

2017

## Online Course Catalog

April • May • June

Online courses built to support  
your eLearning initiatives

### Pharmacy and Healthcare

Regulatory Compliance

Patient Support

Lifelong Learning

### Supermarket and Retail

Customer Care / Solution Selling

Food Safety

Loss Prevention

### OSHA and Human Resources

Government Regulations

Safe Workplace

Harassment Prevention

### Business Skills

Professional Development

Team Building

Software & Technology

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# 2017 Course Catalog

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## Turn the page and discover your eLearning solutions...

In Conduent's eLearning catalog, you'll find online courses to support your eLearning initiatives. Based on more than a decade of success in technology-delivered education, we've created a one-stop catalog to satisfy instructional and training needs for retailers and associations.

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How do we deliver transformative teaching? Our courses are the result of:

- Course content contributed and reviewed by subject matter experts
- An instructional team of professionals with proven track records
- Advanced technology that's carefully chosen to support learning

So whether you're looking for courses to achieve compliance, prepare for certification, earn continuing education credits, or boost employee performance, you've opened the right catalog.

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Our team is fully versed in all learning formats — self-paced, facilitated, instructor-led, and blended.

Contact us to see how we can develop the eLearning you need, from individual courses to scalable programs that achieve repeatable results for diverse learners.

## Why Conduent?

For nearly 20 years Conduent's learning products and custom development services have helped manufacturers, retailers, and professional associations meet their training objectives. Our record includes providing customer service programming for the top three JD Powers award recipients in Pharmacy. Currently, we support over 1.3M active learners with over 4M enrollments.



# Pharmacy and Healthcare

Online Course Offerings

- HIPAA & HITECH
- MEDICARE
- FRAUD, WASTE & ABUSE
- METHAMPHETAMINE ACT
- NUTRITION & LIFESTYLES
- DEA & PDX
- PHARMACY TECHNICIAN
- BLOODBORNE PATHOGENS
- QUALITY & PATIENT SAFETY
- STATE & INDUSTRY SPECIFICS



*Turn the page to see courses for...*  
achieving compliance for CMS  
required annual or one-time  
training...earning CE credits  
through ACPE-accredited courses...  
communicating with older  
adults...sustaining continuous  
quality improvement initiatives...  
handling DEA and PBM audits...  
supporting risk management...and  
managing pharmacy systems.

Industry-vetted content and sound  
instructional design in engaging  
multimedia improve users'  
comprehension and application.



## HIPAA Training

### HIPAA Training for Pharmacy

(PH-1340) [CE Option]   
 (PH-1364) [Academic]  
 (PH-1337) [Basics] 

ACPE: 1.0 contact hr. or 0.1 CEUs  
 Pharmacist: 0296-0000-16-002-H03-P  
 Technician: 0296-0000-16-002-H03-T  
 Expiration Date: 04/15/2019

Inform your pharmacy workforce employees how to apply HIPAA/HITECH rules and regulations during their daily activities and interactions with customers. Employees review general policies and procedures for keeping customer protected health information (PHI) safe and secure, and are reminded of penalties for PHI breaches. Course includes changes brought about by the Omnibus Final Rule.

The ACPE-accredited version, PH-1340, includes course content, PH-1338, bundled with PH-1339: the CE Exam and Evaluation. *HIPAA Basics for Pharmacy*, PH-1337, and Academic, PH-1364, are standalone courses.

### HIPAA Privacy Training for Pharmacy

(PH-1343) [CE Option] 

ACPE: 0.5 contact hr. or 0.05 CEUs  
 Pharmacist: 0296-0000-16-003-H03-P  
 Technician: 0296-0000-16-003-H03-T  
 Expiration Date: 04/15/2019

Part of the HIPAA Training suite for employees, this course provides information on the HIPAA and HITECH Privacy rules and regulations. Your pharmacy workforce employees will learn basic HIPAA concepts and definitions, methods for safeguarding PHI, customer rights in use of PHI, the civil and criminal penalties for HIPAA violations, pharmacy administrative responsibilities and procedures, and the Omnibus Final Rule changes.

This ACPE-accredited version includes course content, PH-1341, bundled with PH-1342: the CE Exam and Evaluation.

### HIPAA Security Training for Pharmacy



(PH-1346) [CE Option] 

ACPE: 0.5 contact hr. or 0.05 CEUs  
 Pharmacist: 0296-0000-16-004-H03-P  
 Technician: 0296-0000-16-004-H03-T  
 Expiration Date: 04/15/2019

Pharmacy workforce members, particularly pharmacists and pharmacy technicians, will learn how to apply HIPAA/HITECH Security rules and regulations during their daily activities and interactions with customers. This course covers basic HIPAA concepts and definitions, security issues, pharmacy administrative responsibilities and procedures, the civil and criminal penalties for HIPAA violations, and the Omnibus Final Rule changes.

The ACPE-accredited version includes course content, PH-1344, bundled with PH-1345: the CE Exam and Evaluation.


### HIPAA Training for Healthcare Practices

(HC-1027) [Academic]  
 (HC-1031) [Specialized]   
 (HC-1028) [Basics] 

Seat times: 2 hours, 1 hour, 20 minutes

Conduent's HIPAA/HITECH/Omnibus Rule for Healthcare suite offers the training required by law as well as the tracking and reporting features needed to provide a record of your company's compliance. Healthcare providers' staff learn how to apply HIPAA/HITECH rules and regulations during their daily activities and interactions with patients. Employees gain an understanding of policies and procedures for keeping patient protected health information (PHI) secure.

### HIPAA Privacy Training for Healthcare Practices

(HC-1030) 


Seat time: 30 minutes

Part of the HIPAA Training suite for employees, this course provides information on the HIPAA and HITECH Privacy rules and regulations. Your healthcare practice employees will learn basic HIPAA concepts and definitions, methods for safeguarding PHI, patient rights in use of PHI, the civil and criminal penalties for HIPAA violations, administrative responsibilities and procedures, and the Omnibus Final Rule changes.





## HIPAA Security Training for Healthcare Practices

(HC-1029) 

Seat time: 30 minutes

Healthcare practice employees will learn how to apply HIPAA/HITECH Security rules and regulations during their daily activities and interactions with patients. This course covers basic HIPAA concepts and definitions, security issues, administrative responsibilities and procedures, the civil and criminal penalties for HIPAA violations, and the Omnibus Final Rule changes.

## HIPAA Update: The HITECH Omnibus Final Rule


(PH-1169)

Seat time: 18 minutes

This eRead course was developed to provide an overview of changes to HIPAA/HITECH regulations as they apply to all covered entities. Before completing this course, learners should possess a basic understanding of HIPAA and HITECH, and have already completed one of these courses: *HIPAA Privacy Training (v4)* course OR *Privacy Rule and Health Care Practice (3rd ed.)*

## Medicare


### CMS 5-Star Quality Ratings System (CE Available)

(PH-1386) 

ACPE: 0.5 contact hr. or 0.05 CEUs  
Pharmacist: 0296-0000-17-003-H04-P  
Technician: 0296-0000-17-003-H04-T  
Expiration Date: 03/15/2020

This course is designed to provide pharmacists and pharmacy technicians with a greater understanding of the Centers for Medicare & Medicaid Services' 5-Star Quality Rating System and how they can improve their plans' ratings. The pharmacy-patient relationship is a trusted one, and pharmacy staff can have a tremendous influence on member behavior and patient outcomes. Because clinical outcome measures are weighted heavily in determining a plan's Star Rating, it's crucial that pharmacy staff understand their value and responsibility in the CMS Star Ratings System.

### Corporate Compliance (2016)

(MT-1043) 

CE: 1.0 contact hr. or 0.1 CEUs

This course defines what constitutes a corporate compliance program and discusses the goals of an effective corporate compliance program. The course also reviews information regarding the importance of fraud awareness in healthcare, compliance risk areas, billing and reimbursement issues, resident care risk areas, and patient confidentiality. Users learn: the common compliance risk areas associated with healthcare settings; specific strategies the OIG uses in managed care settings; the various types of coding and documentation necessary for proper billing; specific resident care factors associated with skilled nursing facilities; and the importance of HIPAA guidelines in a corporate healthcare setting.

### Deficit Reduction Act / False Claims Act / Employee Protection Act (2016)


(MT-1020) 

CE: 1.5 contact hr. or 0.15 CEUs

Congress has enacted important legislation that has helped to reduce the deficit by reducing outlays from direct spending by approximately \$39 billion. This course summarizes specific provisions under the Deficit Reduction Act and explains how these changes have been passed on to taxpayers. Learners who complete the course should be able to explain the Deficit Reduction Act / False Claims Act / Employee Protection Act, how they pertain to fraud and abuse in Medicare and Medicaid programs, and describe certain benefits that the Deficit Reduction Act has on State programs. They should also be able to: recall specific provisions relevant to documentation requirements, prescription drugs, asset transfers, targeted case management and other notable Medicaid reforms; and discuss relevant employee protection statutes associated with the False Claims Act.




## Federal Anti-Kickback Regulations

(MT-1015) 

CE: 0.25 contact hr. or 0.025 CEUs

The Federal Anti-Kickback Statute applies to all persons who participate in healthcare programs, including providers, vendors, employees, and patients. The Federal Anti-Kickback Statute prohibits offering, paying, soliciting, or receiving anything of value to induce or reward referrals or generate Federal healthcare program business. Criminal and civil penalties may range from: \$25,000 to \$50,000 per violation, up to 5 years in prison, and/or civil penalties equal to three times the amount of the kickbacks. There are a few voluntary safe harbors – which provide relief for “specific” types of transactions exempt from the law. Through this course learners gain an understanding of the Federal Anti-Kickback statute, and how to identify and report suspected violations.


## Medicare Part B: What You Need to Know About DMEPOS Accreditation

(PH-1011) 

Seat time: 30 minutes

This course will enhance the learner’s understanding of Medicare Part B and how the coverage functions for both beneficiary and provider. This course may also satisfy the DME accreditation training and competency requirements for accreditation for DMEPOS. Conduent developed this course as an efficient and affordable way to meet the Human Resource Management requirements of the CMS DMEPOS Quality Standards established by the Secretary of HHS, as mandated within the Medicare Modernization Act of 2003 for DMEPOS suppliers.


## Medicare Parts C & D FWA and Compliance Training - 2017 (CE Available)

(PH-1380) 

ACPE: 1.0 contact hr. or 0.1 CEUs  
Pharmacist: 0296-0000-17-001-H03-P  
Technician: 0296-0000-17-001-H03-T  
Expiration Date: 01/01/2020

This continuing education program, co-developed with NACDS, satisfies the CMS training mandates while providing pharmacy-specific educational information about how to detect and prevent fraud, waste, and abuse. The unmodified content section was developed by the Centers for Medicare & Medicaid Services in February 2013 and meets the CMS requirements.

## Stark Law and Anti-Kickback Statute (2016)

(MT-1003) 

CE: 0.5 contact hr. or 0.05 CEUs

The course explains the Stark Law guidelines that prohibit a physician from referring Medicare patients to an entity with which the physician (or immediate family member) has a financial relationship as well as the designated health services entity from submitting claims to Medicare for prohibited referral services. The course provides a detailed look at: the foundational principles of the law, exemption examples, and recent changes to regulation; and additional financial issues and requirements in the area of investments and other forms of compensation.

## Methamphetamine Topics

### MethGuard™ IV

(PH-1355 & PH-1356) 

ACPE: 1.0 contact hr. or 0.1 CEUs  
Pharmacist: 0296-0000-16-007-H03-P  
Technician: 0296-0000-16-007-H03-T  
Expiration Date: 07/01/2019

In this ACPE-accredited course, learners review how retailers can play a vital role in helping local law enforcement stop the expensive and potentially deadly problem of meth production as they learn to identify and prevent suspicious retail purchases.

PH-1355 is the ACPE-accredited version containing the course content, PH-1353, bundled with PH-1354: the CE Exam and Evaluation. PH-1356 is the non-accredited version.



## **MethGuard™ UK: Preventing Methamphetamine Misuse (PH-1013)**

Seat time: 20 minutes

In other countries, safe and effective OTC treatments have been bought or stolen from pharmacies to make the highly addictive drug methamphetamine (also known as meth or crystal meth). This training programme prepares learners with proactive methods that will help prevent the use of OTC medicines in meth production in order to avoid a large-scale problem.

## **MethWatch Canada (PH-1015)**

Seat time: 15 minutes

The highly addictive drug Methamphetamine is being produced by small illegal labs across Canada, using ingredients found in many over-the-counter medicines along with other common household products. In this course, learners review how retailers can play a vital role in helping local law enforcement stop the expensive and potentially deadly problem of meth production, as well as how to identify and prevent suspicious retail purchases.

## **Nutritional & Lifestyle Strategies**

### **Introducing Lifestyle Modifications to Pharmacy Patients (HC-1011)**

Seat time: 20 minutes

This first course in the series shows pharmacists and dietitians strategies for sharing nutrition and lifestyle behavior modification information during their frequent interactions with patients. General intervention strategies regarding the importance of good nutrition, physical activity, weight control and tobacco cessation to patients' overall health, and how the relationship between pharmacy staff and patients create opportunities for communicating health information are detailed. Increasingly, pharmacists must be skilled communicators, and this overview course discusses the need and the means for information intervention.

### **Nutritional Needs and the Healthful Diet (HC-1010)**

Seat time: 20 minutes

The second course continues offering community pharmacists and dietitians insight on how to counsel their patients on lifestyle strategies. It specifically addresses the ways proper nutrition can affect health, especially concerning the management and prevention of chronic disease states; offers an overview of nutrients and energy; describes the two essential nutrients – a caloric nutrients: carbohydrates, fats, and protein and their food sources, and non-caloric nutrients: vitamins, minerals and water, and their dietary sources – and emphasizes how this information can be shared to help patients combine these essential nutrients into a balanced eating plan

### **Recommendations for Common Wellness Concerns (HC-1009)**

Seat time: 25 minutes

The final course of the three part series shows community pharmacists and dietitians how to counsel their patients on nutritional strategies that can help patients manage their chronic disease states and achieve overall wellness goals. Learn some basic nutritional information that supports wellness related to heart health, bone and joint needs, and blood glucose levels; which dietary supplements may benefit patients unable to meet nutritional needs through their diet; common food/drug interactions that patients concerned about heart health, bone and joint needs, and blood glucose levels should know about; and view some scenarios that demonstrate ways to share nutrition information with patients using brief interactions.



## The Drug Enforcement Administration

### Controlled Substance Prescriptions - Legitimate or Fraudulent? (Pharmacists)

(PH-1275)


ACPE: 0.5 contact hr. or 0.05 CEUs  
Pharmacist: 0296-9999-14-016-H03-P  
Technician: 0296-9999-14-016-H03-T  
Expiration Date: 9/24/2017

Pharmacists and pharmacy technicians play a critical role in the Drug Enforcement Administration's responsibility to prevent diversion and abuse of controlled substances, while ensuring an adequate and uninterrupted supply is available to meet the country's legitimate medical, scientific, and research needs. The goal of this course is to teach learners regulations governing who is entitled to issue and fill controlled substance prescriptions and under what conditions. Using this information, learners will also be able to identify whether a prescription is legitimate or fraudulent.

PH-1275 is the ACPE-accredited bundle containing the course content, PH-1274, and PH-1273, the CE Exam and Evaluation. PH-1276 is the re-accredited version to replace PH-1190 for existing clients.

### Preparing for the DEA Pharmacy Audit 6.5 (CE Available)

**Updated!**

(PH-1378) 

ACPE: 1.00 contact hr. or 0.1 CEUs  
Pharmacist: 0296-0000-16-009-H03-P  
Technician: 0296-0000-16-009-H03-T  
Expiration Date: 11/07/2019

This course will enhance the pharmacist's understanding of what the Drug Enforcement Administration (DEA) requires and examines when conducting a pharmacy audit, including: extent of schedule II prescription changes permitted by the State Board of Pharmacy; multiple prescriptions written on the same date being allowed for schedule II drugs; and a clarification of DEA's "readily retrievable" records standard.

### DEA Controlled Substance Forms (Pharmacists)

(PH-1282)

ACPE: 0.25 contact hr. or 0.025 CEUs  
Pharmacist: 0296-9999-14-017-H03-P  
Technician: 0296-9999-14-017-H03-T  
Expiration Date: 11/10/2017

Working with the Drug Enforcement Administration through proper documentation of controlled substances is critical knowledge for everyone in the Pharmacy industry. The goal of this course is to provide learners with a broad overview of various forms used to document the supply and handling of controlled substances by registered parties and to provide guidelines for completing them properly.

This ACPE-accredited version includes course content, PH-1281, bundled with PH-1280; the CE Exam and Evaluation. PH-1283 is the re-accredited version to replace PH-1990 for existing clients.

### Electronic Ordering of Schedule II Controlled Substances (Pharmacists)

(PH-1259)

ACPE: 0.25 contact hr. or 0.025 CEUs  
Pharmacist: 0296-9999-14-013-H03-P  
Technician: 0296-9999-14-013-H03-T  
Expiration Date: 08/01/2017

This course is designed to help pharmacists, technicians, practitioners, distributors, and researchers understand proper DEA requirements and instructions for utilizing the DEA electronic Controlled Substance Ordering System – CSOS – to order Schedule II controlled substances. Learners will be able to identify requirements for an electronic order; file, maintain, and void electronic orders; determine when an electronic order is considered unacceptable; and perform the proper procedure when an electronic order is lost.

PH-1259 is the ACPE-accredited bundle containing the course content, PH-1255, and PH-1253, the CE Exam and Evaluation. PH-1254 is the re-accredited version to replace PH-1199 for existing clients.



## The Execution of the Hard Copy DEA Form 222 (Pharmacists)

(PH-1260)

ACPE: 0.5 contact hr. or 0.05 CEUs  
Pharmacist: 0296-9999-14-014-H03-P  
Technician: 0296-9999-14-014-H03-T  
Expiration Date: 08/01/2017

To direct the distribution of Schedule II Controlled Substances, the DEA requires the correct use of their Form 222. Obtaining and using these forms requires strict adherence to several guidelines. This course is designed to ensure awareness of and compliance with these requirements. Properly authorized learners will be able to obtain, execute, fill, and endorse hard copy Forms 222; report lost DEA forms, return unused forms, and cancel or void DEA order forms; determine the appropriate use of Power of Attorney; and identify an unaccepted or defective order form.

