

# WITC Continuing Education

ONLINE SAFETY COURSES FOR THE BROADBAND INDUSTRY

**BROADBAND ONLINE SAFETY**



WISCONSIN  
INDIANHEAD  
TECHNICAL  
COLLEGE

**SUMMER 2019**

Continuing Education

# WITC Continuing Education

## Welcome!

WITC is pleased to provide a new online safety training opportunity for those working in the broadband industry.

Whether you are new to the industry or have many years of experience, safety awareness and training is a requirement.

There are **six** class categories, with a wide variety of specific topics under each one. The first, OSHA General Industry, is intended for all employees. The others are content specific for sub-groups of employees.

### Important Class Notes:

*You may register for these online classes at any time throughout the semester; however, you must complete the course materials before August 25, 2019.*

*After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.*

### More information about WITC's Broadband Online Safety courses:

[bit.ly/witcCEbroadband](http://bit.ly/witcCEbroadband)

877.243.2431

Paul Kostner  
Broadband Academy Program Director  
[Paul.Kostner@witc.edu](mailto:Paul.Kostner@witc.edu)  
715-234-7082 ext. 5298

**How to register: See page 14**



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## BROADBAND ONLINE SAFETY

### OSHA GENERAL INDUSTRY 3–6

• Class Number:	41278
• Fee	\$299
• Hours	15

### INDUSTRY TOPICS 6–9

• Class Number:	41280
• Fee	\$199
• Hours	15

### CUSTOMER SERVICE & SALES 9–10

• Class Number:	41283
• Fee	\$109
• Hours	5

### OFFICE STAFF FOCUS 10–12

• Class Number:	41281
• Fee	\$109
• Hours	10

### SUPERVISOR FOCUS 12–13

• Class Number:	41282
• Fee	\$109
• Hours	5

### CUSTOMIZABLE TRAININGS 13–14

• Broadband Safety 5 (1–5 modules): Fee: \$49	41284
• Broadband Safety 10 (6–10 modules): Fee: \$99	41285
• Broadband Safety 15 (11–15 modules): Fee: \$149	41286
• Broadband Safety 20 (16–20 modules): Fee: \$199	41287
• Broadband Safety 30 (21–30 modules): Fee: \$249	41288

## Broadband Safety: OSHA General Industry

Class Number: 41278

Fee: \$299

June 1, 2019 – August 25, 2019

15 hours

Overview: Understand OSHA policies, procedures and standards, as well as general industry safety and health principles. Topics include scope and application of the OSHA General Industry Standards. You may register for this online class at any time throughout the semester; however, you must complete the course materials before August 25, 2019. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

### Arc Flash Safety

A-1.

This session will cover the hazards and risks of working on or near energized electrical equipment. It will also discuss the procedures for preventing an arc flash accident and how to protect yourself from the hazards of an arc flash.

### Avoiding Exposure to Bloodborne Pathogens

A-2.

This session discusses how you might be exposed to bloodborne pathogens and infectious diseases, how you can protect yourself from exposure, and how to clean up and properly dispose of blood or bodily fluids. Employees most likely to be exposed include first-aid responders, janitorial and maintenance personnel, and workers assigned to clean up after an industrial accident. Even if your job does not normally expose you to blood or bodily fluids, this session is helpful to raise your awareness of bloodborne pathogens, to understand why you should not come in contact with them, and to understand that it is important to report spills of blood or bodily fluids so that they can be cleaned up safely.

### Basic First Aid For Medical Emergencies

A-3.

The main purpose of this session is to familiarize you with basic first-aid procedures. By the time the session is over, you will be able to recognize the benefits of obtaining first-aid and CPR certification; identify proper procedures for a variety of medical emergencies; assist in administering first aid when a co-worker is injured; and do no further harm.

### Battery Safety

A-4.

The main objective of this session is to make sure you work safely with batteries on the job. By the time the session is over, you will be able to identify battery hazards; understand how batteries work; charge batteries safely; assist in maintaining batteries properly; select appropriate PPE for battery maintenance; and follow proper emergency procedures.

### Bloodborne Pathogens- General

A-5.

This session will train you to identify bloodborne pathogens, or BBPs, that might be present in the workplace; understand how certain diseases are transmitted through blood; determine your risk of exposure to BBPs in the workplace; protect yourself from exposure through prevention and by following certain procedures if you are exposed; respond appropriately if you are exposed to BBPs; and understand your right to medical evaluations.

### Electrical Safety At Work

A-6.

This session covers electrical safety for unqualified workers. "Unqualified" workers are workers who are not specifically trained to repair or work with certain electrical equipment. The main objective of this session is to inform unqualified workers about the basic safety procedures when working around electricity. We will also cover the hazards of electricity and how to avoid them, as well as safe work procedures.

### Emergency Action & Fire Prevention

A-7.

This training presentation will teach you to understand hazards that lead to an emergency and how to evacuate an area in an emergency, respond to an emergency, protect yourself from fire and other hazards, prevent fires, and respond to fires and spills.

### Exit Routes

A-8.

This training will explain how to set up and maintain exit routes, implement the requirements of the facility Emergency Action Plan, recognize alarm signals and implement evacuation procedures.

