

# Course Catalogue 2022-2023



IMPACT Institute  
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## HISTORY

This School was founded by two separate Workforce Education and Employee Development Organizations, SECTOR Consulting Group (SECTOR) and Wright Resource Group. We came together as we realized how important it was to not only teach technical skills to acquire a career, but also facilitate the development of soft skills to keep a career.

The mission of SECTOR is to deliver trade skills, technical skills and custom skills to increase employment opportunities and employee retention for employers. SECTOR is an Accredited Training Sponsor for NCCER, and can deliver Certification programs for over 70 trades, including Construction, Manufacturing, Oil & Gas, Sustainability, Safety and Management. SECTOR has instructors who train OSHA, ISO, NFPA and other regulatory courses. We have a large demand from employers to create curriculum to meet the needs of their businesses and our instructors are required to pass our train-the-trainer program to ensure that we are consistent with both delivering curriculum, as well as enhancing communication.

The Wright Resource Group (WRG) helps organizations make this priority a tangible and realistic goal by introducing principles and practices for your leaders who ultimately have a positive impact with organizational stakeholders and in support of your mission, vision and goals. WRG partners with courageous, passionate, diligent and success driven companies, and assists in getting new employees “workforce ready”.

Our consulting programs are designed to help you improve performance by stimulating leadership at all levels of the organization and ultimately forming one inclusive team of employees and contractors.

Together the Wright Resource Group and SECTOR Consulting Group formed the Institute for Collaborative Learning in 2015.

## ACCREDITATION AND APPROVALS

The IMPACT Institute: Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

## FACILITIES AND EQUIPMENT

Classroom facilities are in Dallas, Texas. The building is accessible to persons with disabilities and includes several classrooms, and a hands-on learning lab. The rest of the building space is dedicated to the student break room, reception area, and administrative offices.

## ADMINISTRATION:

Michael Higgins	Director of Education
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Patricia Wright-Stewart	Registrar
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## BOARD OF TRUSTEES

Paula Sullivan

Patricia Wright-Stewart

Michael Sullivan

Tamara Munson

## FACULTY AND STAFF



Michael Higgins

Michael Higgins earned his bachelor's degree in Education Science from Stephen F. Austin State University and graduate work in Education Administration from the University of North Texas.

Michael has over 25 years of experience in corporate training and compliance, and is co-founder and CEO of SECTOR Consulting Group, a workforce education company. For SECTOR, Michael is responsible for developing professional educational programs, training, and auditing Instructors, and delivering training in safety, skills trades, and regulatory entities, such as OSHA, ISO, NFPA and others. Michael has consulted for HSE in the Oil and Gas industry, Construction and Manufacturing. He has spearheaded business management, and Sales and Marketing strategies. Along with all of this, Michael even performs Fire Systems Design for his family's company.

Michael has written several publications relating to the importance of Continuing Education, Communication and Certification programs in today's evolving society. He currently promotes leadership, culture enhancement, communication, and conflict resolution in everything he instructs and audits.

Certifications include NCCER Master Trainer, NCCER Craft Instructor, Medic First Aid CPR Instructor, SafeLand PEC Instructor, OSHA Instructor, Veriforce OQ Evaluator, and a Certified Texas teacher.

Michael is the Director of IMPACT Institute



Tamara Higgins

Tamara Munson has spent over 20 years in the construction industry workforce, with a focus on Glass & Glazing, and Building Envelope Consulting. Within that time frame, she has attained several Accreditations, including Construction Management (Purdue University), LEED Associate (USGBC), CDT (Construction Documentation Technologist – CSI) and AGS (Accredited Glazing Specialist), along with a Craft Instructor Certification from NCCER (National Center for Construction Education and Research). In 2014, Tamara and her husband started SECTOR Consulting Group, a workforce education company, with a focus on educating individuals (both unemployed and employed) in trade skills a soft skill for them to obtain opportunities and continue to grow in a successful career. As COO of SECTOR, Tamara focuses on Business Plans, Partnerships, and Operations. SECTOR is an Accredited NCCER Training Sponsor, approved to certify people in over 70 trades spanning from Construction, Manufacturing, Oil & Gas, and Safety. Tamara's goal for IMPACT is to bring some of that expertise and training to help educate the community through other resources, while providing skills for employment.



Paula Sullivan

Paula Sullivan is the President and CEO of The Wright Resource Group (WRG), a full-service consulting firm that specializes in leadership development and management consulting. Paula capitalizes on her extensive business development and management expertise to attract national clients, which include fortune 500 corporations, small businesses, healthcare services and financial and educational institutions. Committed to giving back to the community, Paula, and her business partner found-ed a 501c3 non-profit – Inspiring Tomorrow’s Leaders (ITL). ITL was created to service the underserved communities by educating, developing, and empowering individuals for the 21st Century. To date the organization has trained 300+ underserved individuals and has placed over 120 students on jobs putting them on the path to self-sufficiency. As a national motivational speaker, Paula has touched the lives of many as she shares her signature presentation “Paula’s Ps”, which focuses on the” Passion in You”. Prior to Paula’s entrepreneur journey she was a distinguished professional in the banking industry for over 20 years with a long history of community involvement and board



Patricia Wright  
Stewart

Patricia Wright-Stewart is the Senior Vice President and partner of The Wright Resource Group (WRG), a full-service consulting firm that specializes in leadership development and management consulting. Patricia has over 20 years of leadership and management development experience, including Human Resources Development and Training as a performance consultant and coach. Patricia is a Master Train-er and holds various prestigious credentials which include four Global Professional Training Certifications. Patricia’s proficiencies include the design and development of diverse, creative, ‘out-of-the-box’ solutions utilizing design methodologies and adult learning theories to deliver solid products to clients for bottom-line results. Committed to giving back to the community, Patricia and her business partner founded a 501c3 non-profit – Inspiring Tomorrow’s Leaders (ITL). ITL was created to service the under-served communities by educating, developing, and empowering individuals for the 21st Century.



Michael Sullivan

Michael Sullivan is the Vice President of Strategic Marketing with The Wright Resource Group (WRG), a full-service consulting firm that specializes in leadership development and management consulting. Michael is a seasoned professional with over 25 years in the business development arena. His experiences are in the industries of banking, energy, technology, and sales. Most recently embarking in a business development opportunity with Curtis Stout to market LED solutions for ‘smart cities’ and ‘safe cities’. As a Project Manager, Michael is also bringing his expertise to the educational arena to assist with federal, state, and local grants to ensure successful outcomes. He is passionate about giving back to his community by mentoring individuals and small businesses to grow to the next level.

## TUITION AND FEES

Based on the type of class, fees may vary. Sample rates may be seen on the chart below.

Class Length	Compliance	Business/ Leadership	Technology	Skills
1 hour	\$50	\$50	\$50	\$50
1 day	\$400	\$400	\$400	\$400
1 week	\$2000	\$2000	\$2000	\$2000

Institute and private class fees may vary.

At this time all classes are instructor-led, with some hybrid online classes; however, the institute will be adding full online classes in the near future.

## HOLIDAYS TO BE OBSERVED\*\*

- Martin Luther King Day
- LBJ's Birthday (August 27)
- Presidents' Day
- Labor Day
- Good Friday
- Veteran's Day
- Memorial Day
- Independence Day
- Thanksgiving Day
- The Friday after Thanksgiving Day
- Christmas Eve
- Christmas
- New Year's Day

\*\* These holidays apply to institute attendees and does not impact privately scheduled

## ENROLLMENT PERIODS

Institute—Enrollment periods are the four calendar weeks prior to the first day of classes for each program term. Private classes may vary based on agreement.

## PROGRAM TERM DATES FOR 2022

W i n t e r	Six Weeks 1: January 6 – February 14 Six Weeks 2: February 17 – March 27 Twelve Weeks: January 6 – March 27
S p r i n g	Six Weeks 1: March 30 – May 8 Six Weeks 2: May 11 – June 19 Twelve Weeks: March 30 – June 19
S u m m e r	Six Weeks 1: July 6 – August 14 Six Weeks 2: August 17 – September 25 Twelve Weeks: July 6 – September 25
F a l l	Six Weeks 1: September 16 – October 25 Six Weeks 2: November 4– December 13  Twelve Weeks: September 16 – December 13

## PROGRAM TERM DATES FOR 2023

Winter	Six Weeks 1: January 6 – February 14 Six Weeks 2: February 17 – March 27 Twelve Weeks: January 6 – March 27
Spring	Six Weeks 1: March 30 – May 8 Six Weeks 2: May 11 – June 19  Twelve Weeks: March 30 – June 19
Summer	Six Weeks 1: July 6 – August 14 Six Weeks 2: August 17 – September 25 Twelve Weeks: July 6 – September 25
Fall	Six Weeks 1: September 16 – October 25 Six Weeks 2: November 4– December 13 Twelve Weeks: September 16 – December 13

## DAILY CLASS SCHEDULE

Day students will attend class Monday through Friday from 8:00 AM to 5:00 PM. Class for evening students will be Monday through Friday from 6:00 PM to 9:00 PM. For day students, a ten-minute break will be taken for the last ten minutes of each hour, and lunch will be from 12:00 PM to 1:00 PM. For evening students, there will be no mealtime, and a ten-minute break will be taken for the last ten minutes of each hour.

## OFFICE HOURS

Office hours are 8:00 AM to 5:00 PM Monday through Friday, excepting the days school will be closed.

## COURSE TIME HOURS

A course time hour is at least 50 minutes of instruction during a 60-minute period.

## ADMISSION REQUIREMENTS

Individuals applying for this course are required to:

- a. interview with an admission counselor;
- b. be at least 17 years of age (applicants under the age of 18 require written permission from a parent or legal guardian in order to enroll); and
- c. present proof of secondary education (high school diploma or GED certificate) or,
- d. in the event the applicant is unable to provide proof of secondary education, achieve a passing score on the Wonderlic Basic Skills Test (Verbal 200 and Quantitative 210)



## CREDIT FOR PREVIOUS EDUCATION, TRAINING, OR EXPERIENCE

An enrolling student may be granted credit for prior education, training, or experience in some cases. To apply for consideration of credit, a written request with documentation of the education/training/experience must be submitted to the school director no later than five business days prior to the first day of classes for the term. The student may be required to pass a qualification test with a grade of at least 70 to receive the credit.

If the credit is granted, the student will not be required to attend class for that subject and will not be charged tuition (pro-rata course time hours) or fees for books and supplies for that subject.

A student will need to contact other schools to determine if ICL credits will transfer to those institutions.

## CANCELLATION—REFUND POLICY FOR PROGRAMS

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

For private classes a full refund will be made to any client who cancels the enrollment contract within 48 hours prior to the scheduled class. Any cancellation made after 48 hours may be less any prepaid expenses for trainer, travel, materials, etc.

## Refund Policy for Seminars

1. Refund computations will be based on the period of enrollment computed on basis of course time (clock hours).
2. The effective date of termination for refund purposes will be the earliest of the following: (a) the last date of attendance; or (b) the date of receipt of written notice from the student.
3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.
5. A full refund of all tuition and fees is due in each of the following cases: (a) an enrollee is not accepted by the school; (b) if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or (c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.
6. **REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.** A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or (c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has: (1) satisfactorily completed at least 90 percent of the required coursework for the program; and (2) demonstrated sufficient mastery of the program material to receive credit for completing the program.
7. Refunds will be totally consummated within 60 days after the effective date of termination.

## COMPLIANCE CLASSES

## COMPLIANCE CLASSES

### Accident Prevention

Learning Format: Classroom	Class Length: 2 Hours*
Course No: COMP_1000	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Selected theories of accident causation and countermeasures are studied. Examination of physiological, medical, psychological, and sociological factors which influence behavior, and methods for modifying unsafe behavior.

#### Course Objectives

- **Objective 1:** Describe the principles of accident prevention.
- **Objective 2:** Define terms related to accident prevention.
- **Objective 3:** Identify types of hazards and their characteristics.
- **Objective 4:** Describe how to reduce or eliminate potential hazards.
- **Objective 5:** Explain requirements of hazard reporting.
- **Objective 6:** Identify ways to prevent accidents in the workplace.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents can occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Aerial Lift

Learning Format: Classroom	Class Length: 2 Hours*
Course No: COMP_1100	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

Our Aerial Lift Certification Program can help by qualifying you or a person of your choosing to operate all of your powered industrial equipment in house and compliant with OSHA regulations. This is a complete Aerial Lift operator safety training course. The training course meets the OSHA and ANSI requirements for powered industrial trucks.

### Course Objectives

- **Objective 1:** The nature of any electrical hazards, fall hazards and falling object hazards in the work area.
- **Objective 2:** The correct procedures for dealing with electrical hazards for erecting, maintaining, and disassembling the fall protection systems and falling object protection systems being used.
- **Objective 3:** The proper use of the scaffold, and the proper handling of materials on the scaffold.
- **Objective 4:** The maximum intended load and the load-carrying capacities of the scaffolds used.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where he/she will operate powered industrial equipment.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Approved Contractor List: ISNetworld

Learning Format: Classroom	Class Length: 2 Hours
Course No: COMP_1200	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

ISNetworld brings together Hiring Clients and contractors, creating safer work environments and lasting partnerships.

#### Course Objectives

- **Objective 1:** Define ISNetworld.
- **Objective 2:** Identify screens of ISNetworld.
- **Objective 3:** Describe why ISNetworld is important.
- **Objective 4:** Describe how to use ISNetworld.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents can occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Asbestos

Learning Format: Classroom	Class Length: 4 Hours (CPE .5) *
Course No: COMP_1300	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Become aware of the dangers, risks and safety involved with working around asbestos. This course introduces the students to the hazards of asbestos in the workplace and provides information about the measures that must be taken in order to minimize the effects of exposure to asbestos.

#### Course Objectives

- **Describe the properties and uses of asbestos:** A naturally occurring mineral composed of fibrous mineral silicates, asbestos has long been considered a miracle material.
- **Identify three serious medical conditions associated with asbestos exposure:** Most people who develop asbestosis or mesothelioma have worked in jobs where they inhaled asbestos or were exposed to asbestos dust and fibers in other ways.
- **Outline the history of asbestos use in manufacturing:** Around familiar places in our industry, asbestos may still be present, in both friable and non-friable forms. Buildings constructed through the 1970s have insulation and coverings made with asbestos, including siding, roof and floor tiles, and adhesives.
- **Explain the importance of the terms “friable” and “non-friable” in describing asbestos containing materials (ACM):** If ACM, when dry, can be crumbled by hand pressure -- a condition known as "friable" -- it is more likely to release fibers than if it is "non-friable." Fluffy, spray-applied asbestos fireproofing material is generally considered "friable."
- **Demonstrate a basic understanding of the proper methods for disposing of ACM:** Even after specialists remove ACM the material requires special handling for storage, shipping and disposal.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working around Asbestos.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Back Safety

Learning Format: Classroom	Class Length: 2—6 Hours*
Course No: COMP_1400	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

This back safety training course helps employees and employers understand how back injuries occur and how to prevent them using good ergonomic practices. The course highlights proper lifting, load carrying and unloading techniques, and tips to help encourage thinking about back safety at work, thereby helping employees maintain a healthy back.

#### Course Objectives

- **Objective 1:** Explain how back injuries occur and how to prevent them.
- **Objective 2:** Demonstrate proper lifting, load carrying and unloading techniques.
- **Objective 3:** Discuss how to maintain back health.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Behaviors: The Key to Incident Prediction

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_1500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

Our predictive models draw real-time conclusions about peoples' future risk using safety observation data.

### Course Objectives

- **Objective 1:** Review predictors that indicate potential safety problems.
- **Objective 2:** Discover predictive models for workplace safety.
- **Objective 3:** Discuss how site inspections can be used to predict a safer worksite.
- **Objective 4:** Explain how to use predictors to reduce safety incidents.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working around asbestos.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Benzene Awareness

Learning Format: Classroom	Class Length: 2 Hours*
Course No: COMP_1600	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

The purpose of this program is to define work practices, administrative procedures and engineering controls to protect employees exposed to Benzene concentrations above the OSHA action level.

#### Course Objectives

- **Objective 1:** Describe the categories of hazards such as flammability, carcinogenicity or specific chemicals.
- **Objective 2:** Discuss chemical –specific information that is always available through labels and safety data sheets.
- **Objective 3:** Identify any operations in the employee’s work area where hazardous chemicals are present.
- **Objective 4:** Identify the location and availability of the written hazard communication program, including the required lists of hazardous chemicals, and safety data sheets.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working with or around benzene.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Bloodborne Pathogens

Learning Format: Classroom	Class Length: 2 Hours*
Course No: COMP_1700	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

This training course is designed to provide a basic understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information. Through this course, students will be able to meet the requirements of the Occupational Safety and Health Administration's (OSHA's) Bloodborne Pathogen Standard.