PH-1260 is the ACPE-accredited bundle containing the course content, PH-1258, and PH-1256, the CE Exam and Evaluation. PH-1257 is the re-accredited version to replace PH-1107 for existing clients.

## The Role of DEA in Healthcare

(PH-1271)

ACPE: 0.5 contact hr. or 0.05 CEUs  
Pharmacist: 0296-9999-14-015-H03-P  
Technician: 0296-9999-14-015-H03-T  
Expiration Date: 08/25/2017

The Drug Enforcement Administration has the responsibility to both prevent diversion and abuse of controlled substances while ensuring an adequate and uninterrupted supply is available to meet the country's legitimate medical, scientific, and research needs. Pharmacists and pharmacy technicians are a critical component in the "closed system" of controlled substance distribution. The goal of this course is to introduce learners to the DEA, its Office of Diversion Control, and the Controlled Substances Act.

PH-1271 is the ACPE-accredited bundle containing the course content, PH-1270, bundled with PH-1269, the CE Exam and Evaluation. PH-1272 is the re-accredited version to replace PH-1080 for existing clients.

## Security of Controlled Substances in a Pharmacy


(PH-1279)

ACPE: 0.5 contact hr. or 0.05 CEUs  
Pharmacist: 0296-9999-14-018-H03-P  
Technician: 0296-9999-14-018-H03-T  
Expiration Date: 12/22/2017

The goal of this course is to familiarize learners with the DEA's procedures for ensuring security of controlled substances within the pharmacy. It also provides basic tools needed to ensure controlled-substance accountability, such as tracking the flow of controlled substances to reduce the security risk of diversion, using DEA forms to document and inventory controlled substances, and limiting the number of individuals authorized to handle controlled substances.

This ACPE-accredited version includes course content, PH-1278, bundled with PH-1277: the CE Exam and Evaluation.

## DEA Compliance Overview

(PH-1291) 

Seat time: 30 minutes

Store managers learn how to help their pharmacies avoid civil and criminal enforcement actions by the DEA. The program educates store managers on how to stay compliant with controlled substances laws and satisfy their responsibilities when faced with situations that may indicate a drug diversion scheme is in process. Store managers become familiar with the "sound professional judgment" they are required to exercise concerning controlled substance receipt, storage and security; customer and prescription "red flags;" and what to do in the unlikely event of a store burglary or robbery.

## Satisfying DEA Standards When Dispensing Controlled Substances

(PH-1297) 

ACPE: 1.0 contact hr. or 0.1 CEUs  
Pharmacist: 0296-9999-14-019-H04-P  
Expiration Date: 11/24/2017


Pharmacists learn how to avoid DEA civil and criminal enforcement actions and how to stay compliant with controlled substances laws to satisfy their responsibilities when faced with questionable written prescriptions. They become familiar with the "sound professional judgment" they must exercise when filling controlled substances prescriptions. Pharmacists also learn to identify some red flags that may indicate an illegitimate prescription, and review the tips and tools they can use to investigate and resolve questionable prescriptions. Security and recordkeeping requirements are also explained.

This ACPE-accredited version includes course content, PH-1295, bundled with PH-1296: the CE Exam and Evaluation.





## Satisfying DEA Standards for Controlled Substances

(PH-1294) 

ACPE: 0.5 contact hr. or 0.05 CEUs  
Technician: 0296-9999-15-008-H04-T  
Expiration Date: 4/1/2018

Pharmacy technicians gain the essential knowledge they need to understand and follow procedures that ensure compliance with controlled substances laws enforced by the DEA. They'll learn to identify the "red flags," such as a lack of a valid doctor-patient relationship, or customers who exhibit "drugged" behavior. The course also explains what steps to take should they discover a questionable prescription, such as alerting the pharmacist, and how to communicate appropriately with a patient. Finally, various strategies for keeping controlled substances secure and safe are reviewed. Pharmacy technicians end the course by learning what to do in the case of a robbery or burglary.

This ACPE-accredited version includes course content, PH-1292, bundled with PH-1293; the CE Exam and Evaluation.

## PDX System Training

### PDX System Overview 4.6.08 (PH-1122)

Seat time: 30 minutes

PDX System Overview covers basic system navigation for the PDX Pharmacy System. This overview provides a foundation for the PDX series of training modules.

### Basic Rx Training 4.6.08 Bundle (PH-1114)

Seat time: 4 hours

Basic Rx Training covers the PDX Pharmacy System. Courses include: *The Patient File* (PH-1121), *New Prescriptions* (PH-1120), *Refill Prescriptions* (PH-1119), *Third Party Billing* (PH-1118), *Check Rx Messages* (PH-1117), *DUR Conflicts* (PH-1116) and *SIG Codes* (PH-1115).

### PDX - eRx Prescription Processing 4.6.08 (PH-1112)

Seat time: 30 minutes

In this course, learners review the basic steps for electronic prescription processing through the eRx Network.

### PDX - Electronic Healthcare Record (Rx.com) (PH-1016)

Seat time: 30 minutes

This course provides an overview of the Rx.com Electronic Healthcare Record and the changes affecting the learner's daily tasks.

### PDX - Drug Inventory Management: Basic Steps - 4.6.07 (PH-1017)

Seat time: 30 minutes

This course introduces the basic steps for managing the pharmacy's drug inventory using the PDX System. Throughout the course the participant will learn the basic flow of the process; how to create, send, receive, and apply drug orders; and become familiar with the various features of the drug inventory system. Participants will receive a certificate upon completion of this course.

## Pharmacy Technicians

### HIV/AIDS in Florida - Pharmacy Tech Essentials (PH-1101)

Seat time: 1 hour

This essential eRead course provides the learner with basic information about both the legal and clinical aspects of HIV infection and the resulting disease state known as AIDS. Major points of the Florida Omnibus AIDS Act are emphasized. The course includes recent changes and updates to the Florida AIDS legislation, and offers an easily accessible glossary of essential terms. The course also provides important sources for current in-depth information on HIV/AIDS.



## National Pharmacy Technician Training Program (7th edition)

(PH-1223) [Level 1]

(PH-1222) [Level 2]

(PH-1221) [Level 3]

Seat times: 9 hours, 14 to 16 hours,  
16 to 18 hours

This updated edition will help pharmacy technicians and technician trainers keep up to date with the many health care and pharmacy changes, including new drug products, new laws and regulations, changes in drug utilization patterns and advancements in technology.

Level-1 information is intended for pharmacy technicians finishing their initial probationary period. Reading and studying this material will prepare the technician for ICPT's Tech-1 Exam. Level-2 information is intended for pharmacy technicians who plan to become certified. Reading and studying this material will prepare the technician for the Exam for the Certification of Pharmacy Technicians (ExCPT). Level-3 information is designed for students studying in accredited pharmacy technician training programs and for pharmacy technicians who want to enhance their knowledge and skills.

## Pharmacy Technicians in the Workplace

(PH-1036)

Seat time: 90 minutes

This course describes the knowledge and skills a pharmacy technician must possess to effectively manage the work in a pharmacy, including: the federal and state laws that regulate pharmacy activities; the workflow process in a pharmacy; the different types of medications dispensed in a pharmacy; procedures for filling prescriptions, processing third-party prescriptions and managing inventory; and providing effective customer service.

## Silver Market Community Pharmacy

### Communicating Effectively with Older Adults – What Really Works (The Silver Market Series)

The Silver Market Series prepares pharmacy professionals to serve aging patients. Each program focuses on a specific challenge in serving this population's unique needs and shows pharmacists and technicians how to work efficiently and respectfully across the counter.

#### Basics of Aging and Communication

(PH-1156)

Seat time: 20 minutes

Discover what really works in this introduction to the key topic of communication challenges encountered working with aging adults. Dementia, particularly Alzheimer's disease, impacts a patient's ability to understand and remember the complicated drug regimens frequently prescribed for many older adults. You'll learn useful strategies to facilitate medication adherence, the differences between normal and pathological aging, and useful tips to avoid the common words and actions recognized as ageism.

#### Medication Adherence

(PH-1154)

Seat time: 30 minutes

Review how to put evidence-based research into practice when communicating face-to-face with older adults. A case study applying these insights to medication concordance will be featured. Other topics include: Causes of discordance; conditions that can impede communication; strategies for enhancing communication, patient education and goal setting; and recommendations to support safe medication use.

#### Older Adult Diversity

(PH-1155)

Seat time: 25 minutes

This course will review what really works when dealing with some of the characteristics that influence diversity among older adults including how they seek health information and how their literacy levels influence health-related decisions. It will review communication strategies providers can use to help older adults increase their health literacy and make sense of the health information they receive from you or other sources.



## OTC Medication Reconciliation

(PH-1233)

Seat time: 30 minutes

Pharmacists, technicians, and support staff discover how and why medication reconciliation should be conducted. Covered topics include the impact of the aging process on the pharmacodynamics and pharmacokinetics of medications; the prevalence of OTC, dietary supplement, and herbal remedy use among older adults; the role of informal caregivers; and recommendations to support safe medication use.

## Improving Communication with Older Adults: Medication Safety

(PH-1153)

Seat time: 20 minutes

This course will provide pharmacists and technicians valuable insights to promote medication safety with the goal of supporting healthier outcomes for aging patients. Covered topics include the impact of common medication safety problems in older adults, conditions that can impede communication and strategies for improving it, patient education and goal setting, and recommendations to support safe medication use.

## Improving Communication with Older Adults with Mild Cognitive Impairment

(PH-1152)

Seat time: 20 minutes

This course will review key issues pharmacists may encounter when assisting older adults with MCI and their family caregivers. The goal of this course is to promote medication adherence and safety. Covered topics include the relationship between MCI and dementia, and the development of a system for the management and consumption of medication that evolves as the patient's needs change over time.

## Pain Management and Older Adults

(PH-1151)

Seat time: 22 minutes

Chronic pain is a common condition that can have an important negative impact on outcomes for older adults. The prevalence and severity of chronic persistent pain increase as adults age. This course will discuss the impact of chronic pain in older adults, some common conditions that can impede communication when working with older adults, strategies to enhance communication, patient education and goal setting, and recommendations to support safe medication use.

## Older Adults and OTC Sleep Aids

(PH-1248)

Seat time: 27 minutes

Roughly half of the older adult population complains of significant sleep disturbances, and most sleep disorders increase in prevalence with aging. Many of these older adults have chronic insomnia, defined as unsatisfactory sleep on 3 or more nights per week that persists for 3 or more months. Others with difficulty sleeping experience only occasional disturbed sleep that does not meet diagnostic criteria for insomnia. There is reason to be concerned about OTC sleep aid use by older adults, especially if used chronically or in combination with other therapies. The goal of this module is to understand how older adults can safely and effectively use OTC sleep aids for sleep disturbances.

## Sleep Help and Sleep Disturbance


(PH-1247)

Seat time: 27 minutes

Despite commonly held assumptions, growing older does not necessarily result in disturbed or unsatisfying sleep. There is no reason to assume that the sleep of an older adult is necessarily problematic; in fact, many high-functioning and healthy older adults are satisfied with their sleep. The goal of this module is to understand how sleep changes with aging and how sleep disturbances can impact the health of older adults.

## State and Industry Specific

### Arizona Medical Marijuana Law

(MT-1022) 

CE: 0.25 contact hr. or 0.025 CEUs


The new medical marijuana law allows employers to use a medical marijuana verification system to verify a registry identification card for a new applicant before extending an offer of employment and verify registration cards of existing employees. Learners who complete this course will be able to: explain the role of physicians as outlined in the law; discuss the limitations of an employee that has a medical marijuana use license; explain the role of dispensary medical director;





and explain the do's and don'ts of medical marijuana purchase.


## Guidelines in Good Clinical Laboratory Practice

(MT-1039) 

CE: 0.75 contact hr. or 0.075 CEUs

This course utilizes a variety of collected regulatory and guidance material to review Good Clinical Laboratory Practice (GCLP) standards that embrace both the research and clinical aspects of Good Laboratory Practices (GLP). Specifically, this course: summarizes GCLP principles, concept and practices; explains good practices for managing a laboratory resource or facility; and describes how to build an effective and efficient compliant laboratory facility to control lab processes.


## Healthcare Emergency Codes

(MT-1034) 

CE: 0.25 contact hr. or 0.025 CEUs

This course defines what constitutes an emergency in a healthcare setting. It also provides a detailed overview regarding the applicable color codes that are assigned to the different types of emergencies encountered in the healthcare setting and describes the procedures associated with each emergency code.


## Medical Equipment Safety

(MT-1004) 

CE: 0.75 contact hr. or 0.075 CEUs

This course provides an overview of the FDA's consensus standards for domestic and international medical devices, and the transparency between the FDA and the Center for Devices and Radiological Health (CDRH). It reviews: the FDA's role in medical device safety; the FDA's focus on the greatest risks and benefits of medical devices; the medical device listing requirements, premarket notification, investigational device exemptions for clinical studies, and labeling requirements; and the expansion of the FDA's authority to promote innovation, increase stakeholder activity, and enhance the safety of the drug supply chain.


## New York Surprise Law

(MT-1031) 

CE: 0.25 contact hr. or 0.025 CEUs

This course reviews the Emergency Medical Services and Surprise laws and their impact on healthcare providers. Course topics include: how the law amends the New York Insurance, Public Health, and Financial Services Regulations; disclosure requirements for certain healthcare providers for out-of-network and non-urgent care; new billing and reimbursement rules; consumer rights and the arbitration process; and how to prevent negative "consumer" surprises.


## Nursing Facility Compliance

(MT-1030) 

CE: 0.25 contact hr. or 0.025 CEUs

This course provides a detailed overview of nursing home compliance obligations under federal regulations. Learners gain important insight in how to maintain compliance and seek help and guidance when abuse or fraud is suspected. They also review the benefits of: implementing a compliance program, nursing home resident safety procedures, billing integrity, and enforcement of disciplinary actions.

## Recognizing Biosafety Levels

(MT-1026) 

CE: 0.25 contact hr. or 0.025 CEUs

This is a brief overview of the major characteristics of each Biosafety level and associated special practices for minimizing exposure. Users learn to define Biosafety and each level of safety; and to describe the specific containment controls for each level.

## Texas House Bill 300

(MT-1002) 


CE: 0.25 contact hr. or 0.025 CEUs

This course discusses the specific requirements that have been set forth through the enactment of the Texas House Bill 300 (HB 300) which places stricter requirements on patient health privacy than HIPAA and expands the covered entities definition. Learners who complete this course will be able to: summarize the history of the bill; identify the compliance requirements of HB 300; define covered entities as they pertain to HB 300; and list potential enforcement actions for violation of HB 300.



## Other Pharmacy Topics

### Immunization Update 2016-2017: What the Pharmacist Needs to Know


(PH-1368) 

ACPE: 1.5 contact hr. or 0.15 CEUs  
Pharmacist: 0296-9999-16-008-H04-P  
Expiration Date: 08/01/2019

An unacceptable number of Americans die of vaccine-preventable diseases each year because of failure to be immunized. Community-based pharmacists are well positioned to improve immunization rates. This educational activity will provide an update on recent recommendations made by the Advisory Committee on Immunization Practices (ACIP), as well as new advances in vaccine technology and discovery. The program also presents tactics for engaging participants in the vaccine recommendation process.

This ACPE-accredited version includes course content, PH-1367, bundled with PH-1369: the CE Exam and Evaluation.

### Bloodborne Pathogens in the Pharmacy v.7 (CE Available)

(PH-1372) 

ACPE: 1.0 contact hr. or 0.1 CEUs  
Pharmacist: 0296-0000-17-005-H05-P  
Technician: 0296-0000-17-005-H05-T  
Expiration Date: 03/15/2020


Achieve compliance with OSHA's Bloodborne Pathogens Standard (29 CFR 1910.1030) through this online course. Learners review methods for preventing or reducing exposure, procedures to follow in the event of an exposure, and examples of common bloodborne diseases. Company-specific policies and procedures for addressing bloodborne pathogens can be inserted in the course. OSHA compliance also requires a version of the company's exposure control plan be provided to learners and used while completing this training program.

### DrugAdvisor® OTC, Rx & REMS for Retailers

Call for more information

Manufacturers leverage the DrugAdvisor® network to deliver 7 – 10 minute courses on essential pharmaceutical information, compliance and persistency programs, and other value-added resources. Community pharmacies subscribe to the DrugAdvisor® — free of charge! — to support their mission of providing superior patient care.

### Drug Quality & Security Act: Identification, Detection & Response

(PH-1251) 

ACPE: 0.5 contact hr. or 0.05 CEUs  
Pharmacist: 0296-0000-15-010-H03-P  
Technician: 0296-0000-15-010-H03-T  
Expiration Date: 05/28/2018

Provide your pharmacy staff with the essentials they'll need to understand and respond to the new Title II drug traceability provisions of the Drug Quality and Security Act. Staff will become familiar with specific safeguards and best practices that will protect the public from unsafe or counterfeit prescription drugs. The course also discusses key provisions, new transaction documentation, dispenser responsibilities and what to do in the case of a suspected or illegitimate product. Finally, the course reviews all essential implementation dates mandated to respond to the full measure of the law.

This ACPE-accredited version includes course content, PH-1249, bundled with PH-1250: the CE Exam and Evaluation.