### Fire Extinguishers

A-9.

This training session will teach you about what causes a fire, what fire extinguishers do, how to use an extinguisher, and different fire suppressant materials.

### **Forklift & Pedestrian Safety**

A-10.

The main purpose of this session is to train you to work safely around forklifts. By the time this session is over, you will be able to identify the hazards of working around forklifts; understand the factors that contribute to forklift/pedestrian accidents; comprehend pedestrian safety requirements; and take proper precautions when working around forklifts to protect your safety.

### **Hazard Communication & GHS: What Employees Need To Know**

A-11.

The main objective of this session is to teach you about hazard communication. Upon completion you will be able to: recognize hazardous chemicals; understand the risks they pose; interpret the information on chemical labels; understand safety data sheets, or SDSs; protect yourself from physical and health hazards; and respond to emergencies.

### **Introduction to OSHA & the General Duty Clause**

A-12.

The main objective of this session is to familiarize you with how OSHA and the General Duty Clause affect your job and our workplace. By the time the session is over, you will be able to understand the purpose of OSHA; identify OSHA's strategies for improving workplace safety; recognize the impact of the General Duty Clause; and know your OSHA rights and responsibilities.

### **Job Hazard Analysis**

A-13.

The main objective of this session is to make you more familiar with job hazard analysis. By the time this session is over, you will be able to identify the purpose of job hazard analysis (JHA); recognize the benefits of JHA; understand the JHA process; and analyze jobs effectively to detect and correct hazards.

### **Lockout/Tagout Authorized Employee**

A-14.

This session will train you to perform the responsibilities of an "authorized person." An authorized person is an employee who services or maintains machinery and equipment. As an authorized person, you will be able to recognize hazardous energy sources, understand responsibilities to other employees, and control hazardous energy with lockout/tagout.

### **Machine Guarding**

A-15.

By the end of this session, you will be able to understand the hazardous actions of different types of machinery, identify the hazards of working with machinery, identify machine safeguards and know how they work, and properly operate machines with guards.

### **Noise & Hearing Conversation**

A-16.

This session is part of the training required by the Occupational Safety and Health Administration, or OSHA, under the Hearing Conservation Program. This training session will cover the impact of noise on your hearing, how to identify noise hazards in your workplace, what hearing tests you may be required to take at work, what hearing protection devices are available to you, and how to choose the right ones.

### **OSHA Inspections, Citations & Penalties**

A-17.

The main objective of this session is to prepare you to manage an OSHA inspection effectively to achieve the best possible result. By the time this session is over, you will be able to identify how investigations are triggered; develop an inspection action plan; understand the steps in the inspection process; assume an effective role in the inspection; and successfully deal with the outcome of an inspection.

### **Permit-Required Confined Spaces in Construction: Attendant**

A-18.

This training session on permit-required confined spaces is designed for construction workers designated as attendants for these spaces. You know that construction sites change constantly as the work progresses. That means confined spaces change, too. In fact, confined spaces can be created during the course of a project, even if none existed at the project's start. This session will help you identify the hazards of confined space entry, including the signs, symptoms, behavioral effects, and consequences of hazard exposure.

### **PPE-Hand Protection**

A-19.

By the end of the training session, you will be able to identify hand hazards, choose appropriate gloves for work tasks, know the limitations of hand protection, and use and care for protective equipment.

## **PPE-Foot Protection**

A-20.

OSHA requires employers to conduct a hazard assessment and determine the appropriate PPE for the different types of work that employees are expected to do. This includes an assessment for potential foot injury hazards. This training session will discuss the potential foot hazards in your workplace that were identified during the hazard assessment.

## **Preventing Slips, Trips and Falls: A Guide For Employees**

A-21.

Slips, trips, and falls are among the most common causes of injury on the job and at home. Everyone slips, trips, or falls on occasion, but sometimes, the result can be serious, painful—and even deadly—injuries. It's important to recognize slip, trip, and fall hazards on the job when you see them so that you can take proper precautions to prevent accidents and protect yourself and coworkers from injury.

## **Process Safety Management**

A-22.

Welcome to the training session on safely using, handling, moving, and storing highly hazardous chemicals. This training session is for employees and employees of contractors who work with processes that involve highly hazardous chemicals. It is designed for workplaces covered under the Occupational Safety & Health Administration's (OSHA) Process Safety Management Standard (29 CFR 1910.119). It will cover the procedures for safely handling highly hazardous chemicals and operating a chemical process that involves such chemicals.

## **Respiratory Protection**

A-23.

After this session, you will be able to identify the hazards of airborne contaminants; identify and use appropriate respiratory protection; recognize the limitations and capabilities of respirators in our workplace; and inspect, maintain and store respirators.

## **Safe Forklift Operation**

A-24.

This training session will help you understand the characteristics of a forklift, including differences from driving a car; controls and instruments; motor operation; steering; and other instructions, warnings, and precautions.

## **Understanding Chemical Labels Under GHS**

A-25.