### Course Objectives

- **Objective 1:** Define what is a bloodborne pathogen.
- **Objective 2:** Identify the types of diseases that can be transmitted in human blood.
- **Objective 3:** Recognize the symptoms of bloodborne diseases.
- **Objective 4:** Describe modes of exposure in the workplace.
- **Objective 5:** Explain methods that will prevent or reduce exposure.
- **Objective 6:** Describe types of PPE and other prevention measures available to minimize exposure.
- **Objective 7:** Describe safe work practices for proper handling, decontamination, removal and disposal.
- **Objective 8:** Describe what to do if exposed to bloodborne pathogens.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working around Asbestos.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Chemical Safety

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_1800	Prerequisites: None
Refresher: Every 3 years	

\*All class lengths can be customized based on the need of the client.

### Summary

This course teaches you how to work safely in the laboratory with hazardous materials in accordance with the OSHA Lab Standard. The course is available to all lab employees.

### Course Objectives

- **Objective 1:** Describe specific safety and health hazards, emergency operations including shutdown, and safe work practices applicable to the participant's job tasks.
- **Objective 2:** Practice and adhere to the current operating procedures of the safety process.
- **Objective 3:** Demonstrate that the employee understood the training.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working with or around chemicals.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Choosing the Right (Safe) Contractor

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_1900	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Reduce expense and risk by quickly locating contractors with approved safety records.

#### Course Objectives

- **Objective 1:** Discuss ways to help avoid choosing an unsafe contractor.
- **Objective 2:** Review aspects of prequalification to consider.
- **Objective 3:** Explain the experience rating.
- **Objective 4:** Describe the value and limitations of OSHA data.
- **Objective 5:** Demonstrate how you will select safe contractors going forward.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she will be responsible for hiring contractors.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Cold Stress

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_2000	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

Workers who are exposed to extreme cold or work in cold environments may be at risk of cold stress. Extreme cold weather can bring on health emergencies in susceptible people. This course explores this concept further.

### Course Objectives

- **Objective 1:** Discuss cold stress hazards.
- **Objective 2:** Explain how to prevent cold stress, e.g., gradually introduce workers to the cold, monitor workers and schedule breaks in warm areas.
- **Objective 3:** Identify common types of cold stress and their symptoms.
- **Objective 4:** Discuss risk factors for cold stress.
- **Objective 5:** Discover treatment options for common types of cold stress.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession and location where he/she could be exposed to extreme cold temperatures.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Common Sense is No Longer Common

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_2100	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Someone usually refers to the “lack of common sense” as a main cause in almost every discussion about incidents. Could it really be a lack of common sense, or has the idea of common sense simply vanished in today’s world? We will examine this and explain why assumptions about common sense may lead to disaster.

#### Course Objectives

- **Objective 1:** Review a definition of common sense.
- **Objective 2:** Examine aspects of common sense
- **Objective 3:** Discuss inherited vs developed common sense.
- **Objective 4:** Describe what is really “common” in today’s world.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Communicating Safety

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_2200	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

The message of safety is too important to leave to chance. Learn the best ways to communicate safety across your organization.

#### Course Objectives

- **Objective 1:** Outline your company's safety objectives.
- **Objective 2:** Identify ways to improve safety communication in your organization.
- **Objective 3:** Discuss how to apply communication strategies.
- **Objective 4:** Identify communication barriers and how to overcome them.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Communication in the Workplace

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_2300	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

This communication course will help you develop a truly engaging and responsive communication style, leading to positive results for you and your organization for safety communication, and communication in general.

#### Course Objectives

- **Objective 1:** Discuss the importance of attitude in communication.
- **Objective 2:** Explain how to lead with the important information.
- **Objective 3:** Use specific deadlines and other information whenever possible.
- **Objective 4:** Discover tips for developing communication skills: active listening, know your audience, confirm understanding.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur. The applicant must work with a team that he/she must communicate with regularly.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Communication: The Ultimate Safety Cure

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_2400	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Workers will learn ways to communicate information to improve safety behaviors.

#### Course Objectives

- **Objective 1:** Identify effective risk communication.
- **Objective 2:** Discuss ways to share information.
- **Objective 3:** Apply methods to change beliefs.
- **Objective 4:** Describe various ways to change behavior.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur. The applicant must work with a team that he/she must communicate with regularly.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Compliance: Home and Family

Learning Format: Classroom	Class Length: 4 Hours*
Course No: COMP_2500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

We will explore 9 important compliance concepts and behaviors that will empower employees to teach their families. Ultimately, it could save their lives!

#### Course Objectives

- **Objective 1:** Identify risk areas in the home.
- **Objective 2:** Discuss compliance concepts.
- **Objective 3:** Outline safe behaviors to encourage.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Compliance: The Historical Journey

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_2600	Prerequisites: None

#### Summary

The evolution of worker safety and compliance beginning in the late 19th century. In December 1970, President Richard Nixon signed into law the Williams-Steiger Occupational Safety and Health Act, which gave the Federal Government the authority to set and enforce safety and health standards for most of the country's workers.

#### Course Objectives

- **Objective 1:** Review state factory laws in the late 1800s.
- **Objective 2:** Discuss the beginning of workers' compensation.
- **Objective 3:** Explain early federal action taken.
- **Objective 4:** Summarize the evolution of labor standards.
- **Objective 5:** Discuss the final step toward a safe and healthy workplace.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur. The applicant must work with a team that he/she must communicate with regularly.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Confined Space Entry

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_2700	Prerequisites: None
Refresher:	

#### Summary

This course will show you how to work in a confined space environment to maximize safety for you and those around you, as well as certify you under the OSHA Confined Space standard.

#### Course Objectives

- **Objective 1:** Identify non-permit required confined space and Permit-Required Confined Space (PRCS).
- **Objective 2:** Describe the key differences between a non-permit required confined space and a PRCS.
- **Objective 3:** Discuss examples of situations, materials, and activities that create hazards in a sample con-fined space scenario.
- **Objective 4:** List the four methods generally used to complete confined space work.
- **Objective 5:** Identify the major requirements of PRCS entry.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working in a confined space.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Control of Hazardous Energy (LOTO)

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_2800	Prerequisites: None
Refresher:	

#### Summary

During the servicing and maintenance of machines and equipment, the unexpected startup or release of stored energy can result in serious injury or death to workers. This course will train you to prevent this from happening by utilizing the Lock Out/ Tag Out procedure.

#### Course Objectives

- **Objective 1:** Identify seven kinds of hazardous energy.
- **Objective 2:** Explain the purpose of a lockout procedure, a tagout procedure and a removal procedure.
- **Objective 3:** Explain how to use lockout to control hazardous energy.
- **Objective 4:** Apply the four basic types of tools and warning devices used in lockout and/or tagout.
- **Objective 5:** Define the roles and responsibilities of authorized and affected employees.
- **Objective 6:** Explain the use of breaks, blinds, and blocks to control hazardous energy in a pipeline or pipe system.
- **Objective 7:** Explain the use of breaks, blinds, and blocks to control hazardous energy in a pipeline or pipe system.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working with or around hazardous energy.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Cost Effective Compliance Programs

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_2900	Prerequisites: None
Refresher:	

#### Summary

Compliance can be costly but being in compliance doesn't have to break the bank. Effective HSE programs have been shown to save five times their cost in potential accident costs.

#### Course Objectives

- **Objective 1:** Review options for conducting evaluations and assessments.
- **Objective 2:** Discuss methods to conduct effective training and education.
- **Objective 3:** Explain effective inspections.
- **Objective 4:** Outline safety compliance procedures and program development.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Crude Oil Measurement

Learning Format: Classroom	Course Length: 8 Hours (4 classroom & 4 field)
Course No: COMP_3000	Prerequisites: None
Refresher:	

#### Summary

Provides fundamentals in manual tank gauging, principles of operation of the primary dynamic meters, and a base knowledge on meter proving, factor calculation, and meter/tank ticket calculation.

#### Course Objectives

- **Objective 1:** Explain the elements of daily production.
- **Objective 2:** Explain the process for gauging crude oil.
- **Objective 3:** List the equipment used for sampling.
- **Objective 4:** Perform the field procedures for BS&W determination.
- **Objective 5:** Explain the proper way to seal a line.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will be working with the fundamentals and measurement of crude oil.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Cultural Changes and Safety

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_3100	Prerequisites: None
Refresher:	

#### Summary

In today's fast-paced work environment, situations change quickly. Behaviors associated with those changes exist, and reactions could mean the difference between life and death. There are dozens of factors that cause various reactions including generational, cultural, learned industrial practices, and so much more.

#### Course Objectives

- **Objective 1:** Define what is a safety culture.
- **Objective 2:** Discuss the dominating characteristic of the organization's culture.
- **Objective 3:** Identify ways to encourage repetition of safe behaviors.
- **Objective 4:** Explain how to recognize and prevent unsafe behaviors and situations.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Disaster Site Worker Training

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_3200	Prerequisites: None
Refresher:	

#### Summary

The Disaster Site Worker Training Program is a training program for Disaster Site Workers who provide skilled support services, (e.g., utility, demolition, debris removal, or heavy equipment operation) or site clean-up services in response to natural and man-made disasters.

#### Course Objectives

- **Objective 1:** Explain the difference between disaster sites and regular construction demolition sites.
- **Objective 2:** Practice how to inspect, don and doff respirators.
- **Objective 3:** Discuss proper decontamination procedures.
- **Objective 4:** Discover the effects of traumatic incident stress.
- **Objective 5:** Describe an Incident Command System.
- **Objective 6:** Explain about safety and health hazards.
- **Objective 7:** Discuss CBRNE Agents.
- **Objective 8:** Review Personal Protective Equipment.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Driver Safety

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_3300	Prerequisites: None
Refresher:	

#### Summary

An engaging course reinforcing good driving skills and habits, this course makes an ideal new employee or re-fresher course. It offers practical strategies to reduce collision-related injuries, fatalities and costs associated with motor vehicle crashes.

#### Course Objectives

- **Objective 1:** Identify techniques to recognize potential driving hazards.
- **Objective 2:** List ways to deal with speeding, distracted driving impaired driving and hazardous traffic conditions.
- **Objective 3:** Describe best practices to prevent injury and death while driving.
- **Objective 4:** Discuss ways to change driving behaviors and attitudes.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur while operating a motor vehicle.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Drug Awareness Program

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_3400	Prerequisites: None
Refresher:	

#### Summary

This course is designed to increase the knowledge of participants by educating on the dangers of drug abuse and associated illegal activities.

#### Course Objectives

- **Objective 1:** Discuss the four major issues of drug abuse in the workplace.
- **Objective 2:** Explain additional problem areas affecting job performance.
- **Objective 3:** Describe training of new employees in drug awareness policies.
- **Objective 4:** Identify disciplinary procedures.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to drug abuse.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Electrical Safety Awareness

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_3500	Prerequisites: None
Refresher:	

#### Summary

Every year tens of thousands of people are injured or killed from electrical shocks/contacts in the United States. Employees are exposed to dangers such as electric shock, electrocution, burns, fires and explosions. It is essential to understand that how electricity is lethal for us and how we can save our lives.

#### Course Objectives

- **Objective 1:** Describe the sources and behavior of electricity.
- **Objective 2:** Explain grounding and why it is necessary.
- **Objective 3:** Discuss the effects of electricity on living tissue.
- **Objective 4:** Identify the correct PPE to stay safe from electricity.
- **Objective 5:** Demonstrate how to use electrical devices safely.
- **Objective 6:** Demonstrate that you can inspect common electrical devices to confirm devices are safe.
- **Objective 7:** Discuss the safety limitations of electrical circuits and devices.
- **Objective 8:** Explain how to remove devices from service safely.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to the exposure of electricity.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Emergency Action Plan

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_3600	Prerequisites: None
Refresher:	

#### Summary

This course gives you a basic understanding of the means of egress, emergency action plans (EAP), and fire protection plans.

#### Course Objectives

- **Objective 1:** Explain the difference between emergency response and emergency action plans.
- **Objective 2:** Describe your role in the event of an emergency.
- **Objective 3:** Find and obtain a copy of the Emergency Action Plan (EAP) for your location.
- **Objective 4:** Demonstrate that you can protect yourself and others in any emergency by adhering to the Emergency Action Plan.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Emergency Response Guidebook

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_3700	Prerequisites: None
Refresher:	

#### Summary

This course is intended to provide in depth instruction on how to use the current Emergency Response Guide-book (ERG).

#### Course Objectives

- **Objective 1:** Explain the purpose and uses for the Emergency Response Guidebook (ERG).
- **Objective 2:** Demonstrate how to use the ERG to determine the safe response to a specific chemical emergency.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur. The applicant must work with a team that he/she must communicate with regularly.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Environmental Awareness

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_3800	Prerequisites: None
Refresher:	

#### Summary

Intended for introducing the basic concepts and elements of environmental awareness, and how companies can affect the environment.

#### Course Objectives

- **Objective 1:** Discuss the purpose of environmental awareness.
- **Objective 2:** Explain how to report if there is a spill or release of a hazardous material.
- **Objective 3:** Describe your shared role and responsibility to protect the environment.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur that could potentially affect the surrounding environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Ergonomics

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_3900	Prerequisites: None
Refresher:	

#### Summary

Focuses on proper work technique and methods for minimizing ergonomic risk at work and at home.

#### Course Objectives

- **Objective 1:** Define what is ergonomics.
- **Objective 2:** Identify biometric elements of ergonomics.
- **Objective 3:** Identify common causes of ergonomic injuries.
- **Objective 4:** Identify common ergonomic injuries.
- **Objective 5:** List three main ergonomic principles.
- **Objectives 6:** Describe controls to minimize ergonomic injuries.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Excavating, Trenching, Shoring

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_4000	Prerequisites: None
Refresher:	

#### Summary

To protect employees and contractors working in or around excavations and trenches.

#### Course Objectives

- **Objective 1:** List the excavation safety responsibilities assigned to “competent persons”.
- **Objective 2:** Define what constitutes an excavation and a trench.
- **Objective 3:** Identify four hazards that must be prevented in trenching operations.
- **Objective 4:** Describe at least three ways to prevent trench wall collapse.
- **Objective 5:** Explain the procedures for avoiding an accident involving an in-ground utility or pipeline installation.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur while working in or around excavations and trenches.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Eye and Face Safety

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_4100	Prerequisites: None
Refresher:	

#### Summary

Ensuring worker safety includes conducting a workplace hazard assessment and providing adequate training for all workers who require eye and face protection. When employees are trained to work safely, through the following requirements, they should be able to anticipate and avoid injury from job related hazards.

#### Course Objectives

- **Objective 1:** Describe appropriate eye and face protection.
- **Objective 2:** Demonstrate how to don, doff and adjust common types of eyes and face protection.
- **Objective 3:** Explain the criteria for protective eye and face protection.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur to the eyes and face.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Fall Protection

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_4200	Prerequisites: None
Refresher:	

### Summary

This important safety course will show you a variety of methods to safeguard you from falling at height, including how to properly use fall protection equipment, as well as provide guidance on how safety managers can ensure a safe workplace for their workers.

### Course Objectives

- **Objective 1:** Discuss the frequency and consequences of falls from height.
- **Objective 2:** Describe and distinguish between two kinds of personal fall protection.
- **Objective 3:** Identify the two factors indicating fall hazards in your work locations.
- **Objective 4:** List the factors to consider when installing a personal fall arrest system.
- **Objective 5:** Describe the components and minimum requirements of a fall protection system.
- **Objective 6:** Demonstrate how to inspect and don a fall arrest system correctly.
- **Objective 7:** Use personal fall protection safely when authorized.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to an elevated working condition.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Fire Extinguisher

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_4300	Prerequisites: None
Refresher:	

#### Summary

Our professional instructors will educate your staff on the basics of fire extinguisher locations, common fire hazards, proper procedures, safe evacuation routes, and more.

#### Course Objectives

- **Objective 1:** Describe the characteristics of an incipient level fire.
- **Objective 2:** List the three elements of a fire.
- **Objective 3:** Give examples of fire hazards and fire prevention procedures.
- **Objective 4:** List the types/classifications of fire.
- **Objective 5:** Discuss basic requirements for fire extinguisher inspection.
- **Objective 6:** Demonstrate the proper technique for using a portable fire extinguisher.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to a fire.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Fire Prevention

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_4400	Prerequisites: None
Refresher:	

#### Summary

Preventing fires has always been a concern. Be it the simple addition of a water container by the fire pit or the development of scientific detectors that monitor air temperature and structure, the quest to keep fire at bay continues. Despite the advances in technology, the best way to prevent a fire is to put trained people on the task. It is a key component of any security function or operation. We need to know what we are up against and that is what this course aims to address.