### The iPLEDGE Program: Pharmacy Overview


(PH-1365)

Seat time: 15 minutes

The goal of the iPLEDGE™ Risk Evaluation & Mitigation Strategy (REMS) Program is to prevent the fetal exposure to isotretinoin and to inform prescribers, pharmacists, and patients about isotretinoin's serious risks and safe-use conditions. This course reviews the Pharmacist Guide for the iPLEDGE Program and the iPLEDGE Non-Compliance Action Policy, including: the use and effects of isotretinoin, patient qualifications for receiving isotretinoin, prescribing and dispensing requirements, Responsible Site Pharmacist responsibilities, and ramifications for pharmacy non-compliant actions



## Minimizing the Impact of a PBM Audit (CE Available)

(PH-1387) 

ACPE: 0.5 contact hrs. or 0.05 CEUs  
Pharmacist: 0296-0000-17-004-H04-P  
Expiration Date: 03/10/2020

Pharmacy Benefit Manager audits can be stressful, time-consuming, and, ultimately, quite expensive for a pharmacy. *Minimizing the Impact of a PBM Audit* is designed to show pharmacists what to do before, during, and after the different types of PBM audits to ensure that the process goes smoothly and affects your pharmacy as little as possible so you can get back to your core mission – patient care.

## Motivational Interviewing for Patients with Diabetes

(PH-1241 & PH-1243) 

ACPE: 1.0 contact hrs. or 0.1 CEUs  
Pharmacist: 0296-0000-15-003-H04-P  
Expiration Date: 01/15/2018

This program educates pharmacists on how to help patients with diabetes find their own motivation to make healthful lifestyle choices. Pharmacists learn how to bring relevance to their interactions by becoming familiar with the daily challenges faced by a patient with diabetes. Pharmacists learn motivational interviewing tools and techniques that can be especially effective in creating a collaborative relationship with diabetes patients. And they review scenarios and complete activities so they experience superior approaches for reaching and encouraging the ambivalent patient.

PH-1241 is the ACPE-accredited version containing the course content, PH-1240, bundled with PH-1242: CE Mastery Exam and Evaluation. PH-1243 is the non-accredited version.

## Motivational Interviewing Foundations for Pharmacists

(PH-1238 & PH-1237) 

ACPE: 0.75 contact hrs. or 0.075 CEUs  
Pharmacist: 0296-0000-14-009-H04-P  
Expiration Date: 07/22/2017

Pharmacists learn the most effective approach for helping patients discover their own motivations for medication adherence and positive behavior change. Through scenario-driven instruction, the program demonstrates how motivational interviewing can be used to improve health outcomes for both resistant and compliant patients. Motivational Interviewing Foundations for Pharmacists is an essential program for patient engagement initiatives and can provide pharmacists with the skills and confidence they need to provide patient-centered care while integrating motivational interviewing into their daily practice.

PH-1238 is the ACPE-accredited version containing the course content, PH-1228, bundled with PH-1239: CE Mastery Exam and Evaluation. PH-1237 is the non-accredited version.

## Patient Engagement Skills for Pharmacy Staff

(PH-1329)


ACPE: 1.0 contact hr. or 0.1 CEUs  
Pharmacist: 0296-0000-15-011-H04-P  
Technician: 0296-0000-15-011-H04-T  
Expiration Date: 07/24/2018

This course gives Pharmacists and Pharmacy Technicians an important communications skills tool: the four-step patient engagement model of Connect, Discover, Match & Complete. Special care is taken to explain how pharmacy staff can establish trust and encourage return visits. Learners discover how applying this model to engage and educate patients promotes the pharmacy's commitment to health and wellness goals. It also provides solutions the patient may not have known they needed, such as a medication review, and encourages loyalty to the store, the pharmacy, and its staff.

This ACPE-accredited version includes the compliance course, PH-1328, bundled with PH-1327: the CE Exam and Evaluation.



## Patient Engagement Skills for Pharmacists (CE Available) 2017

(PH-1384) 

ACPE: 1.0 contact hr. or 0.1 CEUs  
0296-0000-17-002-H04-P  
Expiration Date: 02/24/2020

Provides Pharmacists with an important communications skills tool: the four-step patient engagement model of Connect, Discover, Match & Complete. Special care is taken to explain how pharmacy staff can establish trust and encourage return visits. Pharmacists discover the benefits gained by both patients and pharmacies when the engagement model is used to promote the pharmacy's commitment to health and wellness goals. It also provides solutions the patient may not have known they needed, such as a medication review, and encourages loyalty to the store, the pharmacy, and its staff.

## Pharmacy Financials Overview - Part 1 & 2

(PH-1315 & PH-1318)

Part 1: 0296-0000-15-004-H04-P/T  
ACPE: 0.25 contact hr. or 0.025 CEUs  
Part 2: 0296-0000-15-005-H04-P/T  
ACPE: 0.5 contact hr. or 0.05 CEUs  
Expiration Date: 01/28/2018

Designed to help pharmacists and pharmacy managers understand the critical financial tools for measuring a pharmacy's performance, including sales, volume, and profit, learners examine a sample pharmacy financial performance report to ground concepts and provide visual description. Part 2 builds on the financial measures explored in Part 1 by outlining the key financial measures of shrink, labor, packaging, and contribution costs while explaining how generics utilization and other inventory controls can improve pharmacy financial performance.

The Part 1 ACPE-accredited version, PH-1315, includes course content, PH-1313, bundled with PH-1314: the CE Exam and Evaluation. The Part 2 ACPE-accredited version, PH-1318, includes course content, PH-1316, bundled with PH-1317: the CE Exam and Evaluation.

## Pharmacy Robbery Response Training

(PH-1359 & PH-1360)

ACPE: 1.5 contact hrs. or 0.15 CEUs  
Pharmacist: 0296-9999-16-006-H04-P  
Technician: 0296-9999-16-006-H04-T  
Expiration Date: 03/29/2019

Using real-life scenarios and case studies, this course reviews how to respond to robberies using time-tested behaviors rather than depending on myths and hearsay; avoid using active or passive resistance; communicate with perpetrators to avoid misinterpretation and reduce the risk of violence; respond to bomb threats; and use observation skills to remember details for post-robbery investigations. Providing pharmacy professionals and staff with training before a threatening event can help reduce the risk of physical injury to themselves and customers should the unthinkable occur.

This ACPE-accredited version includes the compliance course, PH-1357, bundled with PH-1358: the CE Exam and Evaluation. PH-1360 is the non-accredited version.

## Quality and Patient Safety: A Training Program for Community Pharmacy

(PH-1321 & PH-1323) 

ACPE: 1.0 contact hrs. or 0.1 CEUs  
Pharmacist: 0296-0000-15-007-H05-P  
Technician: 0296-0000-15-007-H05-T  
Expiration Date: 04/15/2018

Developed in partnership with NACDS, this online course systematically shows pharmacy personnel how to establish a medication error prevention program and avoid liability. Upon completion of this ACPE-accredited course, learners will be able to describe the methods and tools used to identify and prevent common pharmacy errors. Both pharmacists and technicians will be prepared to respond to patients and customers in the event that an incident occurs.

Both of these ACPE-accredited versions include the compliance course bundled with the CE Exam and Evaluation, PH-1320. PH-1321 offers the high-bandwidth course content, PH-1319 with audio and videos; PH-1323 offers PH-1322, the low-bandwidth version with audio.



## Pharmacy Language Skills

### Label Me Spanish

(PH-1181)

Seat time: 37 minutes

Half of computer-generated Spanish prescription labels are either inaccurate or incomplete, according to a study published by the American Academy of Pediatrics. These lead to errors made by patients in following directions for use. In this webinar you will learn to identify errors and to accurately list a Spanish speaker's name, and the most common directions for use in Spanish. You will also learn some important cultural differences that will enable you to better understand and serve your Hispanic patients.

 We can insert your company's policies and procedures into courses showing this symbol

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# OSHA and Human Resources

Online Course Offerings

- LEGISLATIVE ACTIONS
- FAIR LABOR STANDARDS ACT
- FAMILY & MEDICAL LEAVE ACT
- HIPAA FOR HUMAN RESOURCES
- MONEY SERVICE BUSINESS
- OSHA & GHS
- WORKPLACE HARASSMENT PREVENTION
- EMPLOYEE & MANAGER BASICS


*Turn the page to see courses for...*  
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compliance...sustaining  
operational excellence and an  
ethical and respectful workforce...  
tracking employee confirmation  
of policies and procedures...  
managing hazardous chemical  
risks...and satisfying OSHA  
mandates.





## Employment and Skill Building


### Affordable Care Act

(MT-1025) 

CE: 0.25 contact hr. or 0.025 CEUs

The landmark legislation that is transforming healthcare delivery has many provisions that organizations and staff must implement to maintain compliance. Health insurance issuers and group health plans are now required to provide an easy-to-understand summary about a health plan's benefits and coverage. Learners review: what the Affordable Care Act (ACA) is; the effects of the ACA; and the costs of the ACA.


### Alcohol and Substance Abuse in the Workplace

(MT-1024) 

CE: 0.25 contact hr. or 0.025 CEUs

The presence of alcohol and substance abuse in the workplace is a significant problem for employers and employees. This course provides learners with information regarding the risk factors, and prevention and intervention techniques to minimize workplace abuse of alcohol and drugs. Topics covered also include: the supervisor's role in dealing with worker substance abuse and the heavy toll that it has on productivity; signs of alcohol and substance abuse; risk factors that may contribute toward alcohol and substance abuse; and recommended intervention techniques to help reduce alcohol and substance abuse in the workplace.


### Customer Service Training for Medical Collections

(MT-1042) 

CE: 0.25 contact hr. or 0.025 CEUs

This course provides staff with strategies on how to negotiate during medical bill collections. The course reviews: how to use negotiation to collect on past due accounts; the goals of negotiation; and debt collection techniques.

### Employee Health and Wellness

(MT-1017) 

CE: 0.25 contact hr. or 0.025 CEUs

Promoting employee health and wellness has many benefits that can positively affect the organizations productivity and financial results. This course reviews employee health and wellness programs and discusses the benefits they provide for both employees and employers. How to implement employee health and wellness programs to reduce injuries, increase employee satisfaction, and to create a culture of safety are also reviewed. Learners review: the importance of health and wellness programs on overall employee health and productivity; the key components of a health and wellness program; the role each employee should take in a successful wellness program; and specific resources that employers can provide as part of a health and wellness program.

### Fair Labor Standards Act Training

(GV-1001)

Seat time: 30 minutes

The Fair Labor Standards Act (FLSA) sets the requirements for minimum wage, overtime pay, recordkeeping, and youth employment. FLSA affects full- and part-time workers in the private sector, as well as federal, state, and local governments. Provide managers a comprehensive understanding of the purpose and requirements of the FLSA, management's responsibility for audit preparation, and the coordination with company resources to address policies and procedures.

### Family and Medical Leave Act Training

(GV-1002)

Seat time: 30 minutes

Enhance your employees' understanding of the Family and Medical Leave Act (FMLA) with this course that provides an overview of its purpose and requirements. Employees learn how to identify relevant situations, request medical or intermittent leave under FMLA, provide "reasonable notice," request recertification of intermittent FMLA use, and return to work after FMLA.

### Financial Basics for all Employees


(MT-1014) 

CE: 0.25 contact hr. or 0.025 CEUs

This course helps staff understand the legal requirements regarding personal and financial data and prevention of Medicare and Medicaid fraud. It describes current efforts by the Department of Health and Human Services to detect and prosecute those who participate in fraudulent activities and to provide protection for "whistleblowers" who expose these activities. This course summarizes the financial basics of Medicare and Medicaid and identifies abuse and fraud of Medicare and Medicaid.



## How to Quantify and Improve Employee Attitudes and Performance

(MT-1010) 

CE: 0.25 contact hr. or 0.025 CEUs

This course examines how management and employee attitudes can positively affect work performance and the professionalism of any enterprise. The concept of “stages of development” is introduced as a tool to help identify employee strengths and areas for growth and development – but even more importantly, as a road map of specifics to achieve excellence. The course reviews the best way to motivate employees and different motivating factors.

## Identity Theft Prevention

(MT-1007) 

CE: 0.25 contact hr. or 0.025 CEUs

Identity theft can potentially damage the reputation of a business if it occurs due to a data breach. With the HIPAA 2013 Omnibus final rule, business associates must report certain data breaches to protect the consumer and are subject to fines. Among the relevant topics reviewed are the common types of identity theft, phishing, and other scams devised to gather sensitive personal information. Learners who complete this course will be able to: discuss identity theft; explain the impact on consumers and businesses; identify related regulations; and summarize identity theft prevention.


## Improve Customer Service One Transaction at a Time

(MT-1006) 

CE: 0.25 contact hr. or 0.025 CEUs

People who have had bad experiences on average tell 10-12 people. It's easy to see the direct cost of a hostile and unsatisfied customers and the value of understanding how employee attitudes directly impact the customer experience. Learners review ways to improve customer relations and methods to preserve current customers.

## Introduction to the Payment Card Industry Data Security Standard (PCI-DSS)

(MT-1054) 

CE: 0.5 contact hr. or 0.05 CEUs

This course introduces the payment card security standards developed by the major card providers — VISA, MasterCard, American Express, and Discover. Learners who complete this course will be able to: explain the PCI-DSS standards and how they apply to the responsibilities for handling in-person and ‘card not present’ card holder transactions; identify the security features of the payment cards and the subtle differences between major card brands. They will also be able to: recall the necessary steps to secure data, whether in electronic or written form, until it is properly transmitted or destroyed; and explain how to handle stressful situations with a payment card that may not be legitimate.

## Management Basics

(MT-1005) 

CE: 0.25 contact hr. or 0.025 CEUs

This course illustrates the four basic leadership skills: leadership basics, coaching skills, servant leadership, and emotional intelligence (EQ). Course topics include: the basic leadership skills necessary to be an effective leader; how persuasive coaching skills can help the management team; the 10 principles of servant leadership; and the key elements of emotional intelligence.

## Money Service Business: Detecting & Reporting Suspicious Activity

(BS-1085)

Seat time: 70 minutes

Money Service Businesses (MSB) are required to establish an anti-money laundering program and follow federal regulations for reporting certain cash transactions and suspicious activities. This course introduces the learner to the Bank Secrecy Act (BSA) regulations and the company policies and procedures that help to detect and report possible money laundering and suspicious activity. This course includes the certification exam.

## Positive Employee Relations


(MG-1026)

Seat time: 15 minutes

Managers can take fair and informed steps to keep their workforce in stride during unionization efforts. Managers will learn the value of maintaining “open door” policies, promoting pro-labor efforts, responding legally to unions, and understanding the Employee Free Choice Act (EFCA). This course also provides managers with a comprehensive understanding of union organizing and negative public relations that disrupt the workplace.

## General Safety


### Disaster Preparedness

(MT-1041) 

CE: 0.5 contact hr. or 0.05 CEUs

This course provides a comprehensive review of the Federal Emergency Management Agency - Incident Command System. Disaster Preparedness takes planning, coordination, and practice, so when a disaster does strike, those armed with the knowledge gained from this course will know how to stay calm and apply the techniques learned in this training to help minimize damage. This course identifies the 5 steps suggested to prepare for natural hazards; discusses the goals and objectives of a disaster preparedness program; explains how to spot potential risks and hazards; describes the relevant state and federal legislation related to disaster preparedness; and outlines the potential training scenarios which will prepare employees for potential disasters.


### Emergency Medical Treatment and Labor Act (EMTALA)

(MT-1018) 

CE: 0.75 contact hr. or 0.075 CEUs

The Emergency Medical Treatment and Labor Act (EMTALA), passed in 1986, ensures patient access to emergency medical treatment and prevents the practice of transferring uninsured patients solely for financial reasons. This course summarizes historical perspectives, discusses the requirements, and explains penalties and enforcement procedures set forth under EMTALA guidelines. The course reviews information concerning applicable medical tests, conditions, and specific instances and identifies hospital duties as they relate to EMTALA (transfer and stabilization requirements, medical staff on-call procedures, etc.). It also describes enforcement actions related to violations of EMTALA.

### Flu Vaccination for Healthcare Employees

(MT-1013) 

CE: 0.25 contact hr. or 0.025 CEUs

Professional organizations such as the Infectious Diseases Society of America and the American College of Physicians recommend that influenza vaccinations for healthcare workers be made mandatory. This course reviews the effectiveness, impact, and outcomes of these vaccinations for healthcare employees. Topics covered include workplace implementation programs and suitable recommendations for influenza vaccine compliance in the healthcare setting. The course also presents recommended intervention techniques to help reduce misconceptions about the influenza vaccine.

## Global Harmonized System (GHS)

### GHS Chemical Classes

Seat times: Approximately  
3 to 9 minutes per course

Once your employees have taken overview training, they will need to be trained to understand and manage hazardous chemical risks in their specific workplace. Rather than training your employees on each individual hazardous chemical, you can cover each hazardous chemical class in the workplace. These courses provide specific information about how to safely move, handle and store each class of chemical, and the proper response to any incident involving these substances:

- OS-1073 Acute Toxicity (9 min)
- OS-1069 Bio-Hazardous Substances (3 min)
- OS-1050 Corrosive to Metals (3 min)
- OS-1053 Explosives (4 min)
- OS-1059 Flammable Gases and Aerosols (8 min)
- OS-1058 Flammable Liquids (8 min)
- OS-1057 Flammable Solids (6 min)
- OS-1051 Gases Under Pressure (7 min)
- OS-1068 General Use Chemicals (3 min)
- OS-1054 Organic Peroxides (4 min)
- OS-1056 Oxidizers (8 min)
- OS-1071 Pharmaceutical Drugs (3 min)
- OS-1055 Pyrophoric Liquids and Solids (3 min)
- OS-1070 Radioactive Substances (3 min)
- OS-1052 Self-Reactive and Self-Heating Substances (4 min)
- OS-1072 Skin Corrosives (7 min)

## Introduction to GHS Hazard Classes

(OS-1061)

Seat time: 24 minutes

This introductory module defines each GHS hazard class and provides important information in a format that enables a user to easily understand how an exposure to chemicals could affect him/her in the course of performing their everyday workplace duties.

## Hazard Communication 2012 SDS, Pictograms and Label Elements

(OS-1049)

Seat time: 15 minutes

This module details the information that is contained within each of the 16 sections of the new SDS format recently adopted by OSHA. Information is presented in a manner that enables the user to understand where to find data that should be reviewed prior to using a hazardous chemical.