Chemical labeling is the first step in the process of using chemicals safely. OSHA's chemical labeling requirements are part of its Hazard Communication Standard (HazCom), which is designed to ensure that you can identify and understand hazardous chemical substances in the workplace. HazCom, including chemical labeling, has been aligned with the Globally Harmonized System for Classification and Labeling of Chemicals (GHS). This training session focuses on the GHS chemical label.

## **Understanding the Safety Data Sheet**

A-26.

The main objective of this session is to describe the purpose of the GHS and introduce you to the SDS. By the time the session is over, you should be able to understand the GHS and how it affects hazard communication in the workplace; recognize how the SDS improves your access to vital safety, health, and environmental information about chemicals used in the workplace; and identify the 16 sections of the SDS and the information contained in each section.

## **Warehouse Safety**

A-27.

The main objective of this session is to help you prevent accidents and injuries in the warehouse and loading dock. Upon completion, you should be able to identify warehouse hazards; prevent back injuries; work safely with material-handling equipment; protect against accidents on the loading dock; stack materials safely; and prevent slips, trips and falls.

## **What Unqualified Workers Need To Know About Electrical Safety**

A-28.

The main objective of this session is to inform you about the basic requirements for electrical safety on the job. Upon completion, you will be able to: understand the hazards of electricity; identify and avoid common electrical hazards; follow safe work practices around electrical equipment; and know what to do in an emergency.

## **Workplace Safety For Employees**

A-29.

At the end of the training session, you will be able to understand why safety is such an important workplace issue, identify the requirements of OSHA and the law, know what our safety policy requires, and take an active role in promoting workplace safety and health.



### **Your Guide To Personal Protective Equipment**

A-30.

The main objective of this course is to provide you with the information you need to use PPE effectively to protect your health and safety on the job. By the time the course is over, you should be able to understand the PPE hazard assessment process; understand why different types of PPE are selected; and know how to properly wear and care for PPE.

## **Broadband Safety: Industry**

Class Number: 41280

Fee: \$199

June 1, 2019 – August 25, 2019

15 hours

**Overview:** Learn all aspects of the employer's safety and health program for protecting workers from injuries and illnesses in the broadband industry. You may register for this online class at any time throughout the semester; however, you must complete the course materials before August 25, 2019. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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### **Active Shooter On-Site: What Every Employee Should Do**

B-1.

When it comes to workplace shootings there are measures you can take to not only limit the damage but also to save precious lives both before and during these incidents. Because most incidents are over within minutes, you need to be prepared to react quickly to the situation. During this session we'll talk about how you, as an employee, should react to and prepare for an active shooter in your workplace.

### **Aerial Lift Safety**

B-2.

Aerial lifts are extremely useful pieces of equipment and are commonly used in many industries. But this equipment can be hazardous to both operators and employees working nearby unless proper precautions are taken by all employees.

### **Asbestos Awareness**

B-3.

This session is designed for employees who may contact or work near asbestos-containing material (known as ACM), asbestos-containing building material (known as ACBM or presumed asbestos-containing material (known as PACM), but do not disturb it as part of their normal work activities.

### **Avoiding Back Injuries**

B-4.

The objective of this session is to help you prevent back injuries. You will learn to: identify causes of back injuries; prevent back injuries; use proper lifting, load carrying, and unloading techniques to help protect your back; and think smart about your back and the importance of keeping it healthy.

### **Back Safety**

B-5.

This training will help you understand how back injuries occur; prevent back injuries; use proper lifting, load carrying, and unloading techniques; and think intelligently about your back.

### **Chain Saw Safety For Construction Workers**

B-6.

At the end of the training, you will be able to understand how chain saws work, including maintenance tips, risks associated with chain saw use, personal protection equipment, or PPE, and safe work practices for using a chain saw.

### **Crane Rigging In Construction**

B-7.

This session focuses on safe rigging for crane and derrick operations at construction sites. A critical job for the safety of any crane or derrick operation is rigging the load, which is the most time-consuming of any crane operation and has the greatest hazard potential. In this session we'll cover the fundamentals of rigging cranes and derricks.

### **Disaster Planning: What Employees Need to Know**

B-8.

Making sure that all employees receive basic emergency response training is a critical part of disaster planning, whether you are planning for a workplace fire or a natural disaster like a tornado or flood. This training session will help you identify different types of workplace disasters, understand the requirements of your emergency response plan, carry out emer-

gency response assignments effectively, and evacuate quickly and safely in an emergency.

## **Excavation Safety For Construction Workers**

B-9.

The main objective of this session is to help you learn how important it is to work safely in excavations or trenches. Upon completion you will understand preventive measures required by law, your role in working safely, your employer's obligations to protect you, hazardous atmospheres and types of protective systems.

## **Extreme Weather Driving for All Drivers**

B-10.

The main objective of this session is to provide safety tips for driving in extreme weather so that you can avoid accidents and breakdowns. Upon completion you will be able to: recognize extreme weather driving hazards; identify safe driving precautions for different weather conditions; prepare yourself and your vehicle for any kind of weather; and prevent accidents and reach your destination safely when driving in extreme weather conditions.

## **Fall Protection in Construction**

B-11.

