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **15 clock hours**

TRAINING TITLE: **Resume Workshop**

### **PROGRAM DESCRIPTION**

The résumé workshop provides detailed explanations, as well step-by-step processes, for creating an effective résumé. This course is designed for novice users of computers but

requires the student be able to navigate the computer using the online Google Classroom platform. This course will provide you with templates and resources to make your résumé into a living document that you can alter toward each position you aspire to.

CERTIFYING BODY: **N/A**

PROCTOR STYLE: **In House**

CREDIT HOURS: **4 Clock Hours**

TRAINING TITLE: **Florida Ready to Work (Note: When this is listed on the calendar, it usually means the Ready to Work Credential ONLY.)**

### **PROGRAM DESCRIPTION**

This program has 2 components: The Florida Ready to Work Credential and the Florida Soft Skills Credential – two valuable credentials signed by the Governor – that certifies that a Florida learner / jobseeker has the academic and employability job skills necessary to succeed in today’s rapidly changing and competitive economy.

The Florida Ready to Work Credential is a personalized certificate, signed by the Governor of Florida. The Credential shows employers that a student/jobseeker has the fundamental skills needed on the job and is ready to work. There are four credential levels – bronze, silver, gold and platinum. The Ready to Work courseware is an effective supplemental instructional solution for learner success in industry certification coursework and testing, the online Florida Ready to Work curriculum provides targeted, career contextualized instruction.

The Florida Soft Skills Credential assessment is composed of questions measuring entry-level work tasks and behaviors, including cooperate with others, resolve conflict and negotiate, solve problems and make decisions, observe critically, and take responsibility for learning. The assessment items require the learner to choose two answers for each question, the “best” and “worst” answers for handling each situation. The courseware is meant to prepare learners for internship and employment, the program provides a blended online and classroom-based curriculum targeting essential soft skills.

CERTIFYING BODY: **Florida Department of Economic Opportunity**

PROCTOR STYLE: **Certified In House**

CREDIT HOURS: **0 clock hours**

TRAINING TITLE: **Bloodborne Pathogens**

### **PROGRAM DESCRIPTION**

This e-learning course helps reduce the risks of bloodborne pathogens. It focuses on how to protect employees from blood and airborne pathogens and what to do if exposure occurs by teaching the fundamentals of bloodborne pathogens and how to reduce exposure risk and prevent infection.

CERTIFYING BODY: **National Safety Council**

PROCTOR STYLE: **Virtual**

CREDIT HOURS: **10 clock hours**

TRAINING TITLE: **COVID-19 CONTACT TRACERS**

### **PROGRAM DESCRIPTION**

This e-learning opportunity is dedicated to providing a foundation in contact tracing over the course of four lessons. The material includes how to identify, assess, and manage people who have been exposed to the infection.

CERTIFYING BODY: **Association of State and Territorial Health Officials**

PROCTOR STYLE: **Virtual**

CREDIT HOURS: **1hour instructor-led followed by self-study**

TRAINING TITLE: **Electrical Pallet Jack**

### **PROGRAM DESCRIPTION**

**Electric Pallet Jack** Operator Certification **course** is designed to provide the operators with the skills and knowledge necessary for a variety of responsibilities and functions involved in the operation and maintenance of the **electric pallet jack**. The **training** enforces the safety of the pedestrian and the operator.

This course covers the information you need to meet OSHA compliance. Plus, it teaches you how to safely lift and move pallets in your warehouse or material handling facility. Additionally, you'll learn how to identify and mitigate potential safety hazards, how to maintain electric pallet jacks, and how to inspect them.

CERTIFYING BODY: **OSHA**

PROCTOR STYLE: **Online**

CREDIT HOURS: **1.3 clock hours**