## Understanding the Risks of Working with Hazardous Chemicals


(OS-1060)

Seat time: 32 minutes

This training program defines the different degrees of risk associated with different GHS hazard classes. For example: GHS categorizes flammable liquids into four categories based on the likelihood of an ignition; similarly toxicity is classified into five levels of severity.

## Health and Human Services


### Advance Directives

(MT-1048) 

CE: 0.25 contact hr. or 0.025 CEUs

The legal and ethical responsibilities of the healthcare staff regarding Advance Directives are described from patient and caregiver perspectives. The types and formats of various Advance Directives are also explained, along with examples and practical applications of this fundamental patient right. Healthcare staff learn the various types of Advance Directives; the types of treatment available when executing Advance Directives; and the importance of Advance Directives.

### FDA Innovation and Safety

(MT-1016) 

CE: 0.25 contact hr. or 0.025 CEUs

This act expands the FDA's authorities and strengthens the agency's ability to safeguard and advance public health. Topics discussed include: changes in fees collected by the FDA to fund innovation; the streamlining of the approval process; increasing collaboration with key stakeholders; and improving the safety of the drug supply chain.

### HIPAA Basics for Human Resources

(MC-1067)

Seat time: 30 minutes

Human Resources and administrative staff discover how to apply HIPAA, HITECH, and Omnibus rules and regulations during their daily activities and interactions with employers, employees, and business associates. Learners gain an understanding of policies and procedures for keeping employee protected health information (PHI) secure. Strategies for staying in compliance are stressed. The course also includes an easily accessible glossary of regulatory terms.


### HIPAA for Social Media and Compliance

(MT-1011) 

CE: 0.5 contact hr. or 0.05 CEUs

This course describes the security challenges related to texting in healthcare practices. Topics covered include secure texting, relevant regulations, and storage of data. This course also provides healthcare professionals with information regarding the basics of messaging and privacy laws, which help ensure a safe and private environment when sending electronic information. The course also reviews the use of social media in the healthcare environment, including: how HIPAA applies to the use of social media in healthcare; how to mitigate risk, as well as potential consequences of HIPAA violations related to the use of social media; the benefits and complications of social media in healthcare; how text messaging can affect the healthcare community; and the Joint Commission's stance on text messaging.

## Health Insurance Portability and Accountability Act (HIPAA) (SPANISH)

(MT-1035) 

CE: 0.75 contact hr. or 0.075 CEUs

This course provides learners with competency in designing, implementing and administering comprehensive privacy and security protection programs. The course also covers important changes to HIPAA legislation enacted as part of the passage of the 2009 HITECH Act and 2013 Omnibus final rule changes. This course meets all HIPAA/Omnibus final rule regulations. Learners who complete the course will be able: explain what HIPAA means, and how it affects organizations and changes in policies and procedures in the handling of patient records; identify the differences in the HIPAA rules due to the 2009 HITECH Act and 2013 Omnibus final rule changes; explain how HIPAA affects the way healthcare entities organize and staff to achieve and monitor compliance with patient privacy/confidentiality needs; and describe how to plan and prepare for HIPAA compliance.


## Identifying and Reporting Child Abuse and Neglect

(MT-1008) 

CE: 0.25 contact hr. or 0.025 CEUs

This course reviews how to stay compliant with reporting suspected abuse and neglect to the proper authorities; how to manage the process with the adults or others that may be involved; and how to identify the warning signs and types of child abuse.


## Identifying Elder Abuse and Neglect

(MT-1019) 

CE: 0.5 contact hr. or 0.05 CEUs

Current legislation requires staff in long-term care facilities or any other institution which provides care to the elderly to receive education and training on how to identify and report elder abuse. Failure to report elder abuse in long-term healthcare facilities is considered a crime. In this course, learners review: information on recognizing, preventing, and reporting elder abuse in the healthcare setting; the different types of elder abuse; the warning signs associated with the different types of elder abuse; the laws that have been enacted by Congress to combat elder abuse; the reasons why elder abuse is often unreported; ways to encourage coworkers and patient's family members to report incidents of elder abuse; and resources available to victims of elder abuse.


## Identifying and Reporting Neglect and Abuse

(MT-1009) 

CE: 0.25 contact hr. or 0.025 CEUs

The signs of neglect and abuse can be obvious or subtle. This course reviews how to identify abuse, neglect or exploitation; how to report suspected abuse and neglect to the proper authorities; and what types of intervention are available for abuse, neglect, or exploitation.


## Informed Consent

(MT-1032) 

CE: 0.25 contact hr. or 0.025 CEUs

Learners review all aspects regarding the Informed Consent form, its importance and necessity for a clinical trial, and insight into the creation of the form itself. The course review: how to obtain Informed Consent and compliance requirements; the legal specifics related to preserving patient rights; and the application of good Informed Consent practices.


## Patient Rights

(MT-1029) 

CE: 0.75 contact hr. or 0.075 CEUs

This in-depth review of new patient rights created by the Affordable Care Act updates staff on recent changes in the law. Many organizations that provide patient care have published Patient Rights that cover a variety of issues such as access to information, consent prior to medical procedures, confidentiality, the cost of coverage, and potential conflicts of interest from the healthcare provider regarding their care. The course focuses on: new legal protections stemming from the Affordable Care Act; basic patient rights guaranteed by federal law; and a patient's right to refuse to participate in research.


## Protecting Human Subjects

(MT-1051) 

CE: 1.5 contact hr. or 0.15 CEUs

This course was developed for individuals involved in the designing and/or conducting of human subject research. It reviews researchers' obligations to protect the rights and welfare of subjects in research, as well as the basic concepts, principles, and issues related to the protection of research participants. Learners review: the history and importance of human subjects protections; the risks a research project might pose to participants and how to minimize them; additional protections needed for vulnerable populations; additional issues that should be considered for international research; appropriate procedures for recruiting research participants and obtaining informed consent; the different committees that monitor human subjects protections; and the importance of study design in the protection of research participants.


## Understanding and Working with Diversity (Employees)

(MT-1050) 

CE: 0.25 contact hr. or 0.025 CEUs

What is workplace diversity? Learners review the negative impact of stereotypes and cultural norms that can cause conflicts in the workplace. Embracing the power of diversity can benefit individuals and organizations. This thought provoking training video motivates learners to examine their attitudes about diversity and how to work collaboratively with others. The course also reviews how embracing diversity will benefit individuals and organizations.

## Understanding and Working with Diversity (Manager)

(MT-1049) 

CE: 0.25 contact hr. or 0.025 CEUs

This course provides an overview about best practices for developing cultural diversity. It provides the relevant material required to support a diverse and collaborative work culture, including: information on the changing demographics within the workplace; challenges related to cultural competence in a multicultural environment; and the basic concepts related to diversity awareness.

## Victims of Domestic Violence

(MT-1001) 

CE: 0.25 contact hr. or 0.025 CEUs

Victims of domestic violence often do not want to inform their caregivers of the facts. Learners review how to: ask probing questions to help victims report abuse; engage law officers when appropriate; and help prevent domestic violence. Learners also gain a working knowledge of the victim's rights and the relevant state and federal laws concerning domestic violence.

## Occupational Health & Safety Administration (OSHA)

### Accident Response Management (OS-1026) For Managers

Seat time: 11 minutes

Even though store safety programs are designed to prevent injuries, accidents can still occur. When they do, it can be a stressful situation. Hurt customers may become embarrassed and angry, and can become a liability. Learn how to prepare your store for accidents and how to respond should they occur.

### Accident Response Preparation (OS-1027) For Employees

Seat time: 8 minutes

Prepare your employees to assist accident victims efficiently and appropriately, while also protecting the store's interests. Your staff will learn the actions to take following an accident, be able to communicate appropriately with injured customers, and understand the importance of immediately reporting accidents to their supervisor.

### AED: Effective Use in an Emergency

(OS-1040) For Employees

Seat time: 12 minutes

Automated External Defibrillators (AED) can detect the abnormal heart rate that results from a cardiac arrest, and determine if an electrical shock to the victim will help get the person's heart beating in a normal manner. This AED shock, used in conjunction with CPR, when possible, allows your employees to react appropriately to keep a victim alive until professional first aid help arrives.




## AED: Managing Emergency Response

(OS-1039) For Managers

Seat time: 15 minutes

Consider this – in the event of cardiac arrest, every minute that goes by decreases the chance of survival by ten percent. A fast response may, in fact, mean the difference between life and death! Prepare your managers to locate, use and resupply the Automated External Defibrillators (AED) located within your locations.


## Airborne and Droplet Disease Prevention

(MT-1047) 

CE: 0.5 contact hr. or 0.05 CEUs

This course explains the difference between airborne and droplet transmission of diseases, the various types of airborne and droplet diseases, and the specific precautions that reduce the transmission of pathogens.

## Allergic Reaction to Gloves

(MT-1023) 

CE: 0.25 contact hr. or 0.025 CEUs

Learners review the various types of allergic reactions associated with latex gloves, as well as potential alternatives to latex glove products. Topics covered include: the three specific categories of latex allergies and the type of gloves that are recommended during specific procedures or potential exposures; and potential alternatives to latex gloves.

## Bloodborne Pathogens: Awareness and Protection

(OS-1042) For Employees

Seat time: 10 minutes

Today more than ever, contraction of deadly bloodborne pathogens is a real risk. Coming into contact with other people's blood and bodily fluids can put your employees at risk of HIV, syphilis, and hepatitis, among many other dangerous bloodborne pathogens. Awareness of exposure risks and knowledge of sanitary prevention tactics can protect your employees from bloodborne pathogens in the workplace.


## Bloodborne Pathogens: Protecting Employees

(OS-1041) For Managers

Seat time: 14 minutes

Workplace accidents can unknowingly expose your employees to HIV, hepatitis and other dangerous bloodborne pathogens. Studies suggest that more than half of those infected with these deadly diseases aren't even aware of the danger their fluids present to others! Managers have a duty to ensure their workforce is aware of the risk of bloodborne pathogen exposure and knowledgeable about protecting themselves and others from transmission.

## Bloodborne Pathogens (BBP) (SPANISH)

(MT-1046) 

CE: 1.5 contact hr. or 0.15 CEUs

This course reviews: Sources of BBP and how best to control exposure with methods of compliance; different Personal Protective Equipment (PPE) and other proper sanitation and container requirements to minimize exposure; employee and employer responsibilities; and specific additional state OSHA regulations (i.e. California). An additional chapter is available for compliance with the California-OSHA and understanding the transmission of and prevention of exposure to Hepatitis (A/B/C), and Tuberculosis.

## D.O.T. Hazardous Materials Transportation Regulations

(MT-1021) 

CE: 2.5 contact hr. or 0.25 CEUs

Individuals who prepare, handle, or ship hazardous materials are mandated by federal law to participate in a DOT training program. This DOT training course provides a comprehensive understanding of the guidelines set forth by the DOT regarding the handling of hazardous materials. Other topics covered include: the hazardous materials regulations classification system for hazardous materials; what needs to be listed on shipping papers for hazardous materials; the guidelines for marking containers holding the hazardous material with symbols that assist in identifying the packaged substance; the guidelines regarding placarding of hazardous materials packages; specific performance tests that should be performed for packages that would potentially be used for transporting hazardous materials; and the regulations for transporting hazardous materials by highway,

air, rail and sea.

## Ensuring Safety in the Workplace (OS-1030) For Managers

Seat time: 14 minutes

Workplace accidents and injuries cost businesses more than \$125 billion a year! Besides medical expenses, stores can incur human costs, legal expenses, and lasting damage to the company's reputation. Managers who complete this course will be able to recognize the costs resulting from accidents, identify targets of proper safety practices, and describe the manager's store safety responsibilities.

## Fire Prevention and Fire Extinguisher Types (SPANISH)

(MT-1040) 

CE: 0.5 contact hr. or 0.05 CEUs

This course provides a comprehensive overview of: Fire prevention responsibilities; reporting of potential fire hazards; types and uses of fire extinguishers; what to do in the event of fire; and how to create a Fire Prevention Plan.

## Fire Safety: Creating a Prepared Workforce

(OS-1024) For Managers

Seat time: 13 minutes

To face the potentially devastating effects of fire, managers must be aware of their responsibility to create and implement fire safety, employee training and facility evacuation plans. This course is designed to help your management team identify and properly inspect required supplies. An informed and prepared management team is both a requirement and a responsibility. Ensure that your workplace is as safe as possible from the dangers of fire.

## Fire Safety: Quick Response & Disaster Prevention

(OS-1025) For Employees

Seat time: 18 minutes

This course is designed to teach your employees how to protect themselves, and your business, by reacting quickly and appropriately to any class of fire. Learners will be able to recognize the 4 fire classes and which fire extinguisher is appropriate for each class, as well as when to flee rather than fight a fire.

## First Aid: Managers' Response & Responsibilities in the Workplace

(OS-1021) For Managers

Seat time: 14 minutes

The most critical time for injury response is often the first few minutes after an accident. This course is designed to prepare your management team to assist accident victims, while protecting themselves and other employees from harm, using best practices and available resources. Management responsibilities regarding first-aid supplies, employee training, and accident investigation are covered in this short, yet informative course.

## First Aid: Safe Response to Workplace Injuries

(OS-1022) For Employees

Seat time: 11 minutes

Give your employees a basic introduction to emergency first-aid procedures, personal protective equipment (PPE), and precautions to use when responding to accidents. This course prepares employees to take appropriate measures to assist accident victims, while protecting themselves from potential harm.

## Grocery Ergonomics Awareness (OS-1029) For Employees

Seat time: 18 minutes

Daily, repetitive tasks are hard on workers' bodies: over one million suffer back pain each year. Fortunately, effective working postures and other strategies can lower these risks. Help your workers recognize stress to avoid injury.

## Grocery Ergonomics: Program Management

(OS-1028) For Managers

Seat time: 9 minutes

Injuries and disorders brought on by ergonomic stress can result in lost worker productivity, workers' compensation claims, and even lawsuits. Fortunately, effective working postures and other strategies can lower these risks. Managers will learn to create and implement an effective workplace ergonomic program to reduce injuries and disorders caused by repetitive movements in the workplace.

## Hand Hygiene

(MT-1012 English, MT-1038 Spanish)



CE: 0.5 contact hr. or 0.05 CEUs

The importance of hand washing and sanitizing is the #1 priority for preventing the spread of infectious diseases. Statistical facts regarding hand hygiene are reviewed along with tips on encouraging staff to increase compliance — because the health and lives of others are literally held within their hands. This course covers: current issues identified by CDC regarding claims made by producers of antimicrobial hand soaps; types of bacteria and diseases spread by hands; and the

use and types of hand sanitizers and proper hand washing.

## Hazard Communication: Managing Programs in the Workplace

(OS-1065) For Managers

Seat time: 11 minutes

Under OSHA's HAZCOM Standard, employers must inform employees about potentially hazardous materials in the workplace, and provide the necessary resources and training to prevent injury. Ensure that your managers understand how to identify HAZCOM needs and create and implement a HAZCOM program that informs and protects employees. This course includes the GHS updates.

## Hazard Communication: Staying Informed about Dangers in the Workplace

(OS-1064) For Employees

Seat time: 12 minutes

Every workplace contains potentially hazardous materials. This course ensures your employees are informed about their rights under the HAZCOM Standard and can recognize best practices and available resources to protect themselves against accident and injury. Includes the GHS updates.

## HazCom & SDS Standards: The GHS Changes

(OS-1062) For Managers

Seat time: 30 minutes

Workplace accidents and injuries involving chemicals can be particularly devastating. The proper handling guidelines and emergency procedures found on a chemical's Safety Data Sheet (SDS) are resources an employee can consult any time they face a question or safety issue involving chemicals. This course includes the Globally Harmonized System (GHS) changes and ensures your managers understand how to identify HAZCOM needs in the workplace and create and implement a HAZCOM program that informs and protects employees.

## HazCom & SDS Standards: The GHS Changes


(OS-1063 English, OS-1074 Spanish) For Employees

Seat time: 20 minutes

Available in Spanish

Every workplace contains potentially hazardous materials. Under OSHA's HAZCOM Standard, employers must inform employees about these hazards, as well as provide the necessary resources and training to prevent injury. This course ensures your employees are informed about their rights under the HAZCOM Standard, how the GHS changes affect them, and can recognize best practices and available resources to protect themselves against accident and injury.


## Hazardous Communication and Chemical Safety (HAZCOM) GHS Standard (SPANISH)

(MT-1037) 

CE: 0.5 contact hr. or 0.05 CEUs

Employers and employees gain a full understanding of the "Right-to-Know" laws, including: Essential aspects of the Hazardous Communication Standard; how to identify and create a hazardous communication plan; how to identify different labels and shipping records; the use of Material Safety Data Sheets (MSDS); the safe use, storage, and disposal of hazardous material and chemicals including the GHS standard.

## Hazardous Pharmaceutical Waste Handling


(MT-1036) 

CE: 0.25 contact hr. or 0.025 CEUs

This course reviews guidelines for: Categorizing pharmaceutical waste; maintaining and updating an inventory of pharmaceutical waste streams; managing waste storage sites; and disposing of waste material. The guidelines provide suggestions on how to manage a program. The course also explains the use of Safety Data Sheets for determining the waste profile.

NOTE: Pharmaceutical waste that meet the requirements delineated in 40 CFR 261.33(e) (P list) or 40 CFR 261.33(f) (U list) must be managed and disposed of in accordance to federal, state, and local regulations.

## Hazardous Waste Handling and Cleanup for First Responders


(MT-1053) 

CE: 0.5 contact hr. or 0.05 CEUs

This course covers how to identify universal and hazardous waste and the amount of waste a first responder can safely handle for minor spills and general disposal. Topics also cover: proper documentation and packaging required; the regulations, regulatory authorities, and resources available to identify, segregate and dispose of hazardous waste; the role of the FDA and NDC for all prescription, over-the-counter, and insulin products that are commercially distributed; and the proper disposal of hazardous waste and universal waste at the work site location.