#### Course Objectives

- **Objective 1:** Identify good workplace housekeeping to reduce clutter.
- **Objective 2:** Explain how to properly dispose of oily rags and other flammable trash.
- **Objective 3:** Discuss potential fire hazards.
- **Objective 4:** Use Safety Data Sheets for all chemicals to determine flammability and other fire hazards.
- **Objective 5:** Describe how to properly use a fire extinguisher.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to a fire.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### First Aid or Recordable: A Very Thin Line

Learning Format: Classroom	Course Length: 2 Hours
Course No: COMP_4500	Prerequisites: None
Refresher:	

#### Summary

To report or not to report...that is the question. Learn how to determine the difference between a first aid event and a recordable incident.

#### Course Objectives

- **Objective 1:** Define the criteria for a first aid event.
- **Objective 2:** Define the criteria for a recordable incident.
- **Objective 3:** Discuss how to report a work-related injury or illness.
- **Objective 4:** Explain the OSHA 300 Log.
- **Objective 5:** Review definitions.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### First Aid/CPR

Learning Format: Classroom	Course Length: 4—5 Hours
Course No: COMP_4600	Prerequisites: None
Refresher:	

#### Summary

Our classes are designed to make you confident and capable of saving a life in a real emergency situation. MED-IC FIRST AID® BasicPlus is a combined adult CPR, AED, and first aid training program designed specifically for the occupational first aid provider. This extremely flexible program will help employers meet OSHA and other federal and state regulatory requirements for training employees how to respond and care for medical emergencies at work.

#### Course Topics

- **Objective 1:** The First Aid Provider
- **Objective 2:** Sudden Cardiac Arrest
- **Objective 3:** Basic CPR Skills
- **Objective 4:** Basic Life Support Care
- **Objective 5:** Foreign Body Airway Obstruction
- **Objective 6:** First Aid Assessment
- **Objective 7:** Caring for Serious Injury
- **Objective 8:** Specific First Aid Topics — Specific Injuries Caring for Specific First Aid Problems

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Flammable Liquids

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_4700	Prerequisites: None
Refresher:	

#### Summary

Based on OSHA standards, this course helps raise awareness of the potential hazards presented by common workplace products while offering practical instruction on labeling, storage, handling, and managing spills and waste to help establish safe work habits for yourself and your team.

#### Course Objectives

- **Objective 1:** Define combustible vs. flammable liquids.
- **Objective 2:** Outline proper design, construction, and capacity of storage containers.
- **Objective 3:** Review fire control plans.
- **Objective 4:** Discuss proper handling of liquids.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Forklift Driver

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_4800	Prerequisites: None
Refresher:	

#### Summary

This is a complete Sit-Down Forklift operator safety training course online. The training course meets the OSHA and ANSI requirements for powered industrial trucks.

#### Course Objectives

- **Objective 1:** Describe how driving a forklift differs from driving a car.
- **Objective 2:** List the components of the stability triangle.
- **Objective 3:** Define load center and load capacity.
- **Objective 4:** Identify two rules specific to using a forklift on a ramp or grade.
- **Objective 5:** State two measures a forklift operator can take to protect pedestrians.
- **Objective 6:** State what you should and should not do in the event of a tip over.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where he/she will begin to operate a forklift.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### H2S

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_4900	Prerequisites: None
Refresher:	

#### Summary

This course will provide information which is required to properly recognize, assess and control hazards that are associated with the H2S gas.

#### Course Objectives

- **Objective 1:** Identify the hazards of H2S.
- **Objective 2:** Identify the general procedures that apply in H2S environments.
- **Objective 3:** Demonstrate proper operation of an H2S four-gas monitor.
- **Objective 4:** Demonstrate proper calibration of an H2S four-gas monitor.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to exposure of H2S gas.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Hand/Power Tool HazCom Standard

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5000	Prerequisites: None
Refresher:	

#### Summary

Hand and power tool hazards are addressed in specific standards for the general industry, shipyard employment, marine terminals, long shoring, and the construction industry.

#### Course Objectives

- **Objective 1:** Recall the two greatest hazards of hand tools.
- **Objective 2:** State at least two basic safety rules for hand and power tool use.
- **Objective 3:** Identify at least two types of power tools and a hazard associated with each.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to the use of hand and power tools.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Hazard Communication

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5100	Prerequisites: None
Refresher:	

#### Summary

The course covers vital topics such as hazard recognition, hazard assessment, tools for recognizing hazards, task and process analysis, management of hazard assessment, and what the laws say regarding hazards in the workplace.

#### Course Objectives

- **Objective 1:** Describe two types of physical hazards and five types of health hazards associated with chemicals.
- **Objective 2:** Explain at least seven categories of information found on a product's Safety Data Sheet.
- **Objective 3:** List what each of the colors on a hazard warning sign signifies and explain the related numerical codes.
- **Objective 4:** Identify methods and observations that may be used to detect the presence or release of a hazardous chemical in the work area.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Hazardous Materials

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5200	Prerequisites: None
Refresher:	

#### Summary

Hazardous materials are considered any substance or compound that has a capability of producing adverse effects on the health and safety of humans. Every year thousands of workers get injured or killed because of fatal chemical or other toxic hazards. OSHA and other authorities have provided many rules and regulations in order to prevent hazards and perform safe operations at the workplace.

#### Course Objectives

- **Objective 1:** Define a hazardous material.
- **Objective 2:** Review the nine classes of hazardous materials.
- **Objective 3:** Discuss the hazards posed and personal protection measures.
- **Objective 4:** Explain security awareness as it relates to hazardous materials.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to the exposure of hazardous materials.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Health, Safety, Environmental Overview

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5300	Prerequisites: None
Refresher:	

#### Summary

This course gives employees an overview of some basic workplace hazards and how employees can protect themselves from them.

#### Course Objectives

- **Objective 1:** Define health, safety and environmental.
- **Objective 2:** Recognize the two general objectives of HSE management.
- **Objective 3:** Discuss examples of HSE incidents.
- **Objective 4:** Identify potential workplace hazards.
- **Objective 5:** Discuss how to prevent or eliminate potential hazards.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Hearing Conservation

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5400	Prerequisites: None
Refresher:	

#### Summary

Participants in this course become familiar with all aspects of occupational hearing conservation programs, including noise measurement and control, anatomy and physiology of the auditory system, hearing protection and employee education. OSHA standards, worker's compensation and other state and federal regulations are discussed.

#### Course Objectives

- **Objective 1:** Understand the purpose of a Hearing Conservation Program (HCP).
- **Objective 2:** Understand the effects noise has on your hearing.
- **Objective 3:** Understand the purpose of hearing protection.
- **Objective 4:** Know the benefits of various types of personal hearing protection devices.
- **Objective 5:** Know how to properly select, fit, use, and care for hearing protection devices.
- **Objective 6:** Understand the purpose of audiometric testing.
- **Objective 7:** Understand the explanation of the test procedures.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to the exposure of high noise levels.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Hearing Protection

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5500	Prerequisites: None
Refresher:	

#### Summary

Employers are required to take all practicable steps to ensure their Employees are not exposed to harmful noise. Where all practicable steps have been taken, but the risk is still present, Employers are to bring the hazard to every Employee's attention by way of signs, notices, labelling or other appropriate means.

#### Course Objectives

- **Objective 1:** Define the effects of noise.
- **Objective 2:** Review the advantages, disadvantages, and characteristics of various types of hearing protectors.
- **Objective 3:** Discuss the selection, fitting, and care of hearing protection.
- **Objective 4:** Explain the purposes and procedures of audiometric testing.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to the exposure of high noise levels.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Heat Stress

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5600	Prerequisites: None
Refresher:	

#### Summary

There are precautions your employer should take any time temperatures are high and the job involves physical work. This course reviews them.

#### Course Objectives

- **Objective 1:** Identify 5 symptoms of heat-related illnesses.
- **Objective 2:** Identify at least 5 steps to be taken in caring for a victim of heat-related illnesses.
- **Objective 3:** Discuss 3 personal and 3 environmental risk factors for heat-related illnesses.
- **Objective 4:** Describe 3 strategies for preventing heat-related illnesses in the field.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where he/she could be exposed to extreme hot temperatures.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Hot Work Overview

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5700	Prerequisites: None
Refresher:	

### Summary

Hot work is any work that involves burning, welding, using fire- or spark-producing tools, or that produces a source of ignition. Welding and cutting operations are common to drilling and servicing operations. This course reviews regulations to make conditions for this type of work safe.

### Course Objectives

- **Objective 1:** Define Hot Work.
- **Objective 2:** Identify a hazardous Hot Work environment.
- **Objective 3:** Describe the purpose of a Hot Work program.
- **Objective 4:** Detail information contained on a Hot Work permit.
- **Objective 5:** Detail Hot Work responsibilities.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to a hazardous hot work environment.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Housekeeping

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5800	Prerequisites: None
Refresher:	

#### Summary

Effective housekeeping can eliminate some workplace hazards and help get a job done safely and properly.

#### Course Objectives

- **Objective 1:** Discuss what is housekeeping in the workplace and why it is important.
- **Objective 2:** Explain the purpose of workplace housekeeping.
- **Objective 3:** Review the benefits of good housekeeping practices.
- **Objective 4:** Demonstrate how to plan a good housekeeping program.
- **Objective 5:** Discuss the elements of an effective housekeeping program.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Incident Investigation

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_5900	Prerequisites: None
Refresher:	

#### Summary

Following the completion of this class, the student will be able to better understand the process of investigations and some of the specific steps to follow to ensure that accidents and incidents are not repeated.

#### Course Objectives

- **Objective 1:** Discuss your responsibility in reporting an incident.
- **Objective 2:** Know when to notify of an incident.
- **Objective 3:** Know who to notify of the incident.
- **Objective 4:** Know what to report.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Lead Awareness

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6000	Prerequisites: None
Refresher:	

#### Summary

This is a course designed to familiarize you with basic occupational safety, health principles and techniques that relate to Lead Awareness in Construction.

#### Course Objectives

- **Objective 1:** Identify the specific nature of the operations which could result in exposure to lead above the action level.
- **Objective 2:** Explain the purpose, proper selection, fitting use, and limitations of respirators.
- **Objective 3:** Discuss the purpose and a description of the medical surveillance program.
- **Objective 4:** Identify the engineering controls and work practices associated with the employee's job assignment.
- **Objective 5:** Review the contents of any compliance plan in effect.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to lead exposure.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Machine Guarding

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6100	Prerequisites: None
Refresher:	

#### Summary

This course will help workers to protect themselves from moving machinery.

#### Course Objectives

- **Objective 1:** Identify at least three parts of machines that may require guards.
- **Objective 2:** Recall at least four minimum requirements for machine guards.
- **Objective 3:** Identify at least four hazardous motions or actions.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to moving machinery.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Management of Change

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6200	Prerequisites: None
Refresher:	

#### Summary

This course emphasizes hazard review techniques commonly used to evaluate changes.

#### Course Objectives

- **Objective 1:** What is a Process Safety Management Program.
- **Objective 2:** What is a Risk Management Program.
- **Objective 3:** What is Management of Change (MOC).
- **Objective 4:** Why do we need MOC.
- **Objective 5:** How do you recognize change?

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Materials Handling

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6300	Prerequisites: None
Refresher:	

#### Summary

This course introduces the hazards that are involved in the handling and storage of materials.

#### Course Objectives

- **Objective 1:** Identify two precautions to be taken when stacking or moving materials.
- **Objective 2:** Indicate an important mark of identification needed for all materials-handling equipment.
- **Objective 3:** Describe at least one characteristic of damaged or flawed rigging equipment.
- **Objective 4:** Discuss the components of the stability triangle.
- **Objective 5:** Give examples of measures that an equipment operator can take to protect pedestrians.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Medic First Aid

Learning Format: Classroom	Course Length: 5 Hours
Course No: COMP_6350	Prerequisites: None
Refresher:	

#### Summary

MEDIC First Aid Basic Plus training program provides training in basic first aid emergency skills. The goal of this training is to help students develop the knowledge, skills, and confidence to respond in a medical emergency.

#### Course Objectives

- **Objective 1:** Recognize a medical emergency.
- **Objective 2:** Making a decision to help.
- **Objective 3:** Identifying hazards and ensuring personal safety.
- **Objective 4:** Activating the EMS system.
- **Objective 5:** Providing supportive, basic first aid care.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### NORM

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6400	Prerequisites: None
Refresher:	

#### Summary

The Transportation of NORM/TENORM training course meets the training requirements as they pertain to radiation hazards associated with the transportation of Naturally Occurring Radioactive Material.

#### Course Objectives

- **Objective 1:** Have an understanding of radiation.
- **Objective 2:** Understand what NORM is.
- **Objective 3:** Know what equipment is used to survey for NORM.
- **Objective 4:** Understand the three types of radiation associated with NORM.
- **Objective 5:** Health risks associated with NORM.
- **Objective 6:** Know the pathways of NORM.
- **Objective 7:** Know what PPE and other safety measures are available.
- **Objective 8:** The importance of ALARA when exposure is present.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to radiation hazards.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### OSHA 10 & 30

Learning Format: Classroom	Course Length: 10—30 Hours
Course No: COMP_6500	Prerequisites: None
Refresher:	

#### Summary

OSHA General Industry Outreach Training provides safety and health training for workers, supervisors, and managers.

#### Course Objectives

- **Objective 1:** Explain why OSHA is important to workers.
- **Objective 2:** Explain worker rights under OSHA.
- **Objective 3:** Discuss employer responsibilities under OSHA.
- **Objective 4:** Discuss the use of OSHA standards.
- **Objective 5:** Explain how OSHA inspections are conducted.
- **Objective 6:** Utilize helpful worker safety and health resources.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### OSHA Visits: What do I do?

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6600	Prerequisites: None
Refresher:	

#### Summary

The class discusses what to expect and what action to take during an OSHA on-site visit.

#### Course Objectives

- **Objective 1:** Discuss what to expect during an OSHA site visit.
- **Objective 2:** Identify what to have available for review.
- **Objective 3:** Explain what to expect after an OSHA site visit.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### PPE General Overview

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6700	Prerequisites: None
Refresher:	

### Summary

This course gives you a basic understanding about OSHA's role in prevention and elimination of work-related casualties and fatalities, which can be protected through proper personal protective equipment (PPE).

### Course Objectives

- **Objective 1:** Describe when PPE is required.
- **Objective 2:** Explain the value of PPE.
- **Objective 3:** Identify the types of PPE available.
- **Objective 4:** Discuss the reasons for wearing each type of PPE.
- **Objective 5:** Demonstrate the proper adjustment and donning/doffing of each type of PPE.
- **Objective 6:** Discuss the proper maintenance, inspection, and replacement of each type of PPE.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Process Safety Management

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6800	Prerequisites: None
Refresher:	

#### Summary

This mobile compatible course will give students a basic understanding of OSHA standards regarding process safety management (PSM) of highly hazardous chemicals.

#### Course Objectives

- **Objective 1:** Explain what is a Process Safety Management Program.
- **Objective 2:** Identify the elements of a PSM Program.
- **Objective 3:** Discuss why a PSM is necessary.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Pumping Unit Safety

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_6900	Prerequisites: None
Refresher:	

#### Summary

Designed for oil production employees involved in the operation, maintenance, and repair of pumping units.

#### Course Objectives

- **Objective 1:** List three types of Pumping Units.
- **Objective 2:** Identify the major components of a Pumping Unit.
- **Objective 3:** Describe the operation of the primary components of a Pumping Unit.
- **Objective 4:** Discuss basic safety procedures when working around Pumping Units.
- **Objective 5:** Identify key hazards that are present from an example scenario.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to working with and around pumping units.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Recognizing Potential Hazards

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7000	Prerequisites: None
Refresher:	

#### Summary

The threat of danger surrounds every person, every day. Challenging employees to look beyond tasks to identify and eliminate hazards before exposure is key to working safely at home and in the workplace.

#### Course Objectives

- **Objective 1:** Describe hazard awareness principles.
- **Objective 2:** Define hazard awareness terms.
- **Objective 3:** Identify types of hazards and their characteristics.
- **Objective 4:** Describe how to Mitigate or Eliminate potential hazards.
- **Objective 5:** Explain hazard reporting requirements.
- **Objective 6:** Identify potential hazards in the workplace.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### Regulatory Overview

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7100	Prerequisites: None
Refresher:	

#### Summary

Regulation provides third-party oversight on adherence to guidelines, rules, and procedures in a variety of industries including Oil and Gas, Food and Drug, Healthcare, Automotive and Airline.