This training presentation will teach you how to recognize fall hazards and identify when fall protection is needed, use basic fall protection systems, prevent objects from falling, inspect personal fall arrest systems, and rescue yourself and others from falls.

## **Good Housekeeping**

B-12.

Good housekeeping is serious business at work. Not only can it help save your money—it can also save your life. During this training session, we'll explain what good housekeeping is and why it's so important at work—and we'll also go over exactly what your role in good housekeeping is.

## **Home Safety**

B-13.

In this session you will discover the importance of home safety; how to identify hazards in your home; how to eliminate or minimize hazards; and ways to keep your home and family safe and secure.

## **Ladder Safety**

B-14.

Ladder accidents, injuries, and even fatalities are some of the most common accidents that happen on the job. There is a lot you can do to avoid becoming a statistic, and it starts with using the information you will be provided during this session.

## **Mold Hazards and Prevention**

B-15.

This session will discuss the hazards of mold both in the workplace and at home. We will learn how to detect mold, where to find it, the health hazards of exposure, how to clean up small mold contamination, and how to prevent mold from growing.

## **Powered Platform Safety**

B-16.

The main objective of this session is to talk about powered platform safety features and procedures. Upon completion you will be able to: identify powered platform components and platform safety features; use inspection requirements; use personal fall arrest systems properly; follow safe work practices and act effectively in an emergency.

## **Recordkeeping: Injury and Illness**

B-17.

By the end of this training session, you will be able to understand which employers are affected, record-keeping forms, reporting to the government, employees recorded, employee rights, and injury and illness recording criteria.

## **Scaffolds In Construction**

B-18.

This training presentation will teach you to understand the nature of scaffold hazards; identify major types of scaffolds and their use; erect, move, operate, inspect, and maintain a scaffold; and implement safe work practices, use fall protection, and protect yourself from falling objects.

## **Trenching: Competent Person**

B-19.

This session is intended to provide a background of information on which to begin building the competent person's experience. By the end of this session, you as the competent person will be able to recognize hazards associated with trenches, understand the protective systems for trenches, and understand the hazards and prevention measures for the activities associated with excavation.

### **Underground Construction/Tunneling**

B-20.

The main objective of this session is to help you understand the OSHA regulation for protecting the safety and health of underground construction workers. Upon completion you will understand: the critical role of what OSHA terms a “competent person” in maintaining job site safety; see what’s needed to keep everyone connected and aware; know what protections you have for ventilation, illumination, and air monitoring; list site control procedures that are designed to protect workers; know the minimum requirements for air and light, which are critical concerns for all underground workers; understand the rules for special situations, when projects include drilling and blasting, the use of cranes and hoists, or working with gas underground; learn what emergency procedures must be in place at all times, even if just one person is underground; and know what records must be kept on air quality and potentially dangerous exposures—that are available to workers during and after a project.

### **Portable Power Tool Safety**

B-21.

By the end of the training session, you will be able to identify the hazards of portable power tools, take precautions against injury, use tool guards effectively, and understand common safety practices for specific types of tools.

### **Welding & Cutting Safety for Construction Workers**

B-22.

The objectives of this session are to discuss important safety points of welding and cutting. By the end of the session, you will be able to identify the major safety and health hazards, know the different welding processes, select appropriate personal protective equipment, or PPE, and implement controls needed to prevent or control fires.

### **Working in Cold Conditions**

B-23.

If you work regularly in cold conditions you have more to worry about than just being uncomfortable. Cold working conditions can lead to health hazards that you need to protect yourself against. During this session, we’ll tell you what hazards to look out for and how you can keep yourself safe.

### **Working in Hot Conditions**

B-24.

While being hot may be unavoidable, if you get too overheated and dehydrated, it could be downright

dangerous. During the session, we’ll discuss how working in hot condition can be hazardous to your health and safety, different types of heat-related illnesses you should be aware of, and what you can do to protect yourself if you work in hot conditions.

### **Working Safely Around Heavy Equipment**

B-25.

A construction site is an inherently dangerous workplace. You must pay attention not only to what you are doing but also to what other workers around you are doing. The main goal of this session is to help you understand how important it is to work safely near heavy equipment. At the end of the session, you will be able to understand the leading causes of heavy equipment related accidents, identify dangers associated with heavy equipment, discuss what OSHA regulations say about working safely on or near heavy equipment, and learn basic precautions to stay safe on the work site.

### **Working Safely Near Power Lines**

B-26.

The main objective of this session is to help you understand how important it is to work safely near power lines. This session is intended for general construction workers. At the end of the training session, you will be able to understand the major causes of power line-related accidents, identify dangers associated with power lines, find out what Occupational Safety and Health Administration, or OSHA, regulations say about power line safety, learn preventive measures to stay safe, and get some tips on what to do in case of an emergency.

### **Working Safely Outdoors**

B-27.

The main objective of this session is to provide you with the information you need to work safely outdoors. By the time the session is over, you will be able to identify outdoor hazards; take proper precautions to prevent injury or illness; and apply effective first aid in the event of an injury or exposure.



## Broadband Safety: Customer Service and Sales

Class Number: 41283

Fee: \$109

June 1, 2019 – August 25, 2019

5 hours

In today's competitive environment, it is more important than ever to create a strong service culture supported by skills to build loyal relationships with your customers and a better working environment for your employees. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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### Connect With Customers Training Online

C-1.