## Infection Control

(MT-1033) 

CE: 0.5 contact hr. or 0.05 CEUs

This course covers best practices (presented with references from the Center for Disease Control and the World Health Organization) for identifying and preventing infections in a healthcare environment and community. Users who complete the course should be able to: explain infection and infection control; list the chain of infection and discuss hosts; and identify strategies that help eliminate the transmission of infections.

## Introduction to Employee Rights & Employer Responsibilities

(OS-1023) Employees & Managers

Seat time: 13 minutes

Each year more than 5,600 people die due to workplace injuries – an average of 15 people a day! Additionally, over 4 million non-fatal workplace injuries or illnesses are reported each year. Therefore OSHA takes a hard line to ensure all workers are safe, informed, and free from discrimination or retaliation for exercising any safety rights. This course ensures that your employees and managers clearly understand their rights and responsibilities according to OSHA standards.

## Lockout/Tagout Best Practices (OS-1033) For Employees

Seat time: 10 minutes

More than 120 fatalities and 60,000 injuries occur every year when workers fail to correctly use lockout/tagout procedures. Show your employees how to prevent injuries occurring through the accidental release of energy, recognize when LOTO procedures are in place, and know what to do when LOTO procedures are used.

## Lockout/Tagout Implementation & Maintenance

(OS-1032) For Managers

Seat time: 17 minutes

Failing to implement and maintain an appropriate lockout/tagout program can have major ramifications for your company. Managers who complete our course will be prepared to identify lockout/tagout (LOTO) store needs, establish workplace LOTO procedures, and describe how to implement and maintain a store LOTO program

## Powered Industrial Truck Management

(OS-1034) For Managers

Seat time: 14 minutes

Powered industrial trucks (PIT) are powerful machines and can be operated only by personnel who are informed and trained in their safe operation. Managers have a duty to ensure their workforce is informed about the risks and responsibilities of operating these potentially dangerous machines.

## Powered Industrial Truck Safe Operation

(OS-1035) For Employees

Seat time: 12 minutes

Powered industrial truck (PIT) accidents represent a serious risk of worker injury, or even death, as well as damage to valuable stock and equipment. Understanding basic requirements and safety protocols of forklift operation can reduce these risks dramatically. Learners will be able to identify unique PIT characteristics and their operating requirements, and list safe techniques for controlling PIT.

## PPE: Creating a Shield Against Hazards

(OS-1047) For Employees

Seat time: 13 minutes

PPE is designed to minimize or prevent injury and illness in the workplace. But this safety equipment only works if it is available to – and used effectively by – everyone in the workplace. Teach employees the value of consistently and appropriately using personal protective equipment any time they are faced with a potentially dangerous task.

## PPE: Preventing Employee Injury (OS-1048) For Managers


Seat time: 17 minutes

The Bureau of Labor Statistics reports that a majority of workers injured on the job were not wearing appropriate personal protective equipment. PPE is designed to minimize or prevent injury and illness in the workplace. Managers will discover their responsibilities regarding PPE, emphasizing the importance of maintaining a reliable supply of appropriate PPE and making sure employees know how to use it effectively.

## Personal Protective Equipment

This course covers the wide range of Personal Protective Equipment (PPE) that is

## (PPE) (SPANISH)

(MT-1028) 

CE: 0.25 contact hr. or 0.025 CEUs

used to protect employees and is required to be readily available at no cost to the employee based on their job duties. Learners who complete the course will be able to: explain proper donning of PPE; and identify various types of PPE and how they prevent exposure to bloodborne pathogens.

## Practicing Basic Store Safety

(OS-1031) For Employees

Seat time: 11 minutes

Accidents and injuries in the workplace cost businesses more than \$125 billion a year! Besides medical expenses, stores can incur human costs, legal expenses, and lasting damage to the company's reputation. Each and every employee who completes this course will be able to identify targets of proper safety practices and recall basic safety practices.


## Preventing & Managing Workplace Violence

(OS-1036) For Managers

Seat time: 14 minutes

Today, more than 85% of workplace assaults occur in retail trade and service industries. In fact, grocery stores face unique threats of violence. Many stores now include banks, pharmacies, and payment centers, all of which bring in more traffic and more risk. This course will help management identify factors that increase the risks of workplace violence, describe strategies that can help prevent it and, should it occur, the proper response to workplace violence.

## Radiation Orientation and Safety Work Practices

(MT-1027) 

CE: 0.5 contact hr. or 0.05 CEUs

Staff whose work environment utilizes radiation in any form will benefit from understanding and preventing the short- and long-term exposure issues associated with radiation. Radiation safety procedures are required by law: managers and employees must manage all radiation material, transmission equipment and waste according to regulations. This course covers the regulations and safety requirements for imaging standards for ionizing radiation, radioactive materials, and the use of x-rays equipment. It also reviews the use of radioactive materials and radiation producing devices.

## SDS: Ensuring Safe Chemical Use

(OS-1067) For Managers

Seat time: 20 minutes

Workplace accidents and injuries involving chemicals can be particularly devastating. Impress upon your managers the value of keeping SDS current, complete, and accessible to all employees, so workers can consult SDS any time they begin working with a new chemical or encounter any kind of emergency situation involving chemicals. Includes the GHS updates.

## SDS: Your Key to Chemical Safety

(OS-1066) For Employees

Seat time: 15 minutes

Fires, chemical spills, and even explosions can occur if employees make a mistake when handling volatile chemicals. Fortunately, the proper handling guidelines and emergency procedures found on a chemical's Safety Data Sheet (SDS) can drastically reduce the risk and magnitude of such occurrences. Prepare your workers to understand and recall what is included in a standard SDS, and how this valuable information can help keep them safe. Includes the GHS updates.

## Waste Classification Regulations

(MT-1000) 

CE: 1.0 contact hr. or 0.1 CEUs

This course explains the classifications of waste streams, proper handling, segregation, and disposal. The course also covers waste minimization and recycling techniques to decrease the carbon footprint of a facility. No matter the size of the organization, this course provides guidance on how to stay 100% compliant and environmentally friendly.

Learners become familiar with: Regulated Medical Waste (RMW); the pharmaceutical waste classification and disposal requirements; Universal Waste and its proper segregation and disposal; and recycling and conservation techniques to reduce waste sent to the landfill.

## Workplace Violence Awareness & Prevention

(OS-1037) For Employees

Seat time: 13 minutes

Each year in the workplace, about 800 workers are murdered, and 1.7 million are assaulted. These grim statistics demonstrate the need for awareness regarding workplace violence. This course defines workplace violence and lists methods for preventing it. Learners will be able to recall guidelines for identifying and responding to potentially violent workplace situations.

## Preventing Workplace Harassment

### Creating a Harassment-Free Workplace

(OS-1043) for Managers

Seat time: 17 minutes

Workplace harassment turns co-workers against each other and encourages a fearful and untrusting environment. Abuse of this kind can cause a company to lose valuable employees and, in extreme cases, be placed at risk of costly lawsuits. Managers have an obligation to stay vigilant against inappropriate behavior and to maintain a safe and healthy workplace that is free from harassment.

### Recognizing Harassment in the Workplace

(OS-1044) for Employees

Seat time: 14 minutes

Workplace harassment turns co-workers against each other and encourages a fearful and untrusting environment. Abuse of this kind can cause a company to lose valuable employees and, in extreme cases, be placed at risk of costly lawsuits. Make sure employees are prepared to recognize and appropriately respond to any form of workplace harassment they may encounter.

### Preventing Workplace Harassment for Employees

(MC-1015)

Seat time: 45 minutes

This program will educate employees at all levels in understanding the broad definition of sexual harassment and the consequences of inappropriate behavior in the workplace. Vignettes demonstrate to employees how issues involving unwelcome sexual conduct could adversely affect performance and create a hostile working environment.

### Preventing Workplace Harassment for Managers

(MC-1034)

Seat time: 90 minutes

This course is designed to provide managers with a comprehensive understanding of harassment which disrupts the workplace. In addition, the course reviews the legal safeguards in place and presents options on addressing harassment to maintain trust and open communications between employees and management.

### FMI - Sexual Harassment Recognition and Prevention

(MC-1022)

Seat time: 45 minutes

Sexual harassment is a complicated, sensitive topic that is damaging and hurtful and can undermine productivity and morale. An interactive assessment at the beginning of the course provides learners with immediate feedback on their current understanding of sexual harassment, helping to eliminate common misconceptions. Create an awareness of the types of actions and the different types of sexual harassment that may occur in the workplace.

### FMI - Sexual Harassment Recognition and Prevention for Managers

(MG-1025)

Seat time: 90 minutes

The complex issue of sexual harassment in the workplace must be carefully addressed by managers who are responsible for resolving harassment conflicts among employees. In this course, managers receive an overview of laws, regulations, definitions, and terminology for sexual harassment-related instances, as well as the behaviors and actions that constitute sexual harassment. Upon completion, managers will understand how to recognize and confront sexual harassment and how to handle communications with the offender.

### Workplace Harassment Prevention for Grocery Managers and Associates

Seat time: 45 minutes

Associates and management learn how to identify and prevent workplace harassment, the various types of harassment with sample scenarios and options for dealing with their occurrence.

See MC-1035 and MC-1036 in the Supermarket & Retail section of this catalog for these grocery-specific course titles.

# Business Skills

Online Course Offerings

- MOTIVATION
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transforming front-line workers  
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tool...art of selling and handling  
complaints...acquiring beginner to  
advanced skills in commonly used  
software...and ways to maintain  
technology security



**Change in the Workplace**

(IA-1128)

Seat time: 2.5 hours

This course explains how to overcome the obstacles that stand in the way of change and offers methods to adopt a forward thinking perspective to work with change for the betterment of an organization. Some of the topics included are how to assess Organizational Culture, Conducting Internal Analyses, and Observing Behaviors of Employee Attitudes Towards Change.

**Creative Problem-Solving**

(IA-1127)

Seat time: 1.5 hours

This course details the Creative Process and several concepts and considerations involved in Effective Problem Solving: Implementing the Solution, Mind Mapping, and a Detailed Description of the Creativity Phases.

**Customer Service & Consulting**

(IA-1125)

Seat time: 2 hours

This course builds the learner's customer service skills and provides in depth explanations on precisely how Effective Communication can enrich a Customer's experience. Some topics covered include: the Customer Complaint Process, Knowing Your Enemy, Determining a Need, and Improving Listening Skills.

**Internet as a Working Tool**

(IA-1124)

Seat time: 60 minutes

This course provides guidance on how to harness the power of the Internet to impact your business within two modules: Module 1: The Internet as a Business Tool, and Module 2: Internet Security. Among the topics covered include: Using E-mail, working with Virtual Offices, and Virus Protection.

**Negotiation**

(IA-1123)

Seat time: 1.5 hours

This course explains how, why, and when it is appropriate to negotiate in a particular business situation. It addresses Negotiating Yourself, Influence and Persuasion. A few topics covered include the concept of Self Talk, How to Research and Gather Information, and Building Rapport.

**Positive Workplace**

(IA-1120)

Seat time: 2.5 hours

In this course the learner gains an in depth explanation of the methods and principles behind how to implement and maintain a Positive Workplace. It consists of four Modules: Module 1: Maintaining a Positive Workplace, Module 2: Business Ethics, Module 3: Harassment and Discrimination, Module 4: Code of Conduct. Topics included in this course include; the Collaborative Resolution Process, Personal Ethics, Avoiding Discrimination and Harassment, and Reporting Violations.

**Records Awareness**

(IA-1119)

Seat time: 40 minutes

This course provides a description of what a Record is and how and why we file and create Records; the Laws governing Record Management, when Records must be filed, and who is responsible; and explains the details of Record Security, Record Disposal and the Hazards of Incorrect Disposal

**Time and Stress Management**

(IA-1118)

Seat time: 1 hour

This course teaches learners how to minimize stress and efficiently manage their time. It offers topics such as: balancing work and home demands, developing and abiding by your own Vision and Mission Statement, and the Characteristics of Success.

**Working with Personal Information**

(IA-1117)

Seat time: 1.5 hours

This course explains the best business practices for dealing with personal and confidential information. It consists of two modules: Module 1: The Principles of Protection and Module 2: Access, Complaints and Exclusions. The essential topics covered include: how to keep records up to date and how to handle a Confidentiality Breach.

**Workplace Communications**

(IA-1116)

Seat time: 3 hours

This course teaches the learner how to efficiently conduct various forms of Workplace Communications. It consists of four Modules: Module 1: Non-Verbal Communication, Module 2: Written Communication, Module 3: Oral Communication and Module 4: Communications Target. The course includes important topics such as using body language, describing the writing process, effective listening, and communicating with customers.

**Your Personality at Work**

(IA-1115)

Seat time: 2 hours

This three-module course offers insights into your own as well as your associates' personalities. Learn about interests and intelligence, including psychometric and IQ testing; assessing the nine personality types and learning styles; and how to advance your career through networks, mentors and professional development.

**Management Skills****Accounting Basics**

(IA-1139)

Seat time: 1.4 hours

This course lays the foundation of solid accounting principles and covers topics ranging from Chain of Command and Financial Report Analysis, to Budgeting, Reporting, and Evidence Portfolios.

**Achieving Planned Outcomes**

(IA-1138)

Seat time: 2 hours

This course explains how an Organization can break down barriers and Achieve Planned Outcomes by: Allocating Budget Resources, Identifying Options for Improved Performance, Monitoring Financial Activities against Budget, and using Resource Budgets and Reports. Other topics include: How to conduct a Job Analysis, Dealing with Poor Performance, Interpreting Budget Performance, and how to Conduct Regular Budget Checks.

**Continuous Improvement - Areas of Improvement**

(IA-1137)

Seat time: 2.5 hours

This course describes the necessary ideas for the Continual Improvement of Individuals and Organizations. Some of the topics discussed include: Why Quality is Important, the SWOT Analysis, Setting up an Idea Bank, and Making the Most out of Success.

**Effective Project Management**

(IA-1136)

Seat time: 2.5 hours

This course explains several concepts vital to the Effective Project Manager: The Project Lifecycle: Introduction, Initiation, and Definition; Planning and Risk Management; and People Skills. Some additional topics include: the Project Lifecycle, Budget and Cost Control, and Balancing Authority and Empowerment.

**Effective Workplace Relations**

(IA-1135)

Seat time: 2.5 hours

This course explains how to work with People and Information to Establish Effective Workplace Relations. Various topics are mentioned including: the Characteristics of an Effective Workplace, the Five Step Approach to Working with Information, and how to Manage Diversity.

**Leadership and Motivation**

(IA-1134)

Seat time: 4 hours

This is a comprehensive course that trains learners on several important facets of becoming an Effective Leader and Motivator. It includes such topics as: Expectancy Theory, Implementing a Vision of the Future, Emotional Intelligence, and Attention to Detail.

**Managing Teams**

(IA-1133)

Seat time: 3 hours

Understanding the behavioral patterns that emerge among members of a group will help to promote a more efficient team output. A set of assessment questions guides the learner through a group dynamics analysis used to determine the need for new ground rules or guidelines to facilitate individual contribution. The course emphasizes the need for effective team meetings, understanding and integrating team members, team learning, team decision-making, and decision-making tools that help to overcome barriers to consensus.



**Managing Workplace Information**  
(IA-1132)

Seat time: 1.5 hours

This course teaches the learner how to Manage Workplace Information and Technology in the context of Effective Business Practices. Some topics covered in the course include: Information Management, Building on Past Successes, and How to Manage the Technology of Mobile Smartphones in your company.

**Quality Customer Service**  
(IA-1131)

Seat time: 1.6 hours

This course explains why Quality Customer Service is important and describes how to achieve this standard to exceed Customer's Expectations. Learn how to Change your Paradigm of Quality, Identify Customer Needs, and Monitor and Improve Results.

**Workplace Learning**  
(IA-1129)

Seat time: 2 hours

This course teaches the learner how to continuously learn in the Workplace Environment; topics include: exploring the Work – World Transformation, Coaching and Mentoring, and Establishing Learning Objectives and Performance Goals.

**Work Plans and Professional Development**  
(IA-1130)

Seat time: 1.5 hours

This course teaches the learner how to implement effective Work Plans and accelerate Professional Development, offering such topics as: Personal Responsibility, Utilizing Constructive Feedback and Maintaining Consistency.

**Leadership Skills**

**Building a Foundation for Leadership**  
(LD-1005)

Seat time: 70 minutes

The Complementary relationship between leadership and management is often misunderstood. To find the right balance, you'll need to recognize: How leadership and management approach four key areas of organizational performance; what steps you can take to approach these areas from a leadership perspective; and the “shaping a leadership approach” or how good leaders tailor their style to meet the needs and capabilities of their employees.

To find the best approach, you need to know: the underlying theory behind situational leadership; four basic types of leadership approaches; how to refine your leadership capabilities, the certain abilities that most good leaders share.

**Coaching to Drive Performance**  
(LD-1006)

Seat time: 60 minutes

To stay on the cutting edge of coaching, you need to know the: Tangible benefits of coaching; Guidelines for identifying a coachable moment; and Five types of coaching interventions and when to use them.

Every coaching situation is different, but there is a process you should follow in every case. Make your coaching easier and more effective by learning: the three-step process in every coaching session; techniques you can use within each step to maximize your effectiveness; and shaping your coaching style.

Every person's approach to coaching is different. Get to know more about your coaching tendencies by: taking a quiz to determine your natural coaching style; learning the four primary coaching styles; understanding the strengths and limitations of each style; and increasing the versatility of your coaching by blending quantities from each style.



## Communicating Effectively as a Leader

(LD-1007)

Seat time: 60 minutes

As a leader, your influences may be greater than you realize. Take full advantage of this by recognizing these keys: The importance of establishing and protecting your personal brand; the five communication techniques that power efficiency and effectiveness; ways to identify and avoid four common communication pitfalls.

A persuasively communicated vision can ensure that people are pulling in the same direction. Learn proven communication skills, including: the importance of communicating to employees the what and why of their work; how to tailor a message for your audience to create maximum impact; and techniques for illuminating your message with stories, analogies, and metaphors.

This course covers all of these topics and more, including: how to frame your message to create consensus; and discovering the power of knowing the goals and rewards you share with your audience.