#### Course Objectives

- **Objective 1:** Name all regulatory organizations that the organization is subject to.
- **Objective 2:** Identify each regulatory agency's goal.
- **Objective 3:** State the first three actions you should take if you are approached by a regulatory inspector upon his or her arrival at your worksite.
- **Objective 4:** Describe additional actions you should take and how you should respond if a regulatory inspection or audit will be conducted at your worksite.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur, and a regulatory inspection could be conducted.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Respiratory Protection Program

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7200	Prerequisites: None
Refresher:	

#### Summary

This program establishes acceptable practices for respirator use, delineates responsibilities, and provides guidance on proper selection; individual fit testing, use and care of respirators in accordance with the regulatory requirements.

#### Course Objectives

- **Objective 1:** Identify why respirators necessary?
- **Objective 2:** Discuss what hazards respirators protect against.
- **Objective 3:** Recognize different types of respirators.
- **Objective 4:** Explain how improper fits, usage, or maintenance can affect protection.
- **Objective 5:** List limits and capabilities of respirators.
- **Objective 6:** Demonstrate proper inspection, donning, doffing, and seal check.
- **Objective 7:** Discuss maintenance, storage, and repair of respirators.
- **Objective 8:** Describe fit testing, medical signs, and symptoms that may limit or prevent effective use of respirators.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to respiratory hazards.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### SafeLandUSA (SLUSA)

Learning Format: Classroom	Course Length: 8 Hours
Course No: COMP_7300	Prerequisites: None
Refresher:	

#### Summary

The SafeLandUSA orientation has been developed for the US onshore E&P industry by volunteers from major and independent operating companies, industry associations and educators which forms the SLUSA Advisory Group. The purpose of the orientation is to set high minimum requirements for a widely accepted E&P Health, Safety and Environmental orientation and induction.

#### Course Objectives

- **Objective 1:** Discuss what types of additional training is required.
- **Objective 2:** Explain how to play an active role in safety.
- **Objective 3:** Recognize the importance of asking questions to clarify safety issues.
- **Objective 4:** Use information gained in the course to work more safely.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Safety Culture Shift

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7400	Prerequisites: None
Refresher:	

#### Summary

This course is designed to help create a culture of safety within an organization. Learn how to understand and deliberately shape a culture to uphold the organization's safety values.

#### Course Objectives

- **Objective 1:** Discuss why safety culture is important.
- **Objective 2:** Review three steps for creating a safety culture shift.
- **Objective 3:** Write a plan for creating a safety culture shift.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Safety Leadership

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7500	Prerequisites: None
Refresher:	

#### Summary

Lead the way with safe behaviors in the workplace. Set the example with leadership tactics.

#### Course Objectives

- **Objective 1:** Explain the difference between safety management and safety leadership.
- **Objective 2:** Discuss how to align leadership values with safety goals.
- **Objective 3:** Review safety programs and processes.
- **Objective 4:** Discover how to display safety behaviors.
- **Objective 5:** Discuss visible leadership.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed as a supervisor in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Safety Management System

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7600	Prerequisites: None
Refresher:	

#### Summary

A safety management system (SMS) is a term used to refer to a comprehensive business management system designed to manage safety elements in the workplace. Explore various safety management systems. Find the best system for your needs.

#### Course Objectives

- **Objective 1:** Discover the three imperatives for adopting a safety management system.
- **Objective 2:** Explain basic safety-management components of an SMS.
- **Objective 3:** Discuss an SMS from a regulatory perspective.
- **Objective 4:** Outline a possible implementation plan.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Safety Observations

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7700	Prerequisites: None
Refresher:	

#### Summary

Observations identify job site hazards, controls, conditions, manage exposure to risks, reduce exposure, and thereby reduce injury.

#### Course Objectives

- **Objective 1:** Describe what is a safety observation and why do we conduct them.
- **Objective 2:** Discuss what are the benefits and value of a safety observation.
- **Objective 3:** Explain how a safety observation is performed.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Safety—The Employer is Responsible

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7800	Prerequisites: None
Refresher:	

#### Summary

Everyone is responsible for safety, but employers must set up their employees to succeed in safety. What are company responsibilities in regard to safety?

#### Course Objectives

- **Objective 1:** Review a summary of employer responsibilities under OSHA.
- **Objective 2:** Examine workplace conditions.
- **Objective 3:** Explain safety training, equipment, and communication standards.
- **Objective 4:** Discuss required recordkeeping.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## COMPLIANCE CLASSES

### SARA Reporting

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_7900	Prerequisites: None
Refresher:	

#### Summary

If you use OSHA hazardous chemicals, extremely hazardous substances, or Section 313 toxic chemicals at your facility, you are required to comply with SARA Title III. We can help you determine your reporting requirements and assist you in the reporting.

#### Course Objectives

- **Objective 1:** Explain what SARA reporting is.
- **Objective 2:** Discuss how SARA reporting promotes communication between the public and owners of hazardous chemicals.
- **Objective 3:** Identify whom to notify in the event of an accidental chemical spill.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to hazardous substances.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Spill Prevention, Control and Countermeasure (SPCC)

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_8000	Prerequisites: None
Refresher:	

#### Summary

This course is designed for those responsible for developing SPCC plans, managing SPCC compliance programs, or evaluating SPCC compliance.

#### Course Objectives

- **Objective 1:** Explain the concepts of Spill Prevention Control and Countermeasures (SPCC).
- **Objective 2:** Describe what is considered a spill.
- **Objective 3:** Identify potential oil spill pathways.
- **Objective 4:** Describe spill notification requirements.
- **Objective 5:** Discuss spill response procedures.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to oil spills.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### The “Safety Sales” Advantage

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_8100	Prerequisites: None
Refresher:	

#### Summary

Learn how to “sell” safety to improve your business.

#### Course Objectives

- **Objective 1:** Recognize safety as a marketing strategy rather than a compliance program.
- **Objective 2:** Identify the barriers to buying the idea of safety.
- **Objective 3:** Discuss safety at home.
- **Objective 4:** Express the common purpose in a safety culture.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Walking Working Surfaces

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_8200	Prerequisites: None
Refresher:	

#### Summary

This course alerts participants to the hazards of walking and working surfaces and provides information about workplace action needed to eliminate or control these hazards.

#### Course Objectives

- **Objective 1:** Identify five ways to maintain safe conditions at floor level throughout the workplace.
- **Objective 2:** Identify five or more sets of circumstances where railings, buffers, or other restraints or movement are needed.
- **Objective 3:** Demonstrate and explain the importance of using three points of contact when climbing.
- **Objective 4:** Select and use properly a portable ladder that is suitable for the location and the job.
- **Objective 5:** Demonstrate how to establish an extension ladder so that it is safe to use.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## COMPLIANCE CLASSES

### Waste Management

Learning Format: Classroom	Course Length: 4 Hours
Course No: COMP_8300	Prerequisites: None
Refresher:	

#### Summary

This course will teach you how to understand and simplify applicable EPA regulations and most importantly, learn to apply them at your facility.

#### Course Objectives

- **Objective 1:** Discuss the participants' role in making and avoiding waste.
- **Objective 2:** Explain what the general characteristics of hazardous waste are.
- **Objective 3:** Distinguish among various types of waste and waste management.
- **Objective 4:** Describe the information required when labeling waste.
- **Objective 5:** Identify waste regulators and their roles in waste transportation and disposal.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession and location where incidents/accidents could occur due to hazardous waste in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## **BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES**

### **BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES**

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Addressing Performance Issues

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1000	Prerequisites: None

\*All class lengths can

be customized based on the need of the client.

#### Summary

In order to avoid a drain on the entire group, performance issues must be addressed quickly and effectively. This class will help leaders to develop critical skills in addressing performance issues with employees.

#### Course Objectives

- **Objective 1:** Discuss proper documentation of performance issues.
- **Objective 2:** Review interaction skills for showing respect and focusing on results.
- **Objective 3:** Identify steps for before, during and after the performance discussion.
- **Objective 4:** Determine when further action is needed.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a supervisor position where there is direct interaction with employees.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Advanced Customer Service

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1100	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Excellent customer service benefits both the company and the customer. Happy and satisfied customers mean repeat business and word of mouth referrals which in turn means more business for the company. Learn how to keep the customers that you have.

#### Course Objectives

- **Objective 1:** Review the benefits of excellent customer service.
- **Objective 2:** Discuss the best ways to deal with dissatisfied customers.
- **Objective 3:** Explain the connection between communication and customer service.
- **Objective 4:** Determine what makes a repeat customer.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she has direct interaction with customers.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Advocating for Yourself: Communicate Now Advocate\*\*

\*All class lengths can be customized based on the need of the client.

Learning Format: Classroom	Class Length: 2 Hours*
Course No: LEAD_1200	Prerequisites: Effective Communication

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

#### Summary

Asking for help should not be a sign of weakness; in fact, you can feel strong and take charge of your life by speaking up and advocating for yourself in many situations. However, it is not always easy to have the confidence to do that. When you make your own choices, big or small, it can make a big difference in how you feel about yourself and your progress towards any goal you have. This class will focus on skills necessary to advocate for yourself effectively and successfully.

#### Course Objectives

- **Objective 1:** Identify situations they need to advocate for.
- **Objective 2:** Utilize Effective Communication skills to advocate for themselves.
- **Objective 3:** Identify resources to help accomplish the goal.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she has direct interaction with others and would benefit from having the skills to advocate for themselves.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Assessing Your Skills\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_1300	Prerequisites: None

\*All  
class

lengths can be customized based on the need of the client.

\*\*1st of the 4 classes required to receive the Job Readiness Academy Certification.

### Summary

When making plans to enter, re-enter, or make a position change in the workforce, it is important to understand what skills employers are looking for. In order to determine what opportunities are the best ones for us, we have to be able to align our skills and abilities with those sought by employers. Essential skills needed to be an exceptional leader, a valued team member, and an outstanding contributor in the workplace.

### Course Objectives

- **Objective 1:** Assess and identify strengths and areas of opportunities as it relates to their individual work readiness skills.
- **Objective 2:** Identify what skills employers are looking for.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be in a position to seek an employment opportunity where he/she would need to assess their own work skills and learn how to develop these skills.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Becoming a Leader

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1400	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

The transition from team member to a leadership role is not an easy one to make. This class will help the participant to make the change in thinking and motivation to become a great leader.

#### Course Objectives

- **Objective 1:** Identify ways to become a leader.
- **Objective 2:** Describe how to take responsibility.
- **Objective 3:** Examine ways to take chances.
- **Objective 4:** Discover how to see opportunities for leadership.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she has the motivation to become a leader in his/her company.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Becoming a Networking Master

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Career and business success can be enhanced by being around the right people in the right circumstances. Learn activities by which groups of like-minded businesspeople recognize, create, or act upon business opportunities.

#### Course Objectives

- **Objective 1:** Discover the basics of networking.
- **Objective 2:** Identify how to find networking events.
- **Objective 3:** Explain how to organize your network.
- **Objective 4:** Discuss how to maintain your network connections.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she could benefit from networking in order to gain business contacts and opportunities.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Building and Maintaining Partnerships

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1600	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Partnerships both within and outside the confines of an organization and team can strengthen bonds and more effectively meet goals. Strong partnerships can focus resources and reduce wasted time and money.

#### Course Objectives

- **Objective 1:** Identify potential partnerships, both internal and external.
- **Objective 2:** Discuss ways to build partnerships.
- **Objective 3:** Recognize barriers to partnerships and how to overcome them.
- **Objective 4:** Create a plan for building a new partnership.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she could benefit from building powerful partnerships in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Building Team Performance

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1700	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Managers can misread difficulties within the team. Learn ways to observe and correctly determine the causes of team conflict and underperforming.

#### Course Objectives

- **Objective 1:** Identify individual characteristics of team members.
- **Objective 2:** Describe ways to determine the needs of team members.
- **Objective 3:** Evaluate options for teambuilding activities.
- **Objective 4:** Foster an atmosphere of trust and accountability.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, where the company could be strengthened by building a strong team in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Building Trust

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1800	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Distrust in the workplace can erode loyalty, morale, and performance. Building trust within a team and within an organization can go a long way toward making the business a success.

#### Course Objectives

- **Objective 1:** Determine the level of trust within your team.
- **Objective 2:** Discuss ways to build trust.
- **Objective 3:** Identify behaviors that can erode trust.
- **Objective 4:** Demonstrate behaviors that show trust and inspire trust in others.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from encouraging trust in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Business Ethics

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_1900	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Business ethics examines ethical principles and moral or ethical problems that arise in the business environment. It applies to all aspects of business conduct and is relevant to the conduct of individuals and the organization.

#### Course Objectives

- **Objective 1:** Review a definition of ethics.
- **Objective 2:** Explain the responsibility of ethics.
- **Objective 3:** Discuss ways to apply ethics in the workplace.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from providing ethical principles and morals in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Business Etiquette

Learning Format: Classroom	Class Length: 4—2 Hour Sessions*
Course No: LEAD_2000	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Whether presenting a seminar to your company with focus on new hires to executive ranks or coaching one on one, the following is the curriculum that can be customized to your specific needs. Includes all Proper Etiquette Curriculum: Running Effective Meetings. Handling Distractive Behaviors in the Office.

Managing Conflict. Setting Legitimate and Appropriate Boundaries. Ordering at Restaurants. Giving and Receiving Feedback. Customer Service at the Front Lines. Guide to Fashion. Attracting Clients.

#### Course Objectives

- **Objective 1:** Explain why etiquette matters.
- **Objective 2:** Review etiquette in a social setting.
- **Objective 3:** Discuss etiquette in the workplace.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from providing business etiquette to employees.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Coaching and Feedback\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_2100	Prerequisites: Effective Communication

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

### Summary

Impact the skills and techniques of leaders as they demonstrate performance coaching and specific feedback to peers and others. Use coaching and feedback as leadership tools to help develop others and maximize team performance.

### Course Objectives

- **Objective 1:** Define coaching and feedback.
- **Objective 2:** Identify characteristics of a good coach.
- **Objective 3:** Utilize tips for giving and receiving effective coaching.
- **Objective 4:** Utilize tips for giving and receiving positive and constructive feedback.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from coaching employees as well as providing appropriate and effective feedback.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Coaching Skills

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_2200	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

In front of every successful team is a great leader. Smart leaders understand that to get the best work done, they have to get the best performance from their team.

#### Course Objectives

- **Objective 1:** Explain the impact of their coaching.
- **Objective 2:** Discuss opportunities for coaching.
- **Objective 3:** Review the importance of good listening and observation skills.
- **Objective 4:** Discuss providing effective feedback for employee development.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from coaching employees in a work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Coaching a Team

Learning Format: Classroom	Class Length: 4 Hours
Course No: LEAD_2250	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

“The whole is more than the sum of its parts.” – Aristotle

What does that saying mean to you?

It means that when you add together all of the parts that make something, it is greater than it seems like it should be. Like teamwork. People working together are routinely able to do more work than if their individual efforts were added together. .

#### Course Objectives

- **Objective 1:** Define coaching.
- **Objective 2:** Identify advantages from coaching.
- **Objective 3:** Identify characteristics of coaching.
- **Objective 4:** Describe components of a coaching session.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from coaching a team of employees in a work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Collaborating for Success

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_2300	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

When people don't work together teams get stuck in petty bickering, power struggles and disfunction. Pool talents and resources can accomplish goals and create collaboration.

#### Course Objectives

- **Objective 1:** Define the internal system for creating a network for success.
- **Objective 2:** Recognize how to always bring your best work to the team.
- **Objective 3:** Explain clear communication channels.
- **Objective 4:** Identify ways to inspire others to collaborate.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from co-workers collaborating in a work setting.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Conflict Management

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_2400	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

No situation is completely without conflict. Conflict can be a pathway to growth if managed in the right way.

#### Course Objectives

- **Objective 1:** Recognize that conflict is normal.
- **Objective 2:** Explain how to become a calming force.
- **Objective 3:** Discuss how to listen actively.
- **Objective 4:** Discover how to create a win/win scenario.
- **Objective 5:** Identify when to agree to disagree.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from educating employees on how to successfully manage conflict in a work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Decision Making

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_2500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

The right decisions can make or break a situation or career. Get easy to follow steps to assist in making better and faster decisions.