To work effectively with customers and provide the kind of service that builds long-lasting relationships, customer service representatives need to connect with their customers. The objective of this course is to focus connecting with customers. At the end of the session, trainees will understand the importance of connecting with customers, identify effective methods for making good connections, and communicate well to ensure successful interaction with customers.

### Email Best Practices for All Employees

C-2.

Email is an essential and influential component of business communication. It is used to conduct all kinds of business, from communicating with colleagues and customers to negotiating contracts and dealing with government regulators. The objective of this course is to help trainees make the most efficient use of electronic correspondence. Trainees will learn how to write effective emails in the workplace. At the end of this session, trainees will be able to manage email volume and storage effectively; present a professional image in email; produce clear, concise messages; and reply efficiently to incoming mail.

### Handling Customer Complaints Training

C-3.

Effective customer complaint handling is one of the most important aspects of providing excellent customer service. Customers who complain are of-

fering the organization a chance to identify and resolve problems, demonstrate excellent service and keep loyal customers. The objective of this course is to help employees handle customer complaints and difficult customers successfully. At the end of this course, trainees will be able to view customer complaints as opportunities, identify problems that prompt complaints, handle complaints effectively, and satisfy customers who complain.

### How to Maintain Customer Loyalty

C-4.

To be successful and profitable, businesses must keep satisfying their customers so that they keep coming back. Loyal customers are the core of every business. The objective of this online customer loyalty and retention training course is to help customer service representatives understand the importance of customer loyalty and discover ways that they can promote it. At the end of this course, trainees will be able to recognize the value of loyal customers, understand how to build and maintain loyalty, identify and meet customer expectations, and provide superior service that generates loyalty.

### Identifying Customer Needs

C-5.

Providing superior customer service means meeting customers' needs by providing them with the products and services they want or by providing effective solutions to their problems. In order to do that, customer service, customer care, and call center representatives must be able to accurately and completely identify customers' needs. The objective of this online customer service training course is to help trainees identify and meet customer needs, an important step in creating loyal customers. At the end of this training course, trainees will be able to recognize the importance of correctly identifying customers' needs; ask the right questions to accurately identify needs; identify and take advantage of cross-selling opportunities; and present products, services, and solutions that meet customers' needs.

### Problem Solving for Employees

C-6.

This session teaches employees problem-solving techniques. It goes without saying that problem solving is part of any job. Problems can't be avoided. "Problems" are better looked at as opportunities for improvement. The problem-solving methods covered in this session can help trainees identify and resolve work problems more quickly and effectively, change employee behaviors and attitudes toward problems and, consequently, be more empowered and successful at work.

## Gaining Leads and Referrals

C-7.

Make the best use of leads and referrals to build your customer base and increase sales. This course helps you and your team identify good lead sources and referrals, take effective action to gain leads and referrals, evaluate leads and referrals astutely and know when and how to contact referrals to increase sales.

## Upselling

C-8.

Everyone has their comfort zone. More established products are easy to sell, and pitching new or unfamiliar products will take a sales professional out of that comfort zone. Yet, after selling base products, new opportunities for profit exist at the next level. Established customers can serve as the perfect proving ground for new products and services. Who's easier to reach, the new customer or the ones with whom you've already cultivated a trusting relationship? Don't leave money on the table when you learn how to cross sell and upsell. This course explains the essentials of delivering incremental revenue, including how to recognize why upselling is important, get more value out of existing sales relationships, use incentives, identify upselling strategies, upsell effectively, and understand the risks of upselling.

## Driver Wellness

C-9.

For employees who drive, wellness is extremely important. Fatigue, heart trouble and other health problems are known to play a role in many accidents, injuries and driver deaths. Studies conducted by federal highway safety experts, such as the National Transportation Safety Board (NTSB), have shown that a significant number of truck accidents are health related. It's been proven: wellness is an important component in safe driving. This course teaches drivers the risk factors to avoid for safe driving, how to stay healthy for better productivity and how to achieve long-term driving safety and personal wellness.

## Extreme Weather Driving-For All Drivers

C-10.

The main objective of this session is to provide safety tips for driving in extreme weather so that you can avoid accidents and breakdowns. Trainees will be able to recognize extreme weather driving hazards; identify appropriate safe driving precautions for different weather conditions; prepare yourself and your vehicle for any kind of weather; and prevent accidents and reach your destination safely when driving in extreme weather conditions.

## Broadband Safety: Office Staff

Class Number: 41281

Fee: \$109

June 1, 2019 – August 25, 2019

10 hours

Overview: Maximize your employee training to ensure that staff actions contribute to health and safety in the workplace and the individual responsibilities are clearly understood. Gain skills to provide personnel with general information about hazards and accidents in an office environment. Learn best practices to give guidance on risk assessment and control. You may register for this online class at any time throughout the semester; however, you must complete the course materials before August 25, 2019. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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## Active Shooter On-Site: What Every Employee Should Do

D-1.