## Leading Change Successfully

(LD-1002)

Seat time: 60 minutes

Is your organization ready for a major change? How can you tell? What can you do if it isn't? To get a handle on change, this course presents these keys: Assessing your company's readiness in the four phases of a major organizational change; learning the telltale signs that indicate when your company is ready and when it isn't; the tips to improve your organization's readiness; and building a commitment to change.

You'll learn how to win the support, you need for change and the guidelines for aligning your organizational structure and culture with the change, as well as how to confront and leverage resistance to change.

## Leading a Diversity Initiative

(LD-1001)

Seat time: 75 minutes

A diversity initiative must be sold on the basis of its business benefits. To build a business case for diversity, you need to know the: Broad definition of diversity in an organization and the impact it has on your employees and customer base; the five primary business benefits of diversity; tips that can help you build the case for diversity in your organization; how to drive an initiative.

To sustain the momentum of your initiative, become familiar with: -Three areas that can help sustain your company's commitment to a diverse culture; the common pitfalls that befall initiatives; three methods for measuring the success of your initiatives.

## Leading High Performance Teams

(LD-1003)

Seat time: 75 minutes

Drive performance by understanding the characteristics of your team. Learn the optimum combination of expertise and team members, and the goals and makeup of the three types of teams.

Most teams go through the same stages of development. To ensure your team's success, know the: Goals of the five stages of team development; common pitfalls that bedevil teams at each stage; the guidelines for leading a team through each stage of its development.

## Computer Skills

### Access

[2003] (IA-1171 English, IA-1037 Spanish) [2007] (IA-1160) [2010] (IA-1149)

Seat time: 9 hours  
Available in Spanish

Access presents instruction for these commonly used tasks: Action and Crosstab Queries, Building Tables, Creating Forms, Creating Queries, Creating Reports, Data Entry and Navigation, Data Protection and Synchronization, Database Objects, Formatting Forms, Importing Data, Introducing Access, Joining Tables, Modifying Forms, Modifying Reports, Modifying the Table Design, Printing Reports, Relational Databases and Working with Records.

**Concepts of ICT****(IA-1188)**

Seat time: 2 hours

Discover the main concepts of Information and Communication Technology (ICT) and the many ways this technology affects our daily lives including the basics of hardware, software, and networks; the importance of securing ICT hardware and data; and the legal aspects of ICT use.

**Database****(IA-1184)**

Seat time: 7 hours

What is a database? Discover the key concepts of databases including their organization structure, relationships and organization. Learn how to work with records, tables, queries, forms and generate reports.

**Excel for Beginners**

**[2003] (IA-1170 English, IA-1032 Spanish) [2007] (IA-1159) [2010] (IA-1148)**

Seat time: 7 hours

Available in Spanish

Excel for Beginners presents instruction for these commonly used tasks: Creating Charts, Creating Workbooks, Formatting Charts, Formulas and Functions, Introducing Excel, Lookup Functions, Move and Copy Data, Navigating Workbooks, Open and Save Workbooks, Page Breaks and Previewing, Page Setup Options, Printing, Proofing Tools, Relative and Absolute References, Screen Components, Using Functions and Working with Ranges.

**Excel Intermediate**

**[2003] (IA-1169 English, IA-1030 Spanish) [2007] (IA-1158) [2010] (IA-1147)**

Seat time: 6.5 hours

Available in Spanish

Excel Intermediate presents instruction for these commonly used tasks: 3D Workbooks, Additional Formatting Features, Creating a Web Page, Custom and Conditional Formats, Customizing Toolbars, Formatting Data, Formatting Menu Options, Goal Seeker and Solver, Outlining, Pivot Tables, Pivot Tables on the Web, Sorting and Subtotals, Splitting, Freezing and Hiding, Working with Macros and Worksheets and E-mail.

**Excel Advanced**

**[2003] (IA-1168 English, IA-1034 Spanish) [2007] (IA-1157) [2010] (IA-1146)**

Seat time: 3.5 hours

Available in Spanish

Excel Advanced presents instruction for these commonly used tasks: Auditing Tools, Consolidating Data, Creating a Workspace, Custom Views, Data Forms, Data Validation, Filtering Data, Importing Data, Linking Workbooks, Share and Protect Worksheets, The Scenario Manager, Tracking Changes, Working with Comments.

**Internet Explorer**

**[v6] (IA-1181) [v7] (IA-1180) [v8] (IA-1179)**

Seat time: 5 hours

This course is designed to introduce learners to the internet and teach them how to use the Internet Explorer web browser. Some of the topics that are included in this course include: an explanation of many common internet concepts and terms, a breakdown of security considerations, basic browsing, and the use of web based forms, and web navigation.

**Lotus Notes**

**[v6.5] (IA-1178) [v8] (IA-1177)**

Seat time: 5 hours

Lotus Notes supports users within an organization by allowing them to share documents and other files with colleagues, send mail, collect and organize data, and distribute information to groups of people. Learning includes such topics as: accessing and working with Notes components including the Calendar, Contacts, and Tasks Lists; how to create, format, send, and reply to messages; creating new contacts; working with mailing lists and databases; and how to use the Notes Replicator tool.

**Outlook 2003****(IA-1167)**

Seat time: 13 hours

Outlook is used to send e-mail, keep track of important appointments and tasks, schedule meetings, record reminder notes, and maintain a contact list. In Outlook an item can be a mail message, an appointment, a new contact person, a task, a journal entry or a note. The available Office Assistant provides access to Outlook's Help features.

**Outlook - E-mail and Contacts****[2007] (IA-1156) [2010] (IA-1145)**

Seat time: 5 hours

This course introduces the learner to the concepts and terms used in Outlook's e-mail and contacts components, including: security considerations; e-mail theory and "Netiquette;" sending, receiving, and organizing e-mail; using the address book; and how Outlook components can be utilized to enhance productivity.

**Outlook - Tools****[2007] (IA-1155) [2010] (IA-1144)**

Seat time: 4 hours

This course introduces the learner to the range of tools offered in Outlook including: the navigation pane; signatures and delivery confirmations; using the calendar; creating, assigning and viewing tasks; and journal tracking. Customization using Outlook features and options, and stationery, template and theme tools are offered.

**PowerPoint****[2007] (IA-1154) [2010] (IA-1143)**

Seat time: 9 hours

PowerPoint offers an introduction to screen components; opening, saving, closing, creating, and editing presentations; and slide arrangement, layout and viewing options; presents instruction on templates, backgrounds, and gradients; text and graphic elements; headers and footers; and introduces the slide master and presentation notes; and will assist learners who work with and import charts; create customized tables; add transition and animation effects; and use the spell check function.

**PowerPoint 2003 for Beginners  
(IA-1166)**

Seat time: 5.5 hours

PowerPoint for Beginners presents instruction for these commonly used tasks: Arranging Slides, Creating Presentations, Editing Presentations, Introducing PowerPoint, Opening, Saving and Closing, Outline View, Screen Components, Slide Layout, Slide View and View Buttons.

**PowerPoint 2003 Intermediate  
(IA-1165)**

Seat time: 2.5 hours

PowerPoint Intermediate present instruction for these commonly used tasks: Drawing Tools, Slide Master, Speaker Notes and Handouts, Templates and Title Master, Headers and Footers.

**PowerPoint 2003 Advanced  
(IA-1164)**

Seat time: 3 hours

PowerPoint Advanced present instruction for these commonly used tasks: Creating Charts, Enhancing Charts, Adding Charts to Slides, Formatting Charts on Slides, Spell Checking and Printing, Working with Slide Shows, Drawing Tools, Tables, Adding Tables to Slides, and Speaker Notes and Handouts.

**Presentation  
(IA-1183)**

Seat time: 6.5 hours

Learn the basics of creating, opening, saving and closing presentations using Microsoft's PowerPoint. Create information presentations and provide support materials such as transparencies, printed handouts and speaker notes.

**Project****[2000] (IA-1176) [2007] (IA-1175)  
[2010] (IA-1174)**

Seat time: 4 hours

What is Project Management? This course answers that question and provides the learner with the skills necessary to use Microsoft Project's tools, options and schedules to track the multiple tasks and their interactions within the scope of any size project.

**Spreadsheets  
(IA-1185)**

Seat time: 6.5 hours

Learn the basics of creating, opening, saving and closing spreadsheets using Microsoft's Excel. Discover how spreadsheets can help organize, analyze and present data in a variety of meaningful ways.

## Using the Computer and Managing Files

(IA-1187)

Seat time: 6 hours

Using Microsoft applications learn how to start a computer, log on securely and get help while working on a computer. Learn about files, folders, printers and the importance of anti-virus software.

## What is New in Office 2010?

(IA-1150)

Seat time: 2.5 hours

Learn about customizing the Office 2010 ribbon and backstage view; Excel's slicers, sparklines and paste preview function; Outlook's expanded search functionality, conversation view and mail tips; PowerPoint's image manipulation tools, how to work with multiple presentations, slide sections, web broadcasting and video presentations; and Word's quick access toolbar, paste preview, screenshot tool and how to work with backgrounds and artistic effects.

## Windows 7

(IA-1172)

Seat time: 12 hours

This course instructs the learner on how to use the Windows 7 operating system. Among other topics, it includes how to set up Windows 7, main concepts of file Management, desktop configuration setup, disk management, Anti-Virus considerations and much more.

## Word for Beginners

[2003] (IA-1163 English, IA-1008 Spanish) [2007] (IA-1153) [2010] (IA-1142)

Seat time: 2.5 hours

Available in Spanish

Word for Beginners presents instruction for these commonly used tasks: Autocorrect, Basic Text Formatting, Correction Signs, Creating Documents, Envelopes and Labels, Find and Replace, Introducing Word, Moving and Copying Text, Navigation Tools, Opening, Saving and Closing, Printing Documents, Proofing Tools, Screen Components, Smart Tags and Task Panes.

## Word Intermediate

[2003] (IA-1162) [2007] (IA-1152) [2010] (IA-1141)

Seat time: 6.5 hours

Word Intermediate presents instruction for these commonly used tasks: Automated Formatting, Borders and WordArt, Clip Art, Creating and Modifying Tables, Creating Forms, Drawing Tools, Formatting Paragraphs, Formatting Tables, Formatting with Tabs, Formulas in Tables, Saving Forms as Templates, Tables and Charts, Watermarks, Working with Columns.

## Word Advanced

[2003] (IA-1161 English, IA-1010 Spanish) [2007] (IA-1151) [2010] (IA-1140)

Seat time: 7.5 hours

Word Advanced presents instruction for these commonly used tasks: Advanced Mail Merge, Collaboration, Creating Web Pages, Documents and E-mail, File Management, Footnotes and Endnotes, Group Editing, Headers and Footers, Index and Table of Contents, Macros, Mail Merge, OLE, Bookmarks, and Hyperlinks, Outlining Documents, Page Design, Sorting Paragraphs and Lists, Template and Design Gallery, Working with Styles and Working with Templates.

## Word Processing

(IA-1186)

Seat time: 9 hours

This course covers many concepts necessary to understand when using a computer to prepare documents. The topics in this course include basic text formatting, using styles and themes, working with graphical objects, printing and much more. This course is created for use with Microsoft Word, but the topics covered can be applied to other word processors.



# Supermarket and Retail

Online Course Offerings

- FOOD SAFETY
- LOSS PREVENTION
- RESPONSIBLE VENDOR
- BLOODBORNE PATHOGENS
- OSHA & PERSONAL SAFETY
- CATEGORY MANAGEMENT
- FRESH PERISHABLE FOODS
- WINE, BEER & SPIRITS
- PERIMETER PRODUCTS
- SOLUTION SELLING
- WIC CODE OF CONDUCT

*Turn the page to see courses for...*  
satisfying OSHA mandates...  
delivery of a company's conduct  
policies...achieving responsible  
vendor status...limiting shrinkage &  
safely reducing shoplifting...  
handling food safely... managing  
categories for increased  
revenue...and improving retail  
employee performance while  
enhancing the customer experience  
and increasing sales.





## Antitrust Compliance for the Supermarket Industry

(MC-1002)

Seat time: 45 minutes

Developed for employees who most often face situations with antitrust implications – administrators, store managers, and buyers – this course examines various aspects of antitrust laws and, through multiple scenarios, the personal and professional implications of antitrust violations. Participants complete the course with the ability to identify antitrust laws and perform responsibilities in compliance with these laws.


## Code of Conduct & Ethics

(BS-1084)

Seat time: 1 hour

Your employees can guarantee that your organization complies with all city, state, and federal laws and regulations by conducting company business with complete honesty and integrity. This course presents real-life scenarios that illustrate the possible consequences of decisions involving questionable ethics. Through these vignettes, your employees will learn how to respond in these types of situations and avoid making unethical decisions.


## Code of Conduct Training

(MT-1045) 

CE: 0.5 contact hr. or 0.05 CEUs

This WIC required training course reviews the most important business ethics issues and provides a high-level understanding of key policies and expectations. The course also highlights internal resources that learners can use to help resolve ethical dilemmas and report suspected misconduct. Course topics include: the importance of understanding and complying with the organization's code, policies, and the law; how to discuss concerns with internal resources, including a direct manager; and the importance of raising concerns early and reporting even suspected code and policy violations.


## Discrimination and Harassment: Recognition and Prevention in the Retail Workplace

(MG-1027) 

Seat time: 2 hours

This course on Harassment and Discrimination Prevention and Recognition provides learners with an understanding of how to comply with the law and build a healthy workplace culture where employees and managers exhibit respect for all coworkers. The instruction is scenario driven and covers the entire range of harassment and discrimination issues covered by law and likely to surface in a retail setting. It covers protected characteristics under federal and state law (from sexual orientation and genetic information to FMLA and political affiliation) along with recognizing and confronting verbal, visual, physical, non-verbal harassment, including social media harassment, bullying, and retaliation.

## Fundamental Guidelines for EMV™ Transactions

(MT-1055) 

CE: 0.5 contact hr. or 0.05 CEUs

This course will review the fundamental design and features of the global EMV™ smart-card and how equipment, consumers, and employees interact with EMV™ cards for in-person and online (ecommerce) transactions. Learners will be able to: Identify the unique security features of EMV™ cards; identify the types of transactions that are utilized by EMV™ technology; recognize the types of equipment used to process EMV™ cards; recall basic troubleshooting techniques for equipment malfunction ; and identify and respond to consumer concerns regarding card and equipment use.

## Patient Engagement Skills for Pharmacy Staff

(PH-1089)

Seat time: 1 hour

[See the Pharmacy & Healthcare section for the ACPE-accredited version]

This course gives pharmacists and pharmacy technicians an important communications skills tool – the patient engagement model – for improving knowledge sharing with patients so they can better manage their own wellness. Pharmacy staff discover the benefits gained by both patients and pharmacies when the engagement model – connect, discover, match, and complete – is used. Communicating effectively with patients is emphasized, with specific ways to establish a personal connection, discover needs, and find solutions.

## Prepare to Serve: Product Solutions for Customers

(PT-1036)

Seat time: 2 hours

Prepare to Serve recognizes that the customer service your employees provide may be the single most underused resource for increasing sales. This course is based on a simple but powerful equation: Greater customer satisfaction means increased customer loyalty and larger basket size. Using a format that maintains employees' interest through dramatic vignettes and skill-building lessons rendered in multimedia, Prepare to Serve will motivate your employees to exercise these new-found skills on your sales floor and to stay current on product knowledge and solution selling.

## Food Safety

### Food Protection Manager Training

(FS-1090)

Seat time: 8 hours

State & jurisdiction specific versions available

Food Protection Manager Training teaches these safe food handling principles at a competency level necessary for management: foodborne illness identification, personal hygiene practices, time and temperature controls, cleaning and sanitizing processes, and receiving, storing, thawing, cooking, cooling and reheating food. It builds an ongoing awareness of food hazards that can potentially make food unsafe; enables managers to create, implement and support food safety systems; prepares managers to teach and train employees on fundamental behaviors, techniques and practices that keep food safe; provides an understanding of programs and policies that create a food safety culture; illustrates the contribution of facility design to food safety processes; and provides an understanding of HACCP and the significance of critical control points. This course prepares the manager to pass one of the three nationally accredited manager certification exams or to exhibit demonstration of knowledge.

Available languages: English, Español.

### Food Handler Training

(FS-1079) [English]

(FS-1080) [Spanish]

Also available in: Tagalog, Chinese, Vietnamese, Serbo-Croatian, Korean, American Sign

(FS-1094) [English Restricted Access]

Also available in Mandarin, Tagalog

Seat time: 70 minutes or 90 minutes

The right training solution can save lives and reputations!

This course encourages a personal commitment to safe food handling behaviors by emphasizing the connection between food worker behavior and foodborne illnesses, and it increases worker commitment to maintaining good personal hygiene. Employees learn essential behaviors to prevent cross-contamination which help food workers value their role in the food safety culture. The course provides understanding of time and temperature controls to promote workplace vigilance; encourages personal commitment to a proper response when experiencing exclusion illness symptoms; and motivates food workers to use proper cleaning and sanitizing procedures.

State & jurisdiction specific versions available.

### Food Handler Training, Illinois

(FS-1087)

Seat time: 70 minutes

Illinois Food Handler Training is approved by the Illinois Department of Public Health. This course is approved statewide and is updated to meet the requirements of the new Illinois Food Handler Law (SB1495). After completing the interactive and engaging online course food handlers can print an official Illinois Food Handler Card!

Available languages: English, Español, Mandarin, Korean, Vietnamese, Tagalog, Serbo-Croatian

### Ohio Level One Person In Charge Food Safety Training

(FS-1093)

Seat time: 90 minutes

This course has been customized in partnership with the Ohio Department of Health (ODH #89-96) to meet local regulation requirements. A State of Ohio Level One Person in Charge Training certificate of completion may be printed upon successful completion of the online training and test.