#### Course Objectives

- **Objective 1:** More quickly evaluate solutions and make decisions effectively.
- **Objective 2:** Determine when a more analytical approach is needed.
- **Objective 3:** Discuss tips for making better decisions.
- **Objective 4:** Use a consistent approach when facing decisions.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from decision making skills in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Delegation Skills

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_2600	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Doing more with less is common in today's business organizations, but many jobs are too large and complex for one individual to manage alone. Skillful delegation can help reduce burn out, increase morale and make a team more effective.

#### Course Objectives

- **Objective 1:** Discuss why delegation is important.
- **Objective 2:** Review how delegation works at your organization.
- **Objective 3:** Describe your delegation style.
- **Objective 4:** Explain ways to improve delegation skills.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from learning to delegate responsibilities in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Developing Employee

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_2700	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Developing employees shows that you value them and see them as a long-term investment. Many organizations fail to see the value of an investment in human capital. Learn tips for how to create a plan for developing employees at all levels of an organization.

#### Course Objectives

- **Objective 1:** Recognize the role of the leader and the employee in creating and implementing a development plan.
- **Objective 2:** Discuss the importance of developing employees.
- **Objective 3:** Explain the process for creating an employee development plan.
- **Objective 4:** Review potential barriers to employee development and how to overcome them.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from developing employees in the work environment to increase productivity and reduce turnover rates.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### DiSC Personality Assessment

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_2800	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

In no more than 10 minutes (probably more like five), you'll have a better understanding of why you communicate the way you do and insights into how you can communicate with others more effectively. With your results, you can:

- Immediately improve interpersonal communications
- Connect with co-workers more effectively
- Understand what you need to do to be more successful in your interactions with others.

#### Course Objectives

- **Objective 1:** Complete DiSC assessment.
- **Objective 2:** Go over results of assessment.
- **Objective 3:** Discuss how to apply results to the work environment.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from a personality assessment to improve employee relationships and interactions in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Effective Communication\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_2900	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*Required prerequisite for certification in the Results Driven Leadership Academy Certification.

### Summary

How well you communicate will influence how others perceive you. Learn skills to clearly and effectively communicate at all levels.

### Course Objectives

- **Objective 1:** Define difference between communication and effective communication.
- **Objective 2:** Identify components of communication.
- **Objective 3:** Demonstrate skills to communicate at all levels clearly and effectively.
- **Objective 4:** Identify their communication ‘color’.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from increasing communication skills among co-workers in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Financial Education\*\*

Learning Format: Classroom	Class Length: 2 Hours*
Course No: LEAD_3000	Prerequisites: Effective Communication

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

### Summary

Financial Education is the possession of knowledge and understanding of financial matters. This class will provide knowledge to help with properly making decisions pertaining to certain personal finance areas. The absence of financial literacy can lead to making poor financial decisions that can have adverse effects on the financial health of an individual.

### Course Objectives

- **Objective 1:** Identify banking basics—saving, investing, borrowing and credit basics.
- **Objective 2:** Demonstrate fundamental financial management skills.
- **Objective 3:** Set personal budgeting goals.
- **Objective 4:** Create a personal budget utilizing a worksheet.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession that could benefit from the knowledge of financial education.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Getting the Job\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_3100	Prerequisites: Assessing Your Skills and Searching for the Job

\*All class lengths can be customized based on the need of the client.

\*\*3rd of the 4 classes required to receive the Job Readiness Academy Certification.

#### Summary

The success of the interview is based on extensive preparation and practice, as well as a keen understanding of social interaction and etiquette.

#### Course Objectives

- **Objective 1:** Prepare for an effective interview.
- **Objective 2:** Discover the different types of interview questions.
- **Objective 3:** Demonstrate professional interviewing skills and social etiquette.
- **Objective 4:** Discover tips for before, during and after the interview.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

The applicant must be in a position to interview for a new job or a different position within a company that he/she is currently employed for.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Goal Setting for Results

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_3200	Prerequisites:

\*All class lengths can be customized based on the need of the client.

#### Summary

Goal setting is a process for thinking about the ideal future, and for motivating yourself and other to strive to achieve that future. Goals can help you to choose where you want to go and how to get there.

#### Course Objectives

- **Objective 1:** Discuss the SMART way to set goals.
- **Objective 2:** List short term and long-term goals.
- **Objective 3:** Provide steps for accomplishing goals.
- **Objective 4:** Review goals for potential success.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she could benefit from goal setting in order be successful in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Internal and External Customer Service\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_3300	Prerequisites: What Customers Really Want

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 classes required for World Class Customer Service Academy Certification.

### Summary

This class is designed to explore the parallel fundamentals for providing superior customer service to internal colleagues and external customers for a common goal of purposeful customer service. Along the way, the staff will also build camaraderie. Explain parallel fundamentals of providing superior customer service to internal colleagues and external customers. Learn how to meet customer satisfaction goals.

### Course Objectives

- **Objective 1:** Identify internal and external customers.
- **Objective 2:** Utilize skills to provide superior customer service to internal and external customers and meet customer satisfaction goals.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where he/she has direct interaction with customers.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Keeping the Job\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_3400	Prerequisites: Assessing Your Skills and Searching for the Job and Getting the Job

\*All class lengths can be customized based on the need of the client.

\*\*4th of the 4 classes required to receive the Job Readiness Academy Certification.

#### Summary

Once the interview is successfully completed and after gaining employment, the planning is not over. Once employed, it is important to sustain employment.

#### Course Objectives

- **Objective 1:** Identify leadership skills important to employers to sustain employment.
- **Objective 2:** Incorporate and enhance leadership skills into daily practice.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where he/she has goals to sustain employment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Leaders of Choice Individual Coaching\*\*

Learning Format: Classroom	Course Length: 6 months (12 hours)*
Course No: LEAD_3500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*Coaching Academy

#### Summary

This program is a six-month engagement where the coach meets with client twice a month for one hour each time. The Coach uses a combination of coaching skills and knowledge of the coaching process to support the client in achieving their self-defined goals.

Client and coach meet individually (can be virtually or in person if in the same geographical location). Client is responsible for co-creating the agenda with the coach. The coach is their accountability partner and has expertise in the coaching process that supports the client in defining milestones with due dates that allow the client to achieve challenging goals.

The client defines the goals they want to achieve during the engagement. A common area of focus for clients is to develop or enhance their self-awareness of their strengths, values, emotional intelligence, and leadership style.

All levels of leadership can benefit from coaching. Most leaders are promoted based on their technical or functional skills and may not naturally develop the soft people related skills needed to effectively lead others. Coaching allows them to learn how to balance both skill sets.

Six-month minimum engagement is recommended to allow client to learn and practice new behaviors.

#### Course Objectives

- **Objective 1:** Identify strengths and opportunities for growth.
- **Objective 2:** Practice new skills and behaviors.
- **Objective 3:** Identify leadership style and how it impacts the team they lead.
- **Objective 4:** Create a plan for sustaining new learning after coaching engagement ends.
- **Objective 5:** Create a plan for sustaining new learning after coaching engagement ends.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from Individual coaching in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Leadership in the Multi-Generational Workplace Positioning Yourself for Change\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_3600	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 required classes in the Strategic Management and High Impact Leadership Academy Certification.

#### Summary

This is the first time in American history that we have had four different generations working side-by-side in the workplace. Each generation has distinct attitudes, behaviors, expectations, habits, and motivational buttons. We will unveil the diversities of Veterans, Baby Boomers, Generation X and Generation Y in the workplace.

#### Course Objectives

- **Objective 1:** Acknowledge differences of others.
- **Objective 2:** Understand differences of others.
- **Objective 3:** Respect differences of others.
- **Objective 4:** Leverage strengths of self and others.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from Increasing awareness of diversity due to generational differences in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Leading Effective Meetings—Your Role in Successful One on One Meetings\*\*

Learning Format: Classroom	Course Length: 2 Hours*
Course No: LEAD_3700	Prerequisites: Effective Communication

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

#### Summary

The majority of managers use group meetings to communicate with their employees and while group meetings may be useful for sharing information of value to the entire group, the fact is that they are not as effective when trying to provide information relevant to each employee. Each employee only gets a small portion of the time to discuss what is relevant to them. In many cases, individual interactions with employees occur in an ad hoc manner and are seldom effective. This class focuses on the one-on-one meeting and how you can take charge, create enthusiasm, and raise energy levels to make the most of your one-on-one meeting.

#### Course Objectives

- **Objective 1:** Define the One-on-One meeting and understand why it is important.
- **Objective 2:** Utilize tools to successfully prepare for, conduct and follow up on One-on-One meetings with others as it relates to the 'Action Plans for Change'.
- **Objective 3:** Identify their role as either facilitator or participant and actively participate in the One-on-One process.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from leading effective meetings in a work setting.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Leading Multiple Generations

Learning Format: Classroom	Course Length: 4 Hours*
Course No: LEAD_3750	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

In the very near future, the world will have five different generations working side-by-side in the workplace. Each generation has distinct attitudes, behaviors, expectations, habits, and motivational buttons. We will discuss the different work habits in the diverse generations.

#### Course Objectives

- **Objective 1:** Identify the different generations in the workforce.
- **Objective 2:** Describe characteristics of each generation.
- **Objective 3:** Explain how to build relationships.
- **Objective 4:** Discuss how to manage different generations.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from Increasing awareness of diversity due to generational differences in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Leading Through Innovation—Innovation and Creativity\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_3800	Prerequisites: None

\*All class lengths can be customized based on the need of the client

\*\*1 of 4 required classes in the Strategic Management and High Impact Leadership Academy Certification.

#### Summary

Become an innovator and learn the power of creativity in leadership thought process. Be equipped with a basic knowledge of how to enable collaboration, how to manage the innovations and how to conduct brainstorming sessions. Creativity comes in all forms and each of us has a creative side. We can tap into this creative side in the workplace by understanding how to enable it and manage for it. Includes an overview of the creative process, how enabling collaboration and creativity can benefit you, how to manage for creativity and how to create a brainstorming session to generate innovative collaboration.

#### Course Objectives

- **Objective 1:** Define creativity.
- **Objective 2:** Describe benefits of enabling creativity and collaboration.
- **Objective 3:** Encourage creativity and contributions.
- **Objective 4:** Create diverse perspectives.
- **Objective 5:** Drive motivation.
- **Objective 6:** Manage innovations and collaborations.
- **Objective 7:** Recognize benefits and brainstorming.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from learning how to creatively lead a group of employees.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Leveraging the Return on People (ROP<sup>SM</sup>)\*\*

Learning Format: Classroom	Class Length: 4 Hours classroom + assessments as prework*
Course No: LEAD_3900	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*Coaching Academy

#### Summary

This class will cover management skills with a focus on employee engagement to develop a high-performance culture. Using a variety of tools that will allow managers to gain more self-awareness, understand the nuances of management vs leadership skills that support achieving organizational goals and employee morale. Allow managers to practice new approaches to people leadership that yields empowered employees and better focus on client satisfaction.

Target audience is all levels of management that have formal people responsibility. It is appropriate for new managers or experienced managers that are transitioning to a new role after a promotion or assuming responsibility for a new mission and team.

#### Course Objectives

- **Objective 1:** Identify and understand their core values and it impacts their leadership style.
- **Objective 2:** Understand the 3 levels of listening and practice it.
- **Objective 3:** Define the role of managers in creating organizational culture and enhancing employee engagement.
- **Objective 4:** Become leaders who develop other leaders.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from increasing employee satisfaction and engagement in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Listening Skills

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_4000	Prerequisites: None

\*Class times may vary depending on the needs of the client.

#### Summary

Many people think that listening means formulating your reply while the other participant is speaking. Active listening reduces distractions, improves communication, and strengthens relationships.

#### Course Objectives

- **Objective 1:** Discuss how active listening can improve relationships.
- **Objective 2:** Review steps for active listening.
- **Objective 3:** Recognize opportunities for utilizing listening skills.
- **Objective 4:** Discuss ways to improve your listening skills.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from improving listening skills when directly working with employees.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Management vs Leadership\*\*

Learning Format: Classroom	Class Length: 2 Hours*
Course No: LEAD_4100	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 required classes in the Strategic Management and High Impact Leadership Academy Certification.

### Summary

What is the difference between management and leadership? It is a question that is asked often and also answered in different ways. The biggest difference between managers and leaders is the way they motivate the people who work or follow them to meet objectives. Many people, by the way, are both. They have management jobs, but they realize that you cannot buy hearts, especially to follow them down a difficult path, and so act as leaders too.

### Course Objectives

- **Objective 1:** Define management and leadership.
- **Objective 2:** Identify the characteristics, differences, and similarities of each.
- **Objective 3:** Identify roles of managers and leaders.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from understanding the differences between managing and leading and the benefits from each.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Management vs Leadership

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_4150	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Many people, by the way, are both. They may have management jobs, but they realize that you cannot buy hearts, especially to follow them down a difficult path, and so act as leaders too.

Taking charge of a team of employees and the success of a department, as well as the professional development of the team members, is a major responsibility.

Going beyond the traditional view of management and gaining the skills needed to be an effective leader..

#### Course Objectives

- **Objective 1:** Define management and leadership characteristics.
- **Objective 2:** Identify the focus and roles of managers and leaders.
- **Objective 3:** Identify similarities and differences between managers and leaders.
- **Objective 4:** Determine methods to effectively take charge of a team of employees and make a department a success.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from understanding the differences between managing and leading and the benefits from each.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Managing Change

Learning Format: Classroom	Course Length: 4 Hours*
Course No: LEAD_4200	Prerequisites: None

\*Class times may vary depending on the needs of the client.

#### Summary

Prepare employees for change and make necessary changes more acceptable and effective. Change management is an approach to transitioning individuals, teams and organizations to a desired future state.

#### Course Objectives

- **Objective 1:** Describe change management.
- **Objective 2:** Discuss reasons for change.
- **Objective 3:** Identify what changes to implement.
- **Objective 4:** Outline steps for managing the change process.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of how to cope with change in the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Managing Projects

Learning Format: Classroom	Class Length: 6—18 Hours*
Course No: LEAD_4300	Prerequisites: None

\*Class times may vary depending on the needs of the client.

#### Summary

Learn how to plan, organize, motivate, and control resources to achieve goals.

#### Course Objectives

- **Objective 1:** Identify key activities to be achieved for project success.
- **Objective 2:** Describe the steps in developing a new project.
- **Objective 3:** Estimate project deadlines.
- **Objective 4:** Identify risks to project success.
- **Objective 5:** Indicate ways to effectively communicate with the project team.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from understanding how to effectively manage projects.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Marketing Tactics

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_4400	Prerequisites: None

\*Class times may vary depending on the needs of the client.

#### Summary

Increase sales and maintain a competitive product by initiating strategic methods to promote goods and services.

#### Course Objectives

- **Objective 1:** Discuss the goal of marketing.
- **Objective 2:** Identify the best methods or media for your audience.
- **Objective 3:** Review budget and resources available.
- **Objective 4:** Discuss potential marketing tactics.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from effective marketing strategies.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Positioning Yourself for Change\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_4500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 required classes in the Strategic Management and High Impact Leadership Academy Certification.

### Summary

This session will highlight the complexity of change and introduce participants to The Wright Resource Group's (WRG) Change Cycle and incorporate 21st Century Leadership Skills and Business Trends for effective results in an ever- changing environment.

### Course Objectives

- **Objective 1:** Become change agents to unveil opportunity in challenging times for positive outcomes.
- **Objective 2:** Demonstrate effective leadership both internally and externally, while creating an environment and culture of focus and productivity.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of how to cope with change in the work environment.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Purposeful P's for Success\*\*

Learning Format: Classroom	Class Length: 2 Hours*
Course No: LEAD_4600	Prerequisites: Effective Communication

\*All class lengths can be customized based on the need of the client

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

### Summary

Everyone has goals and dreams in life, and we search for ways to achieve them. We often look for outside resources to help us get there. We must look within ourselves first to assess where we are and that we play the largest part of achieving our goals and dreams. This class will allow for self-reflection and will provide motivational encouragement for all facets of life for lifelong success.

### Course Objectives

- **Objective 1:** Define the Purposeful P's for Success.
- **Objective 2:** Identify their strengths and areas of opportunity as it relates to the Purposeful P's.
- **Objective 3:** Utilize the Purposeful P's to align their goals and dreams and plan for success.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where he/she could benefit from self-reflection and encouragement in order to find success in the work environment.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Recruiting the Right Talent

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_4700	Prerequisites: None

\*Class times may vary depending on the needs of the client.

#### Summary

Finding and hiring high quality talent is critical to business success. This class will help you to plan ways to re-cruit and hire the best talent for your organization.