When it comes to workplace shootings, there are measures you can take to not only limit the damage but also to save precious lives both before and during these traumatic incidents. Because most incidents are over within minutes, you need to be prepared to react to the situation with speed. During this session we'll talk about how you, as an employee, should react to and prepare for an active shooter in your workplace.

## Asbestos Awareness

D-2.

This training session is designed for employees who may contact or work near asbestos-containing material (known as ACM), asbestos-containing building material (known as ACBM or presumed asbestos-containing material (known as PACM), but do not disturb it as part of their normal work activities.

## Avoiding Back Injuries

D-3.

The main objective of this session is to help you prevent back injuries. Trainees will be able to: identify causes of back injuries and prevent them; use proper lifting, load carrying and unloading techniques to

help protect your back; and think smart about your back and the importance of keeping it healthy.

## **Back Safety**

D-4.

This training presentation will help you understand how back injuries occur; prevent back injuries; use proper lifting, load carrying, and unloading techniques; and think intelligently about your back.

## **Disaster Planning: What Employees Need to Know**

D-5.

Making sure that all employees receive basic emergency response training is a critical part of disaster planning, whether you are planning for a workplace fire or a natural disaster like a tornado or flood. This training session will help you identify different types of workplace disasters, understand the requirements of your emergency response plan, carry out emergency response assignments effectively, and evacuate quickly and safely in an emergency.

## **Extreme Weather Driving For All Drivers**

D-6.

The main objective of this session is to provide safety tips for driving in extreme weather so that you can avoid accidents and breakdowns. Upon completion, you will be able to: recognize extreme weather driving hazards; identify safe driving precautions for different conditions; prepare yourself and your vehicle for any kind of weather; and prevent accidents and reach the destination safely.

## **Good Housekeeping**

D-7.

Good housekeeping is serious business at work. Not only can it help save your company tens of thousands of dollars in costs, it can also save your life. During this session, we'll explain what good housekeeping is and why it's so important at work—and we'll also go over exactly what your role in good housekeeping is.

## **Home Safety**

D-8.

The main objective of this session is to help you ensure that your home is safe. By the time the session is over; you will be able to understand the importance of home safety; identify hazards in your home; eliminate or minimize recognized hazards; and keep your home and your family safe and secure.

## **Ladder Safety**

D-9.

Ladder accidents, injuries, and even fatalities are one of the most common form of accidents that happen on the job. But there is a lot you can do to avoid becoming an accident statistic—and it starts with using the information you will be provided during this training session.

## **Mold Hazards and Prevention**

D-10.

This training session will discuss the hazards of mold both in the workplace and at home. We will learn how to detect mold, where to find it, the health hazards of exposure, how to clean up small mold contamination, and how to prevent it from growing.

## **Preparing for Weather Emergencies**

D-11.

The objective of this session is to tell you about how you can prepare for weather emergencies and other natural disasters and what you should do when these events occur so that you can survive them safely. By the time this session is over, you will be able to recognize the hazards of weather emergencies and other natural disasters; follow workplace emergency procedures; develop a family emergency plan; and increase your chances of surviving emergencies and minimizing property damage.

## **Recordkeeping: Injury and Illness**

D-12.

By the end of this session, you will be understand which employers are affected, recordkeeping forms, reporting to the government, employees recorded, employee rights and injury/illness recording criteria.

## **Working in Cold Conditions**

D-13.

Those of you who work regularly in cold conditions have more to worry about than just being uncomfortable. Cold working conditions can lead to health hazards that you need to protect yourself against. During this session, we'll tell you what hazards to watch for and how to keep yourself safe.

## **Working in Hot Conditions**

D-14.

While being hot is sometimes unavoidable, if you get overheated and dehydrated, it could be downright dangerous. During the session, we'll discuss how working in hot conditions can be hazardous to your health and safety, types of heat-related illnesses and how to protect yourself in hot conditions.

## Broadband Safety: Supervisors

Class Number: 41282

Fee: \$109

June 1, 2019 – August 25, 2019

5 hours

**Overview:** Keeping workplaces free from hazards is one of the most critical aspects of a comprehensive safety program. Learn best practices for supervisors and managers to maintain safe and healthful workplaces. Ensure employees are adequately protected from hazards. You may register for this online class at any time throughout the semester; however, you must complete the course materials before August 25, 2019. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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### Accident Investigations

F-1.

As much as you try to prevent them, accidents at work happen. No matter what kind of accident you may be faced with at work, one of the most important things you can do after it happens is to investigate it and learn from the experience so it doesn't happen again. This training session will cover everything you need to know about investigating accidents.

### Active Shooter On-Site: What Every Employee Should Do

F-2.

When it comes to workplace shootings, there are measures you can take to not only limit the damage but also to save lives both before and during these incidents. Because most incidents are over within minutes, you need to be prepared to react to the situation with speed. During this session we'll talk about how you, as an employee, should react to and prepare for a shooter in your workplace..

### Disaster Planning: What Supervisors Need to Know

F-3.

This course will help you recognize the types of workplace disasters you may face, understand the requirements of the emergency response plan, satisfy employee training requirements, and carry out emergency response duties effectively.

### Exit Routes: Supervisors

F-4.