Available languages: English, Español, Mandarin, Korean, Vietnamese, American Sign Language

## Food Handler Training, Texas

(FS-1092)

Also available in: Spanish, Tagalog, Chinese, Vietnamese, Korean, Serbo-Croatian

Seat time: 90 minutes

Food Handler Training teaches essential techniques to prevent cross-contamination while emphasizing the connection between food worker behavior and foodborne illnesses. Topics include maintaining good personal hygiene, time and temperature controls, and proper cleaning and sanitizing procedures. This course has been accredited by the Texas Department of State Health Services (TDSHS).

## Safe Food Handling for Grocery

(FS-1089)

Seat time: 75 minutes

Safe Food Handling for Grocery encourages a personal commitment to safe food handling behaviors among grocery employees. This course teaches essential techniques to prevent cross-contamination while emphasizing the connection between food worker behavior and foodborne illnesses. Topics include maintaining good personal hygiene, time and temperature controls, and proper cleaning and sanitizing procedures. Available in English only.

## Food Safety Essentials for Grocery

(FS-1088)

Also available in: Spanish

Seat time: 30 minutes

This condensed version of Safe Food Handling for Grocery was created to help food workers value their role in the food safety culture. Learners will be introduced to the fundamental behaviors, techniques and practices that keep food safe in the grocery environment.

## Loss Prevention

### Loss Prevention Basics Series

(BS-1038)

The Loss Prevention Basics Series is a bundle of all five Loss Prevention courses: *Detecting Charge Card Fraud*, *Detecting Counterfeit Currency*, *Handling Fraudulent Checks*, *Preventing Employee Theft*, and *Preventing Shoplifting Basics*.

### Loss Prevention: Handling Fraudulent Checks

(BS-1037)

Seat time: 20 minutes

Fraudulent checks have a negative effect on your company, and your employees can help reduce those instances of fraud at the point of sale. In this course, learners are introduced to Check 21 and the ways that it impacts customers. Upon completion, your employees will be able to identify the comparison points used to verify identification cards, the codes used to indicate the proper financial institutions responsible for check processing, and the features useful in identifying fraudulent checks.

### Loss Prevention: Detecting Charge Card Fraud

(BS-1035)

Seat time: 20 minutes

As the use of charge cards increases, so does the crime rate involving their fraudulent use. This course introduces methods of deterring charge card fraud. Employees learn to describe methods of charge card fraud, identify suspicious cards and transactions, and handle suspicious fraudulent activity appropriately.

### Loss Prevention: Detecting Counterfeit Currency

(BS-1036)

Seat time: 20 minutes

Loss prevention tactics go hand-in-hand with counterfeiting deterrents. With the clever misdeeds of scam artists it is necessary to be diligent, aware and extra thorough when receiving currency. In this course, learners review fundamental information on how to spot fake currency, and how to act when these instances occur. Learning objectives include: identifying the new security features found on U.S. currency, identifying the design features found on recently redesigned currency, describing the penalties for counterfeiting, describing methods used in detecting counterfeit bills; and handling suspicious bills appropriately.

## Loss Prevention: Preventing Employee Theft (BS-1039)

Seat time: 20 minutes

One of the major causes of shrink in the retail industry is employee theft. This course introduces learners to the reasons for employee theft and what can be done to identify and prevent it. Employees will learn to explain the effects of shrinkage on the company bottom line, identify the reasons motivating theft of company goods, describe the methods used to steal, and describe what measures can be taken to reduce theft.

## Loss Prevention: Preventing Shoplifting Basics (BS-1040)

Seat time: 20 minutes

Shoplifting is one of the main causes of lost profits in the retail industry, and your employees can help to prevent this crime. This course provides an overview of the effects of shoplifting on the company bottom line, the national statistics on shoplifting, and the types of items that are frequently stolen. Your employees will learn shoplifting prevention tips as they discover how to identify shoplifters and the methods they use to steal.

## FMI - The Power of Suggestive Selling: Reaching Your G.O.A.L.S. (BS-1082)

Seat time: 45 minutes

Providing exceptional customer service builds brand loyalty and increases store revenue. These benefits are largely dependent on techniques used by store associates in aisles, behind counters, at the register. Associates are “marketing directors” for the company every time they interact with customers. This course guides associates through the step-by-step techniques that will provide customers with a satisfying in-store experience and increase their basket size.

## Responsible Vendor

(FS-1007) [AL], (FS-1059) [CT],  
(FS-1032) [FL], (FS-1039) [FL],  
(FS-1053) [MA], (FS-1063) [MD],  
(FS-1060) [NH], (FS-1062) [NJ],  
(FS-1014) [NY], (FS-1038) [OH],  
(FS-1033) [PA], (FS-1054) [TN],  
(FS-1034) [UT], (FS-1013) [VA],  
(FS-1035) [VT]

Seat time: 30 minutes

In this program designed for managers and employees of off-premise establishments, learners will enhance their knowledge of their respective state’s responsible vendor requirements. This course reviews the signs of intoxication, the effects of alcohol on human behavior, the handling of underage customers, and how to check ID for age verification. The course also identifies the practices used to reduce or prevent incidents that can lead to accidents, injuries, and death due to intoxication. Upon successful completion, learners will receive a certificate.

This course is available for: Alabama, Connecticut, Florida, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Tennessee, Utah, Vermont, and Virginia. Florida versions for on-premise vendors, FS-1032, and on- and off-premise vendors, FS-1039, are available.

## FMI - Shoplifting Awareness and Prevention (BS-1081)

Seat time: 30 minutes

Shrink is a major problem in the retail industry, with shoplifting as one of the main causes of lost profit. Learners will be introduced to the effects of shrink on the bottom line, as well as national statistics regarding shoplifting. This course identifies the methods that shoplifters use to commit their crimes, includes a description of the most frequently stolen items, and provides tips to help prevent shoplifting by providing excellent customer service.

## Personal Safety


### Bloodborne Pathogens in the Retail Grocery (OS-1018), (OS-1038) [Spanish]

Seat time: 60 minutes

This course will inform employees about bloodborne pathogens, how to prevent exposure to bloodborne pathogens, and procedures to follow in the event of a bloodborne pathogen exposure. The course also includes company-specific bloodborne pathogens policies and procedures.

At the end of this course, the learner will be able to: understand the OSHA standard when dealing with bloodborne pathogens; explain the use and limitations of methods that will prevent or reduce exposure; explain exposure and post-exposure incident procedures; describe common bloodborne diseases, their symptoms, and how they are transmitted; explain the procedures for cleaning up infectious material; and explain company policies and procedures related to bloodborne pathogens. A Spanish language version is also available.

## Bloodborne Pathogens in the Pharmacy v.7 (CE Available)

(PH-1372) 

Seat time: 60 minutes

ACPE: 1.0 contact hr. or 0.1 CEUs  
Pharmacist: 0296-0000-17-005-H05-P  
Technician: 0296-0000-17-005-H05-T  
Expiration Date: 03/15/2020

If your employees are among the millions of workers who have occupational exposure to bloodborne pathogens, then OSHA requires you to provide a training program on minimizing the dangers. Your obligation includes providing initial and annual training to any worker who administers immunizations or lipid tests, handles diabetes equipment, or engages in similar workplace activities. This comprehensive program provides employers with an employee training strategy and provides employees with the specific content and best practices needed to work safely and minimize risk. This course may be customized to include company procedures for exposure incident reporting and post-exposure evaluation.

## OSHA: Topics for Managers and Employees

Seat time: 10 to 20 minutes per module

Every workplace contains potential hazards. Conduent's OSHA courses are designed to meet OSHA's training requirement while keeping employees safe and healthy on the job. Informing employees is both a responsibility and a requirement. Protect your image and bottom line from the damaging effects of a major OSHA penalty with Conduent's online, just-in-time training.

See the OSHA section of this catalog for specific course titles.

## Workplace Harassment Recognition & Prevention for Grocery Associates

(MC-1036)

Seat time: 45 minutes

Retail grocery personnel learn how to recognize workplace harassment and what to do when it occurs. Associates gain an understanding of the different types of harassment, and the best practices for dealing with its occurrence on the job. Knowing how federal and state laws protect workers from harassment is emphasized. Special care is taken to explain how associates can protect themselves and others from workplace harassment, and what to do if they are subjected to or observe harassment.

## Workplace Harassment Recognition & Prevention for Grocery Management

(MC-1035)

Seat time: 60 minutes

Grocery management gains a broad overview of the problem of workplace harassment – how to recognize it and what to do when it occurs, and an understanding of legislation enacted to establish and maintain a harassment-free workplace. Lessons cover actions to take to prevent workplace harassment, the various types of workplace harassment with sample scenarios and management options for dealing with their occurrence.

## Category Management

### Introduction to Category Management Basics

(PT-1037)

Seat time: 40 minutes

Increasing your store's "shopability" is a sure way to increase sales, and with this introduction to category management, your employees will become familiar with the purpose and methods of effectively planning a category layout. They will learn how to interpret a planogram and the basic concepts used to manage "the last two feet," including product flow, blocking schemes and spacing.

### Batteries - Category Management Basics

(PT-1048)

Seat time: 30 minutes

Equip your employees with the skills and information to actively participate on your store's battery category management team. Learners become familiar with the battery category divisions, including the general purpose and specialty subcategories, and the three types of general purpose batteries: alkaline, lithium and rechargeable. They'll power up their knowledge of shoppers' purchasing behavior and motivation, as well as market drivers for the battery category in channel sales and time-tested planogram tactics.



## Fresh Perishable Foods

### Product Solutions for Customers, Fresh Perishable Foods

(PT-1035)

Seat time: 1.5 hours

Train your employees to engage customers and shift the focus from individual items to an entire meal. They will learn how to help customers create affordable meals, build menus based on a customer's meal preparation skills and provide an enhanced in-store experience. These skills are reinforced through dramatic vignettes and skill-building lessons that will engage your employees and prepare them for productive customer interactions that result in increased sales.

### Product Knowledge for Retail Staff - Cheese

(PT-1043)

Seat time: 2 hours

Employees will learn about the importance of cheese sales to their store and gain an understanding of cheese's nutritional properties and how to answer common questions. They will also become familiar with general characteristics, texture, and flavor information for six classes of cheese (Soft, Semi-Soft, Blue, Semi-Hard, Hard, Processed), as well as for top-selling cheeses. In addition to selling more cheeses, associates learn to increase sales by cross-selling other perishable department products to provide an entire meal solution. The bundled course includes these individual titles:

- PT-1091 Product Category Training: Cheese Basics (35 min)
- PT-1097 Prepare to Sell - Deli Cheese: Blue Cheese (12 min)
- PT-1096 Prepare to Sell - Deli Cheese: Hard Cheese (12 min)
- PT-1094 Prepare to Sell - Deli Cheese: Semi-Hard Cheese (12 min)
- PT-1093 Prepare to Sell - Deli Cheese: Semi-Soft Cheese (12 min)
- PT-1092 Prepare to Sell - Deli Cheese: Soft Cheese (12 min)
- PT-1095 Prepare to Sell - Deli Cheese: Putting It All Together (25 min)

### Product Knowledge for Retail Staff - Deli Meats

(PT-1038)

Seat time: 90 minutes

Equip employees to meet the needs of your deli customers by introducing them to the general characteristics of deli meat, the specific characteristics of deli turkey, beef and ham, and common uses for each in meal planning, entertaining or just snacking. Employees also learn how to recommend an entire meal solution to increase sales by cross-selling other perishable department products. The bundled course includes these individual titles:

- PT-1102 Prepare to Sell - Deli Meat: Basics (24 min)
- PT-1101 Prepare to Sell - Deli Meat: Beef (12 min)
- PT-1100 Prepare to Sell - Deli Meat: Ham (12 min)
- PT-1098 Prepare to Sell - Deli Meat: Turkey (12 min)
- PT-1099 Prepare to Sell - Deli Meat: Putting It All Together (20 min)

### Product Category Training: Beef

(PT-1005)

Seat time: 105 minutes

Increase beef sales with the course that guides learners through the types of products commonly available at the beef counter and shows them how to build total meal solutions for customers. This course includes an overview of the customer-employee interaction model so employees acquire skills to deliver extraordinary customer service and encourage repeat customers.

## Perimeter Products

### Product Knowledge for Retail Staff

Seat times: Approximately 15 to 20 minutes per course

Each course within the Perimeter Products group offers general characteristics, texture, and flavor information for products within the categories of Meat, Produce and Seafood. The more popular category products are highlighted to increase sales and help the employee learn how to: follow food safety guidelines in the store; answer common customer questions; and offer serving, handling, and storage suggestions. The content is reinforced with learner activities and a self-check with detailed feedback for both correct and incorrect answers.

## Perimeter Products: Meat

|                                     |  |
|-------------------------------------|--|
| <b>Beef Roasts</b><br>(PT-1061)     | Employees gain a high level understanding of the Beef Roast category and learn about specific roasts: small end rib, sirloin tip, chuck, round, and brisket.   |
| <b>Braising Steaks</b><br>(PT-1060) | The process of braising – searing the outside and simmering in liquid until done – is explained as a method to tenderize less inexpensive round and chuck beef cuts.   |
| <b>Broiling Steaks</b><br>(PT-1062) | Characteristics and tips for dry-heat cooking are provided for cuts of chuck, rib, loin, and sirloin steaks. Employees will learn what marbling means in terms of flavor and which steaks benefit from tenderizing or marinating.    |
| <b>Chicken</b><br>(PT-1075)         | Employees gain a high level understanding of the Chicken category and learn about the whole bird, white and dark meat pieces and other parts such as giblets and chicken feet.   |
| <b>Ground Beef</b><br>(PT-1044)     | Employees gain a high level understanding of the Ground Beef category and learn about: ground sirloin, round, and chuck; as well as extra lean, regular, and market-style ground beef; and prepackaged patties.                      |
| <b>Lamb &amp; Veal</b><br>(PT-1079) | Employees gain a high level understanding of tender Lamb and Veal cuts: loin, rib, leg and shoulder, and learn the differences between these two popular meats.  |
| <b>Pork</b><br>(PT-1068)            | Popular pork cuts, Roasts & Hams, Ribs, and Chops & Steaks, are presented in this course. From selecting the best cut for a particular cooking method to estimating serving size, employees learn excellent customer service skills. |
| <b>Smoked Meats</b><br>(PT-1085)    | Whether your customers need a tasty ingredient for garnishes, soups or stews, or are looking for a hearty main dish, smoked turkey and ham may be just what the home cook is looking for.  |
| <b>Turkey</b><br>(PT-1045)          | Employees gain a high level understanding of the Turkey category and learn about: whole body, boneless, and breast roasts; and ground turkey options.  |

## Perimeter Products: Produce

|   |  |
|---|--|
| <b>Apples</b><br>(PT-1052)              | Eight of the most popular apple varieties are described and ranked from sweetest to most tart providing the employee with the information to answer customer questions about this heart-healthy fruit.                                   |
| <b>Bagged Salads</b><br>(PT-1041)       | Employees gain a high level understanding of the Bagged Salad category and its: single-variety lettuce, lettuce blends, spinach, coleslaw, shreds, and salad kits.   |
| <b>Bananas - Basics</b><br>(PT-1074)    | Both small and large banana varieties and plantains are covered along with recipe ideas and handling tips your employees can share with customers.   |
| <b>Bananas - Cavendish</b><br>(PT-1082) | Cavendish bananas are one of the leading products sold in the store. Employees learn optimal storage temperatures, proper display techniques and all about the seven stages of banana ripeness.  |
| <b>Berries</b><br>(PT-1042)             | Employees gain a high level understanding of the Berries category and learn about: blueberries, strawberries, blackberries, and both red and gold raspberries.   |
| <b>Citrus</b><br>(PT-1063)              | Oranges, lemons, limes, and grapefruit, their availability, characteristics, and uses are the focus of this course. Employees will be able to help customers add this important source of the sunshine vitamin to their carts and diets. |

## Grapes (PT-1073)

Whether seeded or seedless, grapes provide many health benefits and are available year-round. This nutritional information, storage and handling tips, and the characteristics of eight varieties of grapes are offered to employees.

## Melons (PT-1071)

Employees will learn the nutritional benefits of melons in general along with the specific characteristics of Cantaloupes, Honeydews, Crenshaws, Casabas, Santa Claus, and Galia melons, and both seeded and seedless Watermelons.

## Pears (PT-1077)

Eight pear varieties: Asian, Comice, Forelle, Seckel, Anjou, Red Anjou, Bartlett and Bosc are featured in this course to provide employees with the information they'll need to help customers enjoy these juicy fruits year-round.

## Stone Fruit (PT-1040)

Employees gain a high level understanding of the Stone Fruit category and learn about: cherries, pluots, plums, peaches, nectarines, and apricots.

## Tomatoes (PT-1039)

Employees gain a high level understanding of the Tomato category and learn about: round, Roma, grape, cluster, heirloom, beefsteak, and Campari tomatoes as well as tomatillos.

## Perimeter Products: Seafood

## Crab (PT-1053)

Crab claws, clusters, and single legs are the three styles of crabmeat covered in this course. Employees will be able to offer cooking tips and serving suggestions for this seafood treat.

## Fish (PT-1065)

Whole fish, steaks and filets are in demand by today's customers. Employees will learn how to meet these customers' expectations along with the nutritional benefits of adding fish to the diet.

## Shellfish (PT-1069)

Employees will learn distinguishing characteristics of Oysters, Clams and Mussels along with proper handling, storage and display procedures, and tips to share with customers.

## Shrimp (PT-1049)

Whether fresh, cooked or frozen, employees will be able safely maintain their inventory and to assist their customers with this popular seafood item.

## Solution Selling - Health Products

### Store Brands - Enhancing Profitability (PT-1025)

Seat time: 30 minutes

Store brands offer customers high-quality products at an attractive price, contributing to a retailer's profitability. In this course, Health and Beauty employees learn their role in informing customers about store brand value and how to address customers' concerns and motivations related to store brands. Complex key terms and concepts are explained, including phrases such as "comparable to national brands," "current good manufacturing practices (cGMP)," and "FDA systems approach to ensuring quality."

### Adult Cough and Cold Care (PT-1001)

Seat time: 60 minutes

When your customers are suffering with the symptoms of a cough and cold, your employees will be prepared to recommend OTC remedies. Employees learn about the range of symptoms associated with each need state, how to discover each customer's symptoms, the common active ingredients and their benefits.