#### Course Objectives

- **Objective 1:** Discuss tools to determine what qualities are critical in a successful candidate.
- **Objective 2:** Review technology available to attract candidates.
- **Objective 3:** Explain how to review a resume.
- **Objective 4:** Define types of interview questions and the effectiveness of each.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from learning how to hire applicants for a variety of positions.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Return on People

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_4750	Prerequisites: None

\*Class times may vary depending on the needs of the client.

### Summary

The real fuel and energy behind a company's growth and success comes from its people yet managing human capital can be a challenge. There is a growing trend in recent years for companies to put more value on the re-turn on investment in their people.

### Course Objectives

- **Objective 1:** Define human capital/return on people.
- **Objective 2:** Discuss basic measurements of training programs and employee management.
- **Objective 3:** Review aspects of succession management.
- **Objective 4:** Explain the risk and reward principles of return on people.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from placing value in their employees to improve the work environment and reduce turnover.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Sales Management

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_4800	Prerequisites: None

\*All class lengths can be customized based on the need of the client

#### Summary

We deliver practical, ready-to-use selling techniques to generate better results for you and your organization and to help you keep sales coming in even during a recession.

#### Course Objectives

- **Objective 1:** Explain what is meant by sales management.
- **Objective 2:** Discuss how to develop a sales plan.
- **Objective 3:** Review the three recruitment tasks used in sales management.
- **Objective 4:** Outline completion of sales reports.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from education in sales.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Searching for the Job\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_4900	Prerequisites: Assessing Your Skills

\*All class lengths can be customized based on the need of the client

\*\*2nd of the 4 classes required to receive the Job Readiness Academy Certification.

### Summary

Now that some truths about our existing skills and abilities have been discovered, we are ready to begin the job search phase within an employee's current company for a promotion. or career change. This phase has a strong focus on resume writing.

### Course Objectives

- **Objective 1:** Discover resources for searching for a job.
- **Objective 2:** Write a resume and set professional and personal goals and plans for achievement of goals.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession that could benefit from a career change or position change in the workplace.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Service Touchpoints\*\*

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_5000	Prerequisites: What Customers Really Want

\*All class lengths can be customized based on the need of the client

\*\*1 of 4 classes required for World Class Customer Service Academy Certification.

### Summary

Every service experience is comprised of several service touch points. We create a foundation for service excellence by promoting empowerment and ownership.

This workshop is designed to explore the main customer service touch points that every customer service experience is comprised of. We will help to identify your customer service touch points and help to create a foundation for service excellence by instilling empowerment and ownership.

### Course Objectives

- **Objective 1:** Define Service Touchpoints.
- **Objective 2:** Identify and demonstrate service touchpoints through empowerment and ownership.
- **Objective 3:** Identify 3 Laws of Customer Experience.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of understanding service touchpoints.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Staff Management

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_5100	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Explore topics critical to developing effective management skills such as performance management, motivation, team development, interpersonal and communication skills, supervisory skills training and time management skills—everything you need to manage people effectively.

#### Course Objectives

- **Objective 1:** Explain what sets managers apart from individual contributors.
- **Objective 2:** Prepare for the transition of being a manager.
- **Objective 3:** Identify goals for your team.
- **Objective 4:** Recognize your team's strengths and match tasks with staff.
- **Objective 5:** Plan to be visible and learn to coach.
- **Objective 6:** Recognize team activities and reward performance.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from improving staff management skills.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Strategy for Line Supervisors

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_5200	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Frontline leaders need to understand and execute the priorities of the organization for their team. This class will help leaders to recognize and implement long-reaching strategies for success.

#### Course Objectives

- **Objective 1:** Discuss how organization goals and strategy apply to your team.
- **Objective 2:** Explain ways to implement strategies for success.
- **Objective 3:** Review how to measure outcomes.
- **Objective 4:** Explain how to implement a plan with your team.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from supervising a team in a work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Successful Communication

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_5300	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Communication is essential to success in the workplace. Clear and prompt communication avoids misunderstandings and lost time and effort. Good communication skills go beyond conversations, employees must know how to communicate well in written reports and emails.

#### Course Objectives

- **Objective 1:** Discuss the benefits of successful communication.
- **Objective 2:** Explain what bad communication looks like.
- **Objective 3:** Review steps for better communication.
- **Objective 4:** Demonstrate how to improve communication.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of successful communication both verbally and in written form.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### TEAM (Together Everyone Accomplishes More) Coaching\*\*

Learning Format: Classroom	Class Length: 6 months (12 hours)*
Course No: LEAD_5400	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*Coaching Academy

#### Summary

This program is a six month engagement where the coach meets with team twice a month for one hour each time. Team/group coaching is a balance of using a combination of coaching and facilitation skills to support the team in achieving their self-defined goals. An additional benefit of team coaching is that participants benefit from working with a skilled coach and also from their peers.

Team and coach meet as an intact team (can be virtually or in person if in the same geographical location). Team is responsible for co-creating the agenda with the coach. The coach is their accountability partner and has expertise in the coaching process that supports them in defining team milestones with due dates that allow them to achieve their organizational and professional goals.

The purpose of team or group coaching is to identify the strengths of the individual team members and to assist them in leveraging their collective talents to achieve their team objectives.

Most teams can benefit from working with a coach to improve their productivity, clarity of job role responsibilities and become a more self-directed, high-performance team.

Six month minimum engagement is recommended to allow team to learn and practice new behaviors.

#### Course Objectives

- **Objective 1:** Define 1—5 goals for focus during coaching engagement.
- **Objective 2:** Identify strengths and opportunities for growth.
- **Objective 3:** Practice new skills and behaviors.
- **Objective 4:** Create Team Code of Conduct.
- **Objective 5:** Create a plan for sustaining new learning after coaching engagement ends.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from TEAM coaching.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Team Building for Building Production

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_5500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Build your team and build production at the same time. Learn tactics for improving productivity using collaboration.

#### Course Objectives

- **Objective 1:** Describe how to set clear expectations.
- **Objective 2:** Practice building commitment.
- **Objective 3:** Extend control to team members.
- **Objective 4:** Demonstrate collaboration.
- **Objective 5:** Demonstrate team communication.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from team building specifically for improving productivity in a work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Teamwork\*\*

Learning Format: Classroom	Class Length: 2 Hours*
Course No: LEAD_5600	Prerequisites: Effective Communication

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

### Summary

It can be fun, rewarding, and productive working with others. However, it can also be difficult, frustrating, and painful. Teamwork is fundamental to success. This class focuses on improving abilities and skills for effective team work how different abilities and skills add diversity and contribute to successful completion of tasks and objectives.

### Course Objectives

- **Objective 1:** Define teamwork.
- **Objective 2:** Identify characteristics of effective teams.
- **Objective 3:** Explore Team Dynamic model—stages of team growth.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of teamwork in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Teamwork II

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_5650	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

The process of working collaboratively with a group of people in order to achieve a goal. Teamwork is often a crucial part of a business, as it is often necessary for colleagues to work well together, trying their best in any circumstance.

#### Course Objectives

- **Objective 1:** Define objectives of teamwork.
- **Objective 2:** Identify ways for a team to stay committed.
- **Objective 3:** Explain how teamwork can help individuals seek more responsibility.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of teamwork in a work setting.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Time Management\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_5700	Prerequisites: Effective Communication

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

### Summary

Time management refers to how you plan, control, regulate and schedule your time and it plays an important role in helping you reach your goals and accomplish more out of life. Control your destiny by learning to manage your work and life effectively. Set priorities to feel increased levels of accomplishment and fulfillment.

### Course Objectives

- **Objective 1:** Analyze current time management skills—identify strengths and areas of opportunity.
- **Objective 2:** Focus on setting priorities.
- **Objective 3:** Plan and prioritize tasks.
- **Objective 4:** Move multiple projects along simultaneously.
- **Objective 5:** Manage work and life effectively, set priorities for increased levels of accomplishment and fulfillment.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of effective time management.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Time Management II

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_5800	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Time management courses show you best practices for prioritizing task, overcoming procrastination, improving your concentration, and dealing with frequent distractions.

#### Course Objectives

- **Objective 1:** Identify time wasters.
- **Objective 2:** Describe key priorities and goals.
- **Objective 3:** Review tools to use for time management.
- **Objective 4:** Explain how to use time management tools.
- **Objective 5:** Practice using time management tools.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of effective time management.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Train the Trainer

Learning Format: Classroom	Class Length: 24 Hours*
Course No: LEAD_5900	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

More is known today about "how to train" than ever before. Many old methods and once-accepted training practices are disappearing in favor of better, more effective procedures and strategies. Attend this outstanding seminar and learn pertinent, down-to-earth pointers that you can use immediately.

### Course Objectives

- **Objective 1:** Discuss effective presentation skills.
- **Objective 2:** Describe effective facilitation skills.
- **Objective 3:** Recognize how to provide appropriate support and feedback.
- **Objective 4:** Identify ways of dealing with difficult participants.
- **Objective 5:** State ways to encourage participation.
- **Objective 6:** Apply lessons learned to a presentation.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of effective procedures and strategies for training.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Turning Service into More Opportunities to Serve\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_6000	Prerequisites: What Customers Really Want

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 classes required for World Class Customer Service Academy Certification.

#### Summary

It almost goes without saying that good customer service is essential to sustaining any business. No matter how wonderful a job you do of attracting new customers, you won't be profitable for long unless you have a solid customer retention strategy in place – and in action. It's the actions that count – not what you say you'll do, or what the policy says. People will remember what you or your employees have done – or not done. Remember the saying “Actions speak louder than words”.

#### Course Objectives

- **Objective 1:** Deliver quality customer service for the ultimate sales experience.
- **Objective 2:** Identify 10 ways to turn service into more opportunities to serve for current customers and others.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from turning customer service into opportunities.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Understanding Change

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_6100	Prerequisites:

\*All class lengths can be customized based on the need of the client.

#### Summary

The only constant is constant change in the workplace. Today's workplace is often fast moving and constantly evolving. Learn how to cope with and understand change in the workplace.

#### Course Objectives

- **Objective 1:** Define what change means in your organization.
- **Objective 2:** Explain how to recognize and prepare for change.
- **Objective 3:** Discuss how to minimize the impact of change.
- **Objective 4:** Demonstrate effective ways to manage change.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from understanding how change can affect the work environment and how to manage this change.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Using Influence

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_6200	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Having authority doesn't always guarantee that you will get the support that you need from those around you. And sometimes you need to influence an outcome without having authority. This class will show you how to use the Influence Model.

#### Course Objectives

- **Objective 1:** Describe how others can help you.
- **Objective 2:** Discuss how to prioritize objectives.
- **Objective 3:** Identify what matters to you and others.
- **Objective 4:** Explain how to make an "exchange" of influence.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from Using the influence model in a work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### What Customers Really Want\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: LEAD_6300	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 classes required for World Class Customer Service Academy Certification.

#### Summary

This class defines customer service, presents the core of what customers really want and explores how to meet and exceed their expectations in delivering extraordinary customer service and in return retain them as loyal, satisfied customers.

#### Course Objectives

- **Objective 1:** Identify the importance and impact of customer service.
- **Objective 2:** Address customers' needs based on the Customer Service Formula.
- **Objective 3:** Use techniques to resolve customer problems.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the importance of understanding what customers want and how to exceed their expectations.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Word Wizardry—Effective Written Communication\*\*

Learning Format: Classroom	Class Length: 2 Hours*
Course No: LEAD_6400	Prerequisites: Effective Communication

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 electives required for certification in the Results Driven Leadership Academy Certification.

### Summary

Effective written communication is the quality of a good employee and leader. Most people's writing skills fall somewhere in the middle. You have the minority on the far left that has trouble stringing two words together. Then you have the shining stars on the right-hand side, like Pulitzer prize-winning authors. The purpose of this class is to help those who have the fundamentals for written communication but just need to fine tune them and add a little sparkle.

### Course Objectives

- **Objective 1:** Positively build their brand.
- **Objective 2:** Uncover the challenges faced when writing.
- **Objective 3:** Uncover the natural gifts as a writer.
- **Objective 4:** Discover writing "voice" or tone.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from improved writing skills to enhance communication in the work environment.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Workplace Diversity

Learning Format: Classroom	Course Length: 4 Hours*
Course No: LEAD_6500	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

#### Summary

Employers that invest in diversity training can benefit from improved employee relations as well as an enhanced ability to interact and manage employees from several perspectives.

#### Course Objectives

- **Objective 1:** Recognize diversity in the workplace.
- **Objective 2:** Review the definition of diversity.
- **Objective 3:** Discuss ways that an organization may benefit from diversity.
- **Objective 4:** Identify barriers that need to be overcome for diversity to succeed.
- **Objective 5:** Discuss ways to improve communication and teamwork.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from diversity in the workplace.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## BUSINESS AND LEADERSHIP DEVELOPMENT CLASSES

### Writing Business Plans

Learning Format: Classroom	Class Length: 4 Hours*
Course No: LEAD_6600	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

“When we fail to plan, we plan to fail” is the way the saying goes. A business plan is an essential roadmap for business success. This document generally projects 3—5 years ahead and outlines the route a company intends to take to grow revenues. Learn how to write a successful business plan.

### Course Objectives

- **Objective 1:** Explain why a business plan is important.
- **Objective 2:** Review the parts of a business plan.
- **Objective 3:** Outline a business plan for your company.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from the knowledge of writing a successful business plan.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## TECHNOLOGY CLASSES

### TECHNOLOGY CLASSES

## ACT! Contact Management Software

Learning Format: Classroom	Class Length: 4 Hours*
Course No: TECH_1000	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

Engage an Act! Trainer and receive customized education in your office or local training center using your own data and real-world examples. Act! Is your best resource for Contact Management.

### Course Objectives

- **Objective 1:** Review features of ACT!
- **Objective 2:** Discuss how to use the software effectively.
- **Objective 3:** Practice using the software.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where they could effectively use and implement the ACT! Contact Management Software.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Fundamental Microsoft Excel\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: TECH_1100	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 classes required for Computer Fundamentals Academy Certification.

### Summary

Microsoft Excel is the standard spreadsheet application used to create and manage transactions in both the business world and for personal use. This course will cover what you need to know to become an Excel user.

### Course Objectives

- **Objective 1:** Identify the purpose of the commands on the menu bar.
- **Objective 2:** Explain the use of primary keyboard shortcuts and key combinations.
- **Objective 3:** Enter data into a spreadsheet.
- **Objective 4:** Copy, Cut and Paste text and formulas.
- **Objective 5:** Move data from one cell to another.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where Microsoft Excel can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## GIS Mapping

Learning Format: Classroom and Field	Class Length: 24 Hours*
Course No: TECH_1200	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

#### Course Objectives

- **Objective 1:** Identify the
- **Objective 2:** Explain the use of
- **Objective 3:** Enter data
- **Objective 4:** Copy, Cut and
- **Objective 5:** Move data

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where GIS mapping could be effectively used in a work setting.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.



## Intermediate Microsoft Excel

Learning Format: Classroom	Class Length: 3 Hours*
Course No: TECH_1300	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

Microsoft Excel is the standard spreadsheet application for both the business world and personal use. We will teach you intermediate to advanced features of Excel. Whether you are new to Excel or an advanced user, this course will cover what you need to know to become an Excel power user.

### Course Objectives

- **Objective 1:** Describe how to use formulas and functions.
- **Objective 2:** Create and modify charts.
- **Objective 3:** Convert, sort, filter and manage lists.
- **Objective 4:** Design, insert and modify illustrations in a worksheet.
- **Objective 5:** Learn to use conditional formatting and styles.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where Microsoft Excel can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Fundamental Internet and Navigation\*\*

Learning Format: Classroom	Class Length: 3 Hours*
Course No: TECH_1400	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

\*\*1 of 4 classes required for Computer Fundamentals Academy Certification.

### Summary

The Internet is a worldwide telecommunications system that provides connectivity for millions of other, smaller networks; therefore, the Internet is often referred to as a network of networks. It allows computer users to communicate with each other across distance and computer platforms.

### Course Objectives

- **Objective 1:** Define what is the internet.
- **Objective 2:** Discuss what makes up the World Wide Web.
- **Objective 3:** Explain what a browser is and why it is needed.
- **Objective 4:** Discover how to navigate the Web.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where the use of the internet can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Fundamental Microsoft PowerPoint\*\*

\*All class lengths can be customized based on the need of the client.

Learning Format: Classroom	Class Length: 3 Hours*
Course No: TECH_1500	Prerequisites: None

\*\*1 of  
4

classes required for Computer Fundamentals Academy Certification.