This training will explain how to set up and maintain exit routes, implement the requirements of the facility Emergency Action Plan, recognize alarm signals, and implement evacuation procedures.

### Hazard Communication and GHS: What Supervisors Need to Know

F-5.

The main objective of this session is to describe the purpose of GHS revisions to OSHA's Hazard Communication Standard. Upon completion, trainees will: understand GHS revisions to HazCom and how they affect the workplace; recognize revised chemical labels and safety data sheets (SDSs); and train employees to read/interpret GHS-compliant labels and SDSs.

### New Employee Safety Orientation

F-6.

By the end of this session, you will understand your role in our company's safety and health program, including security procedures, and get safety information from various sources, including company safety newsletters, bulletin boards, safety committee members, and labels or material safety data sheets.

### Permit-Required Confined Space Rescue for Supervisors

F-7.

In this session, you will review the requirements for successful confined space rescue operations. By the time the session is over, you will be able to recognize confined space hazards; plan for rescues; evaluate rescue services; differentiate among types of rescues; train and equip a rescue team; and identify the phases of a rescue operation.

### Record Keeping: Injury and Illness

F-8.

Topics discussed include: which employers are affected, record keeping forms, how to report to the government, employees recorded, employee rights, and injury and illness recording criteria.

### Respirator Fit Testing: What Supervisors Need to Know

F-9.

This session will review respirator fit test options and procedures. By the time the session is over, you will be able to help employees select, assess comfort, and fit a respirator; teach workers to perform positive and negative seal checks; and understand qualitative and quantitative fit test procedures.

## **Slips, Trips, and Falls: What Supervisors Need to Know**

F-10.

This session will help you prevent slips, trips and falls among your employees. Upon completion you will be able to identify slip, trip, and fall hazards in the workplace; eliminate these hazards in work areas you supervise; prevent falls on stairs and from ladders; help employees prevent falls; and teach employees how to minimize injuries if they fall.

## **NEW Customizable Trainings**

Want a training plan that is customized to the roles of your staff and their specific duties? Check out our various options that can be tailored to meet your specific needs.

**Note:** *Online registration is not available for these training options. If you are interested, please contact Paul to complete your registration:*

### **Paul Kostner**

Broadband Academy Program Director

[Paul.Kostner@witc.edu](mailto:Paul.Kostner@witc.edu)

715-234-7082 ext. 5298

### **Broadband Safety: 5**

Class Number: 41284

Fee: \$49

June 1, 2019 – August 25, 2019

1– 5 modules

Overview: Customize your online broadband safety training by selecting 1-5 modules from any safety category. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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### **Broadband Safety: 10**

Class Number: 41285

Fee: \$99

June 1, 2019 – August 25, 2019

5– 10 modules

Overview: Customize your online broadband safety training by selecting 5-10 modules

from any safety category. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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### **Broadband Safety: 15**

Class Number: 41286

Fee: \$149

June 1, 2019 – August 25, 2019

11– 15 modules

Overview: Customize your online broadband safety training by selecting 11-15 modules from any safety category. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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### **Broadband Safety: 20**

Class Number: 41287

Fee: \$199

June 1, 2019 – August 25, 2019

16– 20 modules

Overview: Customize your online broadband safety training by selecting 16-20 modules from any safety category. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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### **Broadband Safety: 30**

Class Number: 41288

Fee: \$249

June 1, 2019 – August 25, 2019

21– 30 modules

Overview: Customize your online broadband safety training by selecting 21-30 modules from any safety category. After registration and payment are received, you will receive additional instructions on how to log in and access your course. Business & Legal Resources is the online delivery platform.

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## It's Easy to Register!

- ONLINE** Register and submit your credit card payment online at [courses.witc.edu](https://courses.witc.edu).
- PHONE** Register by phone using a credit card (Visa/MasterCard/Discover).
- IN PERSON** Please go online to [witc.edu](https://witc.edu) or call ahead to check business hours of your local campus. Cash, checks and credit cards are accepted.
- GROUPS** Interested in registering a team or group? Contact Paul at 715-234-7082 ext. 5298 or [Paul.Kostner@witc.edu](mailto:Paul.Kostner@witc.edu).
- MAIL** Fill out the registration form on the next page and mail it with payment to WITC-Rice Lake. Registration must be received before beginning courses.

### WITC Rice Lake

1900 College Drive, Rice Lake, WI 54868  
715.234.7082, ext. 5045 / fax: 715.234.1241

### For more information about WITC's Broadband Online Safety courses:

[bit.ly/witcCEbroadband](https://bit.ly/witcCEbroadband)

877.243.2431

Paul Kostner  
Broadband Academy Program Director  
[Paul.Kostner@witc.edu](mailto:Paul.Kostner@witc.edu)  
715-234-7082 ext. 5298

Click below to go directly to the registration site:

**General Industry**

**Office Staff**

**Industry**

**Supervisors**

**Customer Service/Sales**

## REGISTRATION POLICIES

### Nondiscrimination Notice

WITC is an equal opportunity employer/educator functioning under the affirmative action plan. The Wisconsin Indianhead Technical College District does not discriminate on the basis of race, color, national origin, sex, disability or other applicable legislated categories, in its services, employment programs, and/or its educational programs and activities, including but not limited to admissions, treatment, and access. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Amanda Gohde, Director, Human Resources, Equal Opportunity/Access & Affirmative Action Officer, 505 Pine Ridge Drive, Shell Lake WI 54871, 715.468.2815 ext. 2240, [Amanda.Gohde@witc.edu](mailto:Amanda.Gohde@witc.edu). Program information or assistance regarding requests for reasonable accommodation under the Americans With Disabilities Act can be obtained from the College Affirmative Action Office.