## Allergy Care

(PT-1002)

Seat time: 60 minutes

This course provides your employees with an understanding of allergy basics, including common allergens and how allergy and cold symptoms differ. They also learn about the types of OTC allergy remedies and their active ingredients. The safe use and possible side effects of OTC antihistamines and decongestants for adults and children are carefully explained, as well as their benefits and forms.

## Analgesics

(PT-1003)

Seat time: 75 minutes

With this course, employees will be prepared to communicate the benefits and basic cautions of each analgesic type to your customers. They also learn how to recommend the appropriate analgesic remedy and form (such as caplet, geltab, liquid, etc.) for common symptoms, including headache, muscle aches, fever, arthritis/joint pain, menstrual cramps, toothache, sleeplessness, backache and the common cold. Brief activities and a simulated customer-employee interaction reinforce matching product solutions to customers' symptoms.

## Baby Skin Care

(PT-1004)

Seat time: 60 minutes

Prepare your employees to provide customers with specific regimens for maintenance and protection for their infants' skin care needs. Learners are introduced to the types of baby skin care products used in diapering, bathing and bedtime regimens. A vignette demonstrates the ways that your employees can successfully engage with customers, discover their needs, recommend products and address customers' possible objections to products or regimen steps.

## Disposable Diapers and Training Pants

(PT-1010)

Seat time: 50 minutes

In this course, employees are introduced to the role of disposable diapers and training pants and review both the five-step regimen for efficiently and safely changing a baby's diaper and the four-step regimen for applying and changing training pants on a toddler. Brief activities reinforce matching product solutions to customers' diaper and training pants needs, with the aim toward reducing parents' stress and promoting their child's health and well-being.

## Eye Care

(PT-1011)

Seat time: 75 minutes

Employees learn about contact lenses, common eye conditions, and eye-care remedies, including the identification and proper handling of the two types of contact lenses (disposable and hard lenses) as well as basic eye conditions such as dry eyes, redness, allergies, foreign particles, sties and corneal swelling. In this course, employees also receive basic information on the use of eye vitamins as they relate to effects of diet on eyesight and age-related vision loss. Brief activities reinforce how to match product solutions to customers' eye care needs.

## Heart Health

(PT-1017)

Seat time: 45 minutes

Employees discover what is meant by "heart health," including risk factors and lifestyle choices that influence a person's heart disease risk. Employees will also learn about the three main conditions related to poor heart health. In later lessons, employees learn about the role of aspirin therapy in maintaining heart health and how to recommend the appropriate aspirin form (caplet, geltab, liquid, etc.), depending on the customer's age, lifestyle, and preferences.

## Incontinence

(PT-1018)

Seat time: 40 minutes

Millions of people experience some form of urinary incontinence, but often they find it difficult to ask for help with this common problem. This course provides employees with the information and skills they need to understand the sensitive nature of customer interactions focused on incontinence, and to respond to customers with appropriate tact and discretion when matching product solutions to customers' incontinence needs. Employees learn about the common causes of incontinence, the symptoms or problem states associated with the condition, and the difference between Stress incontinence and Urge incontinence.

## General Oral Care (PT-1013)

Seat time: 60 minutes

Employees learn the basic goals of oral care, and become prepared to help customers seeking guidance in maintaining healthy teeth and gums, preventing cavities and gingivitis, whitening teeth, and maintaining fresh breath. The process and benefits of the four-step oral health regimen are presented.

## Specialty Oral Care (PT-1024)

Seat time: 60 minutes

Specialty oral care customers are typically looking for teeth whitening products, denture care products, or children's oral care. This course provides employees with information on the specialty oral care needs of these three populations as they learn to identify overlapping concerns as well as elements that are unique to each group. Employees will also learn how to gently question customers about the preventative and maintenance steps they are taking for their children and how to recommend effective specialty care regimens as part of total product solutions.

## Sanitary Protection (PT-1022)

Seat time: 50 minutes

Employees review facts about menstruation and learn to identify the types of problems that women encounter during their menstrual cycles. With this knowledge — along with guidelines on how to assist sanitary protection customers — your employees will be prepared to recommend sanitary protection product solutions that best fit each customer's individual needs.

## Smoking Cessation (PT-1023)

Seat time: 60 minutes

This course explains why many people turn to nicotine replacement therapy (NRT) for help in breaking this highly addictive habit. A series of lessons describes how NRT works and how it can dramatically improve a smoker's chances of successfully quitting. Employees learn the advantages and regimens of the three product forms and build confidence in making product and remedy suggestions by reviewing a simulated customer-employee interaction.

## Stomach Care (PT-1047)

Seat time: 60 minutes

The most common concerns for customers seeking stomach care products are relief from heartburn, acid, gas, diarrhea, constipation and hemorrhoids. Employees learn the basics about these types of stomach problems and how to answer common questions about their remedies. The safe use of stomach problem remedies is carefully explained and indicators for when an employee should refer a customer to the pharmacist for consultation are also presented.

## Solution Selling - Beauty Products

### Acne Care (PT-1000)

Seat time: 50 minutes

Understanding how the basic symptoms of acne can be helped by specific products in an effective regimen will give employees confidence when recommending a total solution for each customer's specific acne care needs. Brief activities reinforce matching product solutions to customers' acne needs. A vignette provides a simulated interaction between an employee and a customer, demonstrating how to engage with customers, discover their needs, recommend products, and address customers' likely objections to products or regimen steps. A final assessment measures the learner's mastery of content.

## Color Cosmetics Study Program

### Eyes, Face, Lips, and Nails

Seat time: Approximately  
45 to 60 minutes per course

In this four-part course of study, learners will be introduced to methods of matching product solutions to the needs of customers who are shopping for eye, face, lip and nail color cosmetics. In vignettes that provide simulated interactions between customers and employees, your employees will learn how to engage customers and assist them in choosing color cosmetics while learning techniques to overcome possible objections to products or suggestions.

### Color Cosmetics - Eyes (PT-1006)

Employees learn to identify eye types (shape, size) and conditions (puffy eyes, wrinkled eyelids, etc.) to bring out the best features of a customer's eyes while discovering the challenges involved in serving the varied customer needs.

## Color Cosmetics - Face (PT-1007)

The dual focus of this course is identifying the customer's skin type, depth, and tone while learning general guidelines for matching the four skin types (normal/combination, dry, oily, sensitive) with appropriate facial cosmetics products.

## Color Cosmetics - Lips (PT-1008)

Employees learn to identify the need states addressed by color cosmetics for lips and to help customers solve challenges presented by different lip shapes or conditions. With this information, employees learn general guidelines for matching lip shapes and conditions with appropriate lip cosmetics products.

## Color Cosmetics - Nails (PT-1009)

Customers use color cosmetics for nails to build self-confidence, improve personal image, complement an outfit, and protect nails from the environment. Employees learn about common nail conditions and how to recommend appropriate color cosmetics products for each customer's individual needs.

## Facial Skin Care (PT-1012)

Seat time: 60 minutes

Health and Beauty aisle employees learn the basics about facial skin and how to quickly help customers determine whether their skin type is Normal, Dry, Oily/Combination, or Sensitive. Employees also learn the best product types for each facial skin care regimen step. Armed with skin basics, an understanding of the regimen, and the product types available, employees can confidently recommend a total solution for each customer's specific facial skin care needs.

## Hand & Body Skin Care (PT-1016)

Seat time: 60 minutes

How can Health and Beauty employees help customers find effective, total solutions for their hand and body skin care needs? Through this course employees will learn to identify the most common hand and body skin types and the problems associated with them. Employees will also learn the two-step regimen for achieving touchably soft skin. After acquiring basic skin care knowledge and an understanding of product types, employees learn how to recommend a product solution for the individual customer's skin care needs.

## Hair Care (PT-1014)

Seat time: 70 minutes

Part of the Prepare to Serve suite for employees, this course on hair care will provide employees with all the information necessary to give their customers a "good hair day." This product category training shows employees how to build total solutions for their customers' general hair care needs. By the end of this course, employees will be able to identify the four regimen steps for achieving a more perfect head of hair. They will also learn the benefits and types of products within each step that address common hair care problems along with how to engage customers and assist them in making choices among the myriad hair care products available.

## Haircolor (PT-1015)

Seat time: 60 minutes

In this course employees learn the role of haircolor in our society and the goals of haircolor users, as well as facts about haircolor products. Employees also learn to identify products that are appropriate for permanent and non-permanent haircolor, and discover how to help customers make choices about which type better suits their haircolor needs. Best practices and cautions related to the use of haircolor products are covered to allow employees to be able to answer common questions customers have about haircolor.



## Men's Shave

(PT-1019)

Seat time: 40 minutes

Most men shave daily, but few are completely satisfied with the resulting comfort and closeness. Men's Shave shows employees how men can get the perfect shave by using four regimen steps which are presented with a description of best practices, product choices, and benefits. The course also positions shave as a skin treatment and identifies a man's individual skin type as an essential starting point. Employees learn about skin basics and which shave product types are best for each industry-accepted skin type.

## Sun Care

(PT-1026)

Seat time: 60 minutes

In this course, Health and Beauty employees learn how to quickly determine a customer's sun care needs based on two categories: sunscreen products for active lifestyles, children, facial use or everyday use, and sunless tan products that include gradual tanning, bronzers or "glow" moisturizers. Employees become familiar with best practices for product use and learn several key sun care product terms: UVA/UVB rays, SPF (sun protection factor), and DHA (active ingredient in sunless tanners).

## Women's Shave

(PT-1034)

Seat time: 50 minutes

This course is part of the Prepare to Serve suite for employees and reveals the pros and cons of the three different types of hair removal: razor shaving, depilatories, and waxing. Employees discover which method meets each woman's needs and learn how to present the hair removal regimen of prep, remove hair, and moisturize.

## Solution Selling - Vitamins & Supplements

### Vitamin Suite

(PT-1066)

Seat times: Approximately  
30 to 50 minutes per course

This 10-course series provides employees with all the tools they need to deliver product solutions in the vitamin aisles for customers. Through online courses specifically designed for retail, employees learn how to explain vitamin solutions for common health and wellness needs in clear, simple language. *Product Solutions for Customers*, PT-1036, is a bonus course included with the 9 titles below.

### Overview of Vitamins

(PT-1021)

Seat time: 30 minutes

In this course, employees receive an introduction to the use of dietary supplements to improve the health of men and women. Employees learn about best practices related to the use of dietary supplements, as well as the basics of antioxidants and how to recommend vitamins and minerals according to the customer's diet, lifestyle, and wellness state. Cautions about dietary supplements, including dosage, interactions with other vitamins or drugs, and the importance of consulting one's healthcare provider, are emphasized.

### Vitamins for Healthy Diet and Weight Management

(PT-1027)

Seat time: 50 minutes

Obesity and weight control continue to be important health concerns in our society. A successful weight loss program requires a change in the way individuals approach food and exercise, and some vitamins can contribute necessary nutrients that may be lost due to dietary restrictions. In this course, employees learn basic information about weight loss concerns and how to identify the dietary supplements that are helpful to customers whose goals are healthy diet and weight management.

### Vitamins for Digestive Health

(PT-1028)

Seat time: 45 minutes

Optimal health is challenged if foods are not properly digested and toxins eliminated. Many people with digestive issues are turning to dietary supplements for improvements. This course covers those concerns and their potential remedies. Employees learn basic information about the gastrointestinal tract and the presence of intestinal flora, or beneficial bacteria, as well as symptoms and remedies for general digestive problems. Employees will also learn how to suggest dietary supplement solutions such as probiotics and digestive enzymes to improve overall gastrointestinal health, and how to recommend appropriate remedies for typical digestive tract complaints.

## Vitamins for Fitness and Sports

(PT-1029)

Seat time: 50 minutes

Many people enjoy the benefits of an active lifestyle that includes vigorous exercise. People who work out or participate in sports want to sustain their energy level and maintain good joint and cardiovascular health. In this course, employees review the areas of concern for fitness and sports enthusiasts and learn the dietary source of each vitamin or mineral, as well as the health benefits it offers.

## Vitamins for Heart Health

(PT-1030)

Seat time: 50 minutes

In this course, employees learn to identify the ways vitamins and minerals can benefit heart health. After learning about three substances in the blood that can become major risk factors for heart disease, employees review the most common type of heart disease and how to present suggestions to customers who are shopping for vitamins for heart health.

## Vitamins for Joint & Bone Health

(PT-1031)

Seat time: 50 minutes

Bone health is directly impacted by various elements of the diet, and vitamins and minerals can help protect and improve both joint and bone health. In this course, employees learn basic facts about risks to joints and about the need to protect and maintain bone mass. Employees will be able to identify and explain the main benefits of dietary supplements helpful for maintaining healthy joints and bones.

## Vitamins for Mood and Stress

(PT-1032)

Seat time: 50 minutes

Stress directly affects the body and can deplete supplies of key antioxidant vitamins. In this course, employees learn the detrimental effects of stress on the body and which supplements can increase physical energy, mental alertness, and the ability to relax. Employees also learn how these supplements help maintain the body's immune system and are introduced to the role each vitamin plays in supporting the body as it combats the effects of stress.

## Natural Vitamins & Supplements

(PT-1020)

Seat time: 50 minutes

Prepare your employees to discuss the added value of natural vitamins and supplements with your customers. This course presents a fact-based overview that teaches employees to explain the important differences between natural and synthetic vitamins and supplements in clear, simple language. Upon completion of this course, employees will be able to describe processing methods, sources of active ingredients, manufacturing practices, and the testing and certification of natural vitamins and supplements. They will also become familiar with the different types of dietary supplements available, as well as general cautions for their use.

## Vitamins for Women's Health

(PT-1033)

Seat time: 50 minutes

Women's health encompasses many different areas, and women are interested in products that address concerns particular to their gender and unique health needs. Women are also concerned about their appearance, especially regarding healthy hair and skin. In this course, employees learn about the five most common women's health issues and how a healthy diet, balanced with the right supplements, can address each of them.

## Solution Selling - Wine, Beer & Spirits

### Introduction to Wine

(PT-1119)

Seat time: 30 minutes per course

Learning about wine is a hands-on activity. However, to engage in a wine discussion, a team member must possess basic knowledge that prepares them for the vocabulary, processes, service elements, and food/wine pairing intricacies that are associated with beverage sales and proper wine service, which is what this 4-course series offers.

## Wine Basics

(PT-1115)

Seat time: 30 minutes

In this course, learners explore how wine is made, how to read a wine label, and how to perform a sensory evaluation of the characteristics of wine focusing on such characteristics as color and appearance, nose, fruit, taste, tannin, balance, length, and finish.

## Grape Varietals

(PT-1114)

Seat time: 30 minutes

Learners will be introduced to some general information about the major grape varietals of retail and commercial wine sales. This module also covers the specifics of predominant flavors, aromas, styles, and how to pair wine with food. Sparkling and dessert wines are also explored.

## Wine-Producing Regions

(PT-1113)

Seat time: 30 minutes

This module details the major wine-producing areas using animated maps and colorful illustrations. Geographic characteristics and styles are also noted here to explain why “where” is important. Learners will discover the differences between Old World vs. New World style.

## Wine Sales and Service

(PT-1110)

Seat time: 30 minutes

This module uses video and high resolution photographs to demonstrate the correct way to open a bottle of wine and/or Champagne. Students learn how to serve wine and are taught about the correct glassware to use, how and why to decant, and proper temperatures. Valuable tips on food and wine pairings as well as how to recommend and sell wine more comfortably are also shared.

## Introduction to Beer

(PT-1112)

Seat time: 30 minutes

Introduction to Beer provides a comprehensive and entertaining introductory education for all staff involved in the sales and service of beer. Learners explore how beer is made, the different styles and characteristics of beer, bottle vs. draught beer, and pairing beer with food.

## Introduction to Spirits

(PT-1118)

Seat time: 30 minutes per course

The 3-course Introduction to Spirits series is a complement and companion product to the above listed wine and beer training products and should be viewed as an important component of a foodservice worker's complete beverage education. Let us help you reach your business goals, increase sales, and enhance customer experiences.

## Distilled Spirits

(PT-1111)

Seat time: 30 minutes

In this course, learners receive an introduction to the distillation process and detailed information on different types of distilled spirits (vodka, gin, whiskey, brandy, liqueurs, etc.) as well as offering a list of the most popular brands, cocktails, and serving suggestions.

## Making Drinks

(PT-1116)

Seat time: 30 minutes

In this course, learners will have access to video and high resolution photographs which demonstrate how to make popular drinks, including martinis, frozen drinks, rocks drinks, and shots/shooters. Also included is information on increasing sales, responsible service, and behaviors of a great bartender.

## Mixers, Garnishes & Glassware

(PT-1117)

Seat time: 30 minutes

This module details the different ingredients used to make mixed drinks, the different types of garnishes, and appropriate glassware as well as providing employees with the basic knowledge to prepare them for the vocabulary and processes of beverage sales and service.

 We can insert your company's policies and procedures into courses showing this symbol.

 This course has been optimized for viewing on tablets.

# Miscellaneous Courses

Online Course Offerings

- UNDERGROUND TANKS
- AUTOMOTIVE SYSTEM  
TRAINING COURSES &  
ASE TEST PREPARATION

*Turn the page to see courses for...*

Emergency response for Class C  
Underground Storage Tank  
operators...training in auto  
systems...and preparing for  
ASE exams.



## Underground Storage Tank Certification

### Fueling Station Safety - Class C Operator

(AU-1013)

Seat time: 25 minutes

Learn everything a Class C UST operator needs to know to identify and respond to alarms, spills and emergencies at a UST facility and achieve certification.

This course is approved or accepted in the District of Columbia and the following states: AL, AR, CO, DE, GA, ID, IA, KY, LA, MD, ME, MN, MT, NC, NH, NM, OH, OR, PA, SC, SD, TN, TX, UT, VA, VT, WA, WI, and WV.

## ASE - National Institute for Automotive Service Excellence

### ASE A