### Summary

Microsoft PowerPoint is a slide show presentation program. PowerPoint is useful for helping to develop a slide-based presentation format and is currently one of the most commonly used presentation programs available.

### Course Objectives

- **Objective 1:** State the role of PowerPoint slides in a presentation.
- **Objective 2:** Summarize the “less is more” concept for PowerPoint.
- **Objective 3:** Review features for creating new slides, adding slides and basic animations.
- **Objective 4:** Discuss how to change slide layouts, create master slides and inserting images.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where Microsoft PowerPoint can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Intermediate Microsoft PowerPoint

Learning Format: Classroom	Class Length: 3 Hours*
Course No: TECH_1600	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

Microsoft PowerPoint is a slide show presentation program. PowerPoint is useful for helping to develop a slide-based presentation format and is currently one of the most commonly-used presentation programs available.

### Course Objectives

- **Objective 1:** Explain how to format a presentation using slide masters.
- **Objective 2:** Discuss how to insert images from the Internet.
- **Objective 3:** Demonstrate using an image as a slide background.
- **Objective 4:** Explain how to customize slide animations.
- **Objective 5:** Review how to add sound to a presentation.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where Microsoft PowerPoint can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Fundamental Microsoft Word\*\*

\*All class lengths can be customized based on the need of the client.

Learning Format: Classroom	Class Length: 3 Hours*
Course No: TECH_1700	Prerequisites: None

\*\*1 of 4 classes required for Computer Fundamentals Academy Certification.

### Summary

Microsoft Word is a full-featured word processing program. Word contains rudimentary desktop publishing capabilities and is the most widely used word processing program on the market. Word files are commonly used as the format for sending text documents via e-mail because almost every user can read a Word document.

### Course Objectives

- **Objective 1:** Describe how to create a new document.
- **Objective 2:** Demonstrate opening and editing an existing document.
- **Objective 3:** Explain how to move, copy, find and replace text.
- **Objective 4:** Review formatting.
- **Objective 5:** Indicate how to print and publish documents.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where Microsoft Word can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Intermediate Microsoft Word

Learning Format: Classroom	Course Length: 3 Hours*
Course No: TECH_1800	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

Microsoft Word is a full-featured word processing program. Word contains rudimentary desktop publishing capabilities and is the most widely used word processing program on the market. Word files are commonly used as the format for sending text documents via e-mail because almost every user can read a Word document.

### Course Objectives

- **Objective 1:** Apply bullets and numbering to lists.
- **Objective 2:** Create AutoText entries.
- **Objective 3:** Add Special Symbols.
- **Objective 4:** Reveal formatting codes.
- **Objective 5:** Create columns in a document and apply formatting.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where Microsoft Word can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Intermediate Microsoft Publisher

\*All class lengths can be customized based on the need of the client.

Learning Format: Classroom	Class Length: 3 Hours*
Course No: TECH_1900	Prerequisites: None

### Summary

In this Microsoft Publisher 2010 training class, students will create, format, edit, and distribute publications. This course is intended for students with a basic understanding of Microsoft Windows and Microsoft Word who need to learn how to use Microsoft Publisher 2010 to create, lay out, and edit publications.

### Course Objectives

- **Objective 1:** Describe how to start a blank publication.
- **Objective 2:** Review how to use rulers, guidelines, and the snap-to feature.
- **Objective 3:** Define how to add and delete frames.
- **Objective 4:** Explain customizing text frames.
- **Objective 5:** Discuss manipulating frames.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

### Admission Requirements

Applicant must be currently employed in a profession where Microsoft Publisher can be used effectively in a work setting.

### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## Information Technology Foundation Hardware Essentials

Learning Format: Classroom/Hybrid	Class Length: 67 Hours*
Course No: ITF-101	Prerequisites: None

\*All class lengths can be customized based on the need of the client.

### Summary

The organization of a computer is examined in a typical operating systems environment. Terminology and underlying principles related to major computer functions are discussed in the context of hardware environments.

### Course Objectives

- **Objective 1:** Recognize Computers
- **Objective 2:** Explain the Functions of a Computer
- **Objective 3:** Describe How Computers Represent Data Using Binary Codes
- **Objective 4:** Describe the Evolution of Computer Systems
- **Objective 5:** List the Various Types of Characteristics of Personal Computers
- **Objective 6:** Give Examples of Other Personal Computing Devices
- **Objective 7:** List the Various Types and Characteristics of Multiuser Computers
- **Objective 8:** Explain The safe and Efficient Use of Technology
- **Objective 9:** Explain the function of the central processing Unit
- **Objective 10:** Identify the Parts of a System Unit and Motherboard
- **Objective 11:** Describe Input Devices and Their Uses
- **Objective 12:** Describe Output Devices and Their Uses
- **Objective 13:** Compare Printer Types
- **Objective 14:** Discuss Communication Devices
- **Objective 15:** Compare Storage Devices

### Admission Requirements

The applicant has:

1. a high school diploma (excluding special diplomas, special education diplomas, modified diplomas, applied studies diplomas, adjusted diplomas, alternative diplomas, certificates of completion/attendance/participation, etc.); or
2. a recognized equivalent of a high school diplomas (e.g., a certification that the student has demonstrated high-school level academic skills or an official document from a state authority (to the satisfaction of the school) recognizing that the student has successfully completed secondary school through home schooling (as defined by state law)



## Information Technology Foundation Software Essentials

Learning Format: Classroom/Hybrid	Class Length: 67 Hours*
Course No: ITF-102	Prerequisites: ITF-101

\*All class lengths can be customized based on the need of the client.

### Summary

The organization of a computer is examined in a typical operating systems environment. Terminology and underlying principles related to major computer functions are discussed in the context of software environments

### Course Objectives

- **Objective 1:** Recognize the purpose and functions of operating systems
- **Objective 2:** Use desktop Operating systems
- **Objective 3:** Compare specialized operating systems
- **Objective 4:** Explain the importance of file management
- **Objective 5:** Recognize and work with file types
- **Objective 6:** Use advanced search options to locate files
- **Objective 7:** Share files
- **Objective 8:** Troubleshoot common computer problems
- **Objective 9:** Use system utilities
- **Objective 10:** Compare methods for backing up a system
- **Objective 11:** Assess a computer system for software compatibility
- **Objective 12:** Install, uninstall, and update software

### Admission Requirements

The applicant has:

3. a high school diploma (excluding special diplomas, special education diplomas, modified diplomas, applied studies diplomas, adjusted diplomas, alternative diplomas, certificates of completion/attendance/participation, etc.); or
4. a recognized equivalent of a high school diplomas (e.g., a certification that the student has demonstrated high-school level academic skills or an official document from a state authority (to the satisfaction of the school) recognizing that the student has successfully completed secondary school through home schooling (as defined by state law)

## Information Technology Foundation Network Essentials

Learning Format: Classroom/Hybrid	Class Length: 67 Hours*
Course No: ITF-103	Prerequisites: ITF-101, ITF-102

\*All class lengths can be customized based on the need of the client.

### Summary

This course serves as a foundation for the study of computer networking technologies. Concepts in data communications, such as signaling, coding, and decoding, multiplexing, circuit switching and packet switching, OSI and TCP/IP models, LAN/WAN protocols, network devices and their functions, topologies and capabilities are discussed. Industry standards and the development of networking technologies are surveyed in conjunction with a basic awareness of software and hardware components used in typical networking and internetworking environments.

### Course Objectives

- **Objective 1:** Explain how networks affect the way we interact, learn, work, and play.
- **Objective 2:** Explain how host devices can be used as clients, servers, or both.
- **Objective 3:** Explain the use of network devices.
- **Objective 4:** Compare the devices and topologies of a LAN to the devices and topologies of a WAN.
- **Objective 5:** Describe the basic structure of the Internet.
- **Objective 6:** Explain how LANs and WANs interconnect to the Internet.

### Admission Requirements

The applicant has:

5. a high school diploma (excluding special diplomas, special education diplomas, modified diplomas, applied studies diplomas, adjusted diplomas, alternative diplomas, certificates of completion/attendance/participation, etc.); or
6. a recognized equivalent of a high school diplomas (e.g., a certification that the student has demonstrated high-school level academic skills or an official document from a state authority (to the satisfaction of the school) recognizing that the student has successfully completed secondary school through home schooling (as defined by state law)

## Information Technology Foundation Network Security Essentials

Learning Format: Classroom/Hybrid	Class Length: 67 Hours*
Course No: ITF-104	Prerequisites: ITF-101, ITF-102, ITF-103

\*All class lengths can be customized based on the need of the client.

### Summary

This course provides an overview of security challenges and strategies of counter measures in the information systems environment. Topics include definitions of terms, concepts, elements, and goals incorporating industry standards and practices with a focus on availability, vulnerability, integrity, and confidentiality aspects of information systems.

### Course Objectives

- **Objective 1:** Compare and contrast different types of social engineering techniques.
- **Objective 2:** Explain the importance of security concepts in an enterprise environment.
- **Objective 3:** Given a scenario, use the appropriate tool to assess organizational security.
- **Objective 4:** Explain the importance of applicable regulations, standards, or frameworks that impact organizational security posture.

### Admission Requirements

The applicant has:

7. a high school diploma (excluding special diplomas, special education diplomas, modified diplomas, applied studies diplomas, adjusted diplomas, alternative diplomas, certificates of completion/attendance/participation, etc.); or
8. a recognized equivalent of a high school diplomas (e.g., a certification that the student has demonstrated high-school level academic skills or an official document from a state authority (to the satisfaction of the school) recognizing that the student has successfully completed secondary school through home schooling (as defined by state law)

## SKILLS CLASSES

### SKILLS CLASSES

## SKILLS CLASSES

### CDL Training

Learning Format: Classroom & Lab	Course Length: 160 Hours (4 weeks)
Course No: SKIL_7601	Prerequisites: None
Course Cost: See Page 9 “Tuition and Fees”	

#### Summary

The curriculum standards of this course incorporate the curricular recommendations of the Federal Motor Safety Administration and Texas Department of Motor Safety (TDPS). The curriculum standards represent the minimum training elements that a commercial motor vehicle driver-training course should contain, and against which any such course may be judged. The curriculum that the Texas Safety Center uses also meets the three sets of standards that the Professional Truck Drivers Institute (PTDI) established: skill standards; curriculum standards and guidelines; and standards and requirements for course certification.

#### Course Objectives

- Gain employability skills and learn what it takes to keep a job.
- Understand methods of communication and conflict resolution in the workplace.
- Learn what it takes to work in the trucking industry, including understanding of regulations.
- Have a basic understanding of the name, location, and function of the vehicles controls and systems.
- Introduce the student to the design of a tractor-trailer and the vehicle’s key systems and parts.
- Learn the importance of conducting appropriate and systematic vehicle inspections.
- Learn how to safely perform the basic control maneuvers. These skills are the foundation that the student will build upon throughout the course. These skills and habits will be practiced throughout the course.
- Understand shifting patterns, and procedures so they can efficiently perform gear shifting maneuvers.
- Learn to execute on of the most difficult maneuvers in trucking, backing a tractor-trailer unit.
- Understand Step-by-step procedures used to couple and uncouple the most standard tractor-trailer combi-nation units.
- Introduce the student to the skills needed to perform a safe and effective visual search while on the road.
- Introduce the student to the basic principles of communication, including the appropriate processes and procedures a professional driver should follow when communication to others.
- Introduce the student to the importance of speed management when it comes to safely operating a tractor-trailer.
- Show the student the importance of space management when it comes to safely operating a tractor-trailer.
- Introduce to the unique challenges of night driving and the changes in general procedures (communication, speed, and space management, etc.) a driver must make when driving under the cover of darkness.

## **SKILLS CLASSES**

- Assist the student in learning how to safely operate under extreme conditions.
- Introduce the student to the nature of hazards and clues to recognizing these hazards.
- Understand accident scene procedures as well as fire prevention
- Introduce the student to a variety of subjects that together make for an alert, health, and safe driver.

## **SKILLS CLASSES**

### **...Continue CDL Training**

Learning Format: Classroom & Lab	Course Length: 160 Hours (4 weeks)
Course No: SKIL_7601	Prerequisites: None
Course Cost: See Page 9 “Tuition and Fees”	

#### **...Continue Course Objectives**

- Discuss the dangers associated with highway rail grade crossings, the engineering controls in place to make crossing safer, the regulations requiring drivers to slow down and/or stop at rail crossing, and the safest methods available for crossing railroad tracks.
- Understand the importance of methods for carrying out evasive steering, emergency stops, off road recoveries, and proper responses to brake failures and blowouts.
- Introduce the student to conditions that cause skids, the major type of skids, and the procedures for recovering from skids.
- Introduce the student to the characteristics of special rigs.
- Acquaint the student with the importance of preventive maintenance and servicing to prevent breakdowns and accidents.
- Introduce the student to the importance of diagnosing and reporting vehicle malfunctions as well as the student’s role in troubleshooting.
- Understand the importance of properly handling cargo including proper and legal securement. Proper weight distribution and safe loading.
- Learn the basics of freight documentation.
- Provide the student an overview of hazardous material basics, and what responsibilities are associated with hazardous material transportation.
- Learn about hours-of-service regulations, including the operating within the legal limits and accurately completing a driver’s record of duty status.
- Review techniques used to plan the most effective and efficient trip plan possible.

#### **Accreditations/Certifications upon completion**

CLP (Commercial Learners Permit); required 14 days prior to taking CDL skills test

#### **Admission Requirements**

Good driving record; No multiple licenses, no drivers’ suspensions/revocations/disqualifications, No convictions, or felonies regarding a motor vehicle

#### **Textbooks / Materials**

TDPS Textbook: **\$50**

#### **Optional Materials**

N/A

**\*See Course Syllabus for More Details**

**\*\*CIP 49.0205**

## SKILLS CLASSES

### Construction Management

Learning Format: Classroom & Lab	Course Length: 160 Hours (4 weeks)
Course No: SKIL_7602	Prerequisites: None
Course Cost: See Page 9 “Tuition and Fees”	

#### Summary

Learn the fundamentals of managing a construction project, from estimating to close out completion. Understand the responsibilities and liabilities of being a Project Manager and know what it takes to manage a LEED Sustainable project. Gain an OSHA 30 for Construction and an NCCER Certification in Project Management.

#### Course Objectives

- Gain employability skills and learn what it takes to keep a job
- Understand methods of communication, interpersonal skills and conflict resolution in Construction
- Learn the basics of what is required in Construction Project Management
- Gain knowledge of Construction Safety and OSHA 30 Construction
- Understand how to read Construction Drawings
- Learn to read, interpret and manage Construction Documentation
- Acquire skills for effective project planning & scheduling
- Learn estimating and cost & resource control
- Understand & practice continuous improvement
- Learn difference between quality control and quality assurance
- Review construction drawings, layout and math
- Learn sustainability in construction and what is expected on a LEED project

#### Accreditations/Certifications upon completion

OSHA 30 Construction

NCCER Project Management

NCCER Sustainable Supervision

#### Admission Requirements

N/A (basic reading, writing and math); Wonderlic testing may be required

#### Textbooks / Materials

NCCER Core Curriculum Textbooks, OSHA 30 card, Testing: **\$235**

#### Optional Materials

N/A

**\*See Course Syllabus for More Details**

**\*\*CIP 52.2001**



## SKILLS CLASSES

### Glass & Glazing

Learning Format: Classroom & Lab	Course Length: 200 Hours (5 weeks)
Course No: SKIL_7603	Prerequisites: None
Course Cost: See Page 9 "Tuition and Fees"	

#### Summary

Achieve fundamentals of construction and Certification in the glass & glazing trade, along with OSHA 10 and Levels 1-3 training for glass & glazing. Completion of this program will provide opportunities for jobs as a Glazier in Commercial & Residential Glass & Glazing.