### Accommodations for Persons With Disabilities

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services and employment in accordance with 504 of the Rehabilitation Act of 1973, the Americans With Disabilities Act of 1990 and the Americans with Disabilities Act (ADA) Amendments Act of 2008. If accommodations are needed, the student should contact the campus Accommodations Specialist or Amanda Gohde, Director, Human Resources, Equal Opportunity/Access & Affirmative Action Officer, at 715.468.2240, 30 days in advance of needed assistance.

### Senior Fees

WITC has implemented a waiver for students ages 62 plus. This waiver is for personal enrichment courses only (the catalog number begins with 60) and provides up to a 40% discount. (Amount varies based on material fees.) Student's age must be 62 plus at the start of the term (6/1 for summer, 8/26 for fall and 12/23 for spring). Students ages 62 plus who are enrolled in professional courses (catalog number begins with 42 or 47) are still exempt from program fees under State Statute 38.24 (1)(b) and only required to pay material fees, which is approximately \$4.50 for many courses.



# REGISTRATION FORM

For Continuing Education (non-credit) Courses  
*WITC is an equal opportunity employer/educator*

\_\_\_\_\_  
 Last Name                      First Name                      M.I.                      Former Last Name (if applicable)                      Date of Birth                      Age 62+

\_\_\_\_\_  
 WITC Student ID No.                      Social Security No.

I've taken classes at WITC in the past.

\_\_\_\_\_  
 Email address (required for WITC alerts and important communication)

\_\_\_\_\_  
 Home phone                      Cell phone

\_\_\_\_\_  
 Home address

\_\_\_\_\_  
 City                      State                      ZIP Code

Resident of (check one):  Township  Village  City                      County                      School District

\_\_\_\_\_  
 Last high school attended:

\_\_\_\_\_  
 Highest grade COMPLETED (K-12):

**The information below and right is required for state and federal reporting purposes and will be kept confidential.**

- Gender:**  Male                       Female  
**Ethnicity:** Hispanic/Latino origin?  Yes  No  
**Race** (check all that apply):  
 American Indian/Alaska Native  
 Asian     Black/African American  
 Native Hawaiian/Other Pacific Islander  
 White

**OFFICE USE ONLY**

Term \_\_\_\_\_  
 38.14 Contract # \_\_\_\_\_  
 Employer # \_\_\_\_\_  
 Course Fees \$ \_\_\_\_\_  
 Senior Fees \$ \_\_\_\_\_  
 Other \_\_\_\_\_  
 Received by/ext. \_\_\_\_\_  
 Date/time \_\_\_\_\_

**Highest Credential Earned**

01 = No Credential  
02 = GED  
03 = HSED  
04 = High school diploma  
05 = Some college credit  
06 = Short-term diploma/certificate  
07 = 1yr diploma  
08 = 2yr diploma  
09 = Associate degree  
10 = Associate degree + credential  
11 = Baccalaureate  
12 = More than Baccalaureate  
99 = Student Declined/Unknown

**It is your responsibility to contact WITC to officially drop a class.** If you decide to drop, you should do so immediately as a single day can affect your refund amount. A full refund will be given if you notify WITC prior to the first scheduled class meeting.

CLASS NO.	CATALOG NO.	CLASS TITLE	LOCATION	START DATE	CLASS FEE
Once registered for a course(s), you have created a liability with WITC and a promise to pay.					<b>TOTAL</b>

**PAYMENT METHOD:**  Check or money order payable to WITC     Cash     MasterCard     Visa     Discover    Exp. Date \_\_\_\_\_    Security Code \_\_\_\_\_

Credit Card No.: \_\_\_\_\_    Name on Card: \_\_\_\_\_    Signature: \_\_\_\_\_

**Traffic-Related Registration:** Motorcycle, Traffic Safety, Group Dynamics, Multiple Offender  
 Driver's License Number \_\_\_\_\_ Assessment Agency and Date \_\_\_\_\_

**Youth Registration:** With parent/guardian approval, WITC courses are open to students age 16 or younger when the course meets outside student's normal school hours. Some courses may have minimum age prerequisites.  
 Signature of Parent/Legal Guardian \_\_\_\_\_ Date \_\_\_\_\_

**Sponsored Registration:** If an agency or employer has agreed to pay your tuition, complete the section below and attach written authorization.  
 Name of Business/Agency: \_\_\_\_\_ EMS/Fire Sponsor: \_\_\_\_\_  
 I authorize WITC to forward information regarding the completion of this course to the sponsor listed on the line above. \_\_\_\_\_  
Student Signature