#### Course Objectives

- Gain employability skills and learn what it takes to keep a job
- Understand methods of communication and conflict resolution in Construction
- Learn the basics of Construction, including measurements, drawings, tools, material handling, safety, and math
- Gain OSHA 10 Construction and understanding of glass safety
- Understand the fundamentals of the Glass & Glazing trade
- Learn to fabricate & install storefront, curtain wall, window wall, windows, aluminum doors and sliding doors
- Learn fundamentals & techniques of waterproofing
- Learn various types of glass, including proper handling, installation, and maintenance
- Learn how to inspect and operate equipment, such as forklifts and boom lifts

#### Accreditations/Certifications upon completion

OSHA 10

NCCER Core Curriculum "Introductory Craft Skills"

Industry recognized Glass & Glazing Certification

#### Admission Requirements

Basic reading, writing and math (Wonderlic test may be required)

#### Textbooks / Materials

NCCER Core Curriculum Textbook, OSHA 10 card, MyGlassClass modules: **\$650**

#### Optional Materials

Work boots, hard hat, safety gloves, measuring tape, safety vest, safety glasses:: **\$375**

**\*See Course Syllabus for More Details**

**\*\*CIP 46.0406**

## SKILLS CLASSES

### Heavy Equipment Operations

Learning Format: Classroom & Lab	Course Length: 400 Hours (10 weeks)
Course No: SKIL_7604	Prerequisites: None
Course Cost: See Page 9 “Tuition and Fees”	

#### Summary

Achieve fundamentals of construction and Certification in the heavy equipment trade, along with OSHA 10 and Levels 1-3 training for operating heavy equipment. Completion of this program will provide opportunities for jobs in Heavy Equipment, and Heavy Highway.

#### Course Objectives

- Gain employability skills and learn what it takes to keep a job
- Understand methods of communication and conflict resolution in Construction
- Learn the basics of Construction, including measurements, drawings, tools, material handling, safety, and math
- Gain OSHA 10 and understanding of heavy equipment safety
- Understand the fundamentals of the Heavy Equipment trade
- Learn basic operations, inspections and techniques of Heavy Equipment
- Learn earthmoving, soils, finishing and grades
- Learn how to inspect and operate equipment, such as skid steers, dozers, loaders, scrapers, rough terrain forklifts, compaction equipment, backhoes, dump trucks, excavators, utility tractors and motor graders

#### Accreditations/Certifications upon completion

OSHA 10

NCCER Core Curriculum “Introductory Craft Skills”

NCCER Level 1-3 Heavy Equipment Operations

#### Admission Requirements

Basic reading, writing and math (Wonderlic test may be required)

#### Textbooks / Materials

NCCER Core Curriculum Textbook, OSHA 10 card, General Construction modules textbooks:  
**\$450**

#### Optional Materials

Work boots, hard hat, safety gloves, measuring tape, safety vest, safety glasses: : **\$375**

**\*See Course Syllabus for More Details**

**\*\*CIP 49.0202**

## SKILLS CLASSES

### Integrated Construction Skills

Learning Format: Classroom & Lab	Course Length: 200 Hours (5 weeks)
Course No: SKIL_7605	Prerequisites: None
Course Cost: See Page 9 “Tuition and Fees”	

#### Summary

Introduction to the Construction Industry covering general skills and understanding various Construction Trades. Job Skills attained shall fit entry level positions in General Construction, Carpentry, Drywall, MEP and Glazing. Hands-On “Build” Training Week 5. Apprenticeship Programs can be attained upon completion of this course.

#### Course Objectives

- Gain employability skills and learn what it takes to keep a job
- Understand methods of communication and conflict resolution in Construction
- Learn the basics of what is required in any Construction Trade
- Gain knowledge of Construction Safety and OSHA 10
- Understand how to read Construction Drawings
- Review Basic Math Skills in Construction
- Understand how to use Hand & Power Tools
- Learn basic Carpentry skills, including frame walls, floors, and roofing, install doors and hang cabinets
- Learn basic Drywall skills, including how to cut, tape & bed, shaping and optimization
- Learn basic Plumbing skills, including how to install sinks, toilets, showers, and tubs
- Learn basic Electrical skills, including power boxes, switches, wiring, lighting, and fans
- Learn basic Glazing skills, including how to install windows, mirrors, glass, and caulking
- Learn basic HVAC skills, including rough-ins, thermostats, piping, and load calculations
- Understand LEAN Construction

#### Accreditations/Certifications upon completion

OSHA 10

NCCER Core Curriculum “Introductory Craft Skills”

#### Admission Requirements

N/A (basic reading, writing and math)

#### Textbooks / Materials

NCCER Core Curriculum Textbook, OSHA 10 card, General Construction modules textbooks:  
**\$235**

#### Optional Materials

Work boots, hard hat, safety gloves, measuring tape, safety vest, safety glasses:: **\$75**

**\*See Course Syllabus for More Details**

## SKILLS CLASSES

### English as a Second Language (ESL)

\*All class lengths can be customized based on the need of the client.

Learning Format: Classroom	Course Length: 20 Hours*
Course No: SKIL_2400	Prerequisites: None

#### Summary

The goal of an ESL program is to improve the students' proficiency in English. ESL classes teach different language skills, depending on the students' English abilities, interests and needs.

#### Course Objectives

- **Objective 1:** Identify verbs in the past and present tense.
- **Objective 2:** Recognize simple definitions to basic words.
- **Objective 3:** Recognize main ideas and details for listening.
- **Objective 4:** Demonstrate basic pronunciation.
- **Objective 5:** Demonstrate basic speaking skills.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession where they could benefit from different language skills in order to increase communication skills with diverse group of staff members.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## SKILLS CLASSES

### Safety Orientation

Learning Format: Classroom	Course Length: 10 Hours
Course No: SKIL_7200	Prerequisites: None

#### Summary

Meets OSHA's requirements for a 10-hour construction industry training program. This 10-hour course provides employees with best practices for some of the most common and hazardous situations on the job site. Designed for all employees on the job site.

#### Course Topics

- Introduction to Safety Orientation
- Hazard Recognition, Evaluation and Control
- Construction Health
- Personal Protective Equipment
- Signs, Signals and Barricades
- Electrical Hazards
- Housekeeping
- Fire Protection and Prevention
- Hand and Power Tool Safety
- Elevated Work and Fall Protection
- Work Permit Systems
- Trenching Safety
- Materials Handling and Storage
- Emergency Response
- Specialty Work

#### Admission Requirements

Applicant must be currently employed in a profession where a safety orientation would benefit the work environment.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## SKILLS CLASSES

### HSE (Health, Safety, Environmental) Specialist

Learning Format: Classroom & Lab	Course Length: 120 Hours (3 weeks)
Course No: SKIL_7201	Prerequisites: None
Course Cost: See Page 9 “Tuition and Fees”	

#### Summary

This program combines COSS® (Certified Occupational Safety Specialist) with, NCCER, OSHA 30 General Industry and Construction, along with CPR & Bloodborne Pathogens. Its main objective is to equip employees who have safety and health responsibilities, with the core competencies they must master to be successful in occupational safety and health, within a construction or general industry environment.

#### Course Objectives

- Determine the true cost of an accident & calculate the incident rates
- Use the OSHA & BLS websites to identify SIC/NAICS Codes; Search public records to access industry trends
- Identify hazards, determine regulatory requirements, implement corrective actions
- Perform risk analyses for key jobs and processes
- Learn the basic steps and fundamentals of accident investigations
- Differentiate between safety audits and inspections
- Prepare and present effective safety training presentations
- Communicate safety initiatives and goals
- Develop and maintain company safety programs
- Identify competent person requirements
- Understand difference of Fall Arrest & Fall Resistance
- Gain accreditation for CPR & Bloodborne Pathogens

#### Accreditations/Certifications upon completion

OSHA 30 General Industry & Construction

COSS® Designation

NCCER Safety Technology

#### Admission Requirements

High School diploma or equivalent (Wonderlic test may be required); 18 years old minimum

#### Textbooks / Materials

COSS® Curriculum Textbooks & Testing, OSHA cards: **\$550**

#### Optional Materials

Work boots, hard hat, safety gloves, measuring tape, safety vest, safety glasses: **\$375**

**\*See Course Syllabus for More Details; \*\*CIP 15.0701**

## SKILLS CLASSES

### ServSafe Manager Training

Learning Format: Classroom	Course Length: 8 Hours
Course No: SKIL_7600	Prerequisites: None

#### Summary

Learn about foodborne illness, how to prevent it and how to train employees in food sanitation. Choose from several online, classroom and language options. Earn nationally accredited food safety certification from the National Restaurant Association.

#### Course Objectives

- **Objective 1:** Evaluate your current food safety practices using the Food Safety Evaluation Checklist.
- **Objective 2:** Review the “How This Relates to Me” areas.
- **Objective 3:** Determine the cause of the gaps you found in steps.
- **Objective 4:** Create a solution that closes the gaps.
- **Objective 5:** Evaluate your solution regularly.

**Action plan:** Learners begin to complete a plan for an upcoming workplace situation. In pairs, they share their plan.

#### Admission Requirements

Applicant must be currently employed in a profession, as a leader or potential leader, that could benefit from

ServSafe food safety knowledge.

#### Textbooks

Textbooks will be developed and provided by the IMPACT Institute. The price of the textbook will be \$50.

## GRADING POLICY

A student's final numeric grade for a subject will be compiled from the grades earned by the student for work assigned and then weighted by the instructor according to the proportions shown in the "basis of grades" sections of the subject syllabi provided to students by their instructors. To determine the student's final average for course completion, the subject numeric grades are converted to grade points based on a 4.00 scale using the table below:

Numeric Grade	90 - 100	80 - 89	70 - 79	60 - 69	Below 60
Letter Grade	A	B	C	D	F
Grade Points	4.00	3.00	2.00	1.00	0.00

\*Incomplete I 0.00 \*\*Withdrawal W 0.00

## SATISFACTORY PROGRESS

To remain in good standing, the student must maintain at least a minimum grade point average of 2.00 with no more than one subject class grade below 70.

Progress will be evaluated at the end of classes for each subject (3 to 10 days de-pending on the subject). Written numeric grade reports for each subject will be pro-vided to students by the second school day after the completion of classes for the subject. Grade reports will also be provided to a student's sponsors if applicable (ex: VA, WIA, TAA).

## ACADEMIC PROBATION

A student who is not making satisfactory progress as defined above at the completion of a subject class will be placed on academic probation for the next subject class. If a student on academic probation achieves satisfactory progress for the sub-sequent subject class but does not achieve the required grades to meet overall satisfactory progress for the course, the student may be continued on academic probation for one more subject class. If a student on academic probation fails to achieve satisfactory progress for the first probationary subject class, the student's enrollment will be terminated. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive subject classes will be terminated.



The school will place a student who returns after his/her enrollment was terminated for unsatisfactory progress on academic probation for the next subject class of the term. The school will advise the student of this action, and it will be documented in the student's file. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment will be terminated.

When a student is placed on academic probation, the school will counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file.

After one six-week term has elapsed, a student whose enrollment was terminated for unsatisfactory progress may reenroll in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy.

\*Incomplete: An "I" for Incomplete is assigned when all the work of a subject class cannot be completed due to circumstances beyond the control of the student. The student may complete the work by the end of the term, or the student can notify the school registrar for readmission for one opportunity to complete the work in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was assigned the "I". There will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for books, supplies, and/or tool kit.

\*\*Withdrawal: Under Texas Education Code §132.061(f), a student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the student's academic status may request a grade of "I" for incomplete.

A "W" for Withdrawal indicates that the student officially withdrew or was administratively withdrawn from the subject class. A student with a grade of "W" cannot complete the course of study, and will be issued a refund in accordance with the re-fund policy below.

## REMEDIAL WORK AND REPEATED COURSES

ICL does not offer remedial work. When a subject class is repeated, the higher grade for the repeated subject class will be considered in the determination of the student's grade average for the course of study.

## ATTENDANCE POLICY

Students are expected to attend all lectures, labs, and the externship and to be punctual in attending classes. Instructors will maintain a positive record of attendance for the evening classes and for both the morning and afternoon sessions of the day classes.

A tardy is defined as arriving in the classroom after the designated time for the beginning of the class or for the continuation of class after breaks. Five tardies to class will be counted as one absence. All tests missed due to the absence of a student must be taken on the first day of attendance after the student's absence.

## MAKE-UP WORK

No more than 5% of the total course time hours for a program may be made up.

Makeup work shall:

- (1) be supervised by an instructor approved for the class being made up; (
- (2) require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session.
- (3) be completed within two weeks of the end of the grading period during which the absence occurred.
- (4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor; and
- (5) be signed and dated by the student to acknowledge the make-up session.

Note: Make-up of missed hours of the externship must be arranged with the extern-ship site supervisor. Make-up time for absences during the externship is limited to 10 hours. This time may be further limited due to supervised make-up work earlier in the term.

A student who misses more than 10% of class hours will be placed on attendance probation with conditions stipulated by the school director. Enrollment in the pro-gram will be \*terminated for a student who is absent for more than 20% (41 hours) of the class hours of the program. A student whose enrollment was terminated due to unsatisfactory attendance may reenroll on attendance probation in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy. If the reenrolled student on attendance probation is absent for more than 20% of the class hours, the student's enrollment in the program will be \*terminated, and the student will not be readmitted to the program.

\*ICL will not terminate the enrollment of a student for lack of attendance at a point at which a refund would not be due.

## LEAVE OF ABSENCE

The school director may grant a leave of absence after determining that good cause is shown. A student may have no more than two leaves of absence in a 12-month calendar period, and may be on leave of absence no more than 60 calendar days during that period. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and the school director indicating approval, will be placed in the student's permanent file. (See Grading Policy/Incomplete for the work completion timeline and fee information.)

## STUDENT CONDUCT EXPECTATIONS

Students on the ICL campus are expected to behave in a manner that will create a safe and orderly academic environment for themselves and others. Students found in violation of these conduct expectations will be subject to disciplinary action which may include written warning, suspension, dismissal, and/or referral to law enforcement officials. Below is a partial list of inappropriate behaviors that will be subject to disciplinary action. This list is not all-inclusive.

1. Academic dishonesty, including any form of plagiarism, cheating, falsification of records, or collaboration with others to defraud
2. Actions that disrupt teaching, learning, administration, or interfere with the rights of others
3. Non-compliance with the directives of school faculty and staff
4. Violation of written policies, rules, or procedures
5. Theft of any kind, and related behaviors such as possessing stolen property or using the property of others without their permission
6. Damage to property or destruction of property
7. Creation of unsafe conditions

8. Carrying out a false alarm or creating an emergency situation such as a fire or a bomb threat
9. Hurting others, threatening others, or engaging in behavior that may result in harm to others
10. Selling, consuming, and/or possessing alcoholic beverages
11. Possessing or using drugs not prescribed for the student by a physician; selling any drugs; possessing or using illegal drugs or narcotics
12. Possessing a firearm or other deadly or dangerous weapons such as knives, knuckles, clubs, baseball bats, and hammers while on the property of the school or in any part of the school building
13. Sexual harassment in any form by students or any member of the administration, faculty, or staff is prohibited. The school is committed to creating and maintaining an environment for all school personnel and students that is free of harassment, forced sexual activity, or any other sexual communication or conduct that interferes with performance in the classroom or the workplace

Sexual Harassment Defined Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

a. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals, or c. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

**Reenrollment after Dismissal for Violation of Student Conduct Expectations** After one six-week term has elapsed, a student whose enrollment was terminated for violation of student conduct expectations that did not result in the involvement of law enforcement officials will have one opportunity for reenrollment in a subsequent term in the next 12 calendar months.

## GRADUATION REQUIREMENTS

A Certificate of Completion will be awarded to each student who completes all the subjects of the course of study, maintains at least a minimum grade point average of 2.00, and has no subject class grade below 70.

A student who has completed the course of study but does not meet course completion requirements can contact the registrar to for one opportunity to repeat subject classes with unsatisfactory grades in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was originally enrolled. There will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for books, supplies, and fees.

## PLACEMENT SERVICES

Job placement assistance is available at no charge for all students who are awarded the Certificate of Completion in Computer and Network Technician. ICL invites area employers to participate in a campus job fair at the end of each twelve week term. Students also meet potential employers during the Employment Skills and Extern-ship classes. Job notices from businesses seeking qualified entry-level computer and network job applicants are posted on the bulletin board in the student break room and updated at least weekly. While the ICL team takes great pride in the ICL graduates working in the computer support

## STUDENT COMPLAINTS (Grievance Procedure)

Complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by member of the school faculty or staff. Note: a conference with the director is not required before a student files a formal written complaint.

**Notification of Complaint to the Texas Workforce Commission** A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission:

Texas Workforce Commission Career Schools and Colleges, Room 226T 101 East 15th Street  
Austin, Texas 78778-0001 Phone: (512) 936-3100

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at [texasworkforce.org/careerschools](http://texasworkforce.org/careerschools).

**Notification of Complaint to the Accrediting Agency** A student may also file a written complaint with the American Association for the Accreditation of Small Technical Schools. Complaints to the Association must be in writing. They should be sent to:

AASTS  
Attention: Director  
1791 Constitution Avenue  
Oak Grove, Louisiana  
71263  
(318) 413-7035

**The information contained in this catalog is true and correct to the best of my knowledge.**



Michael Higgins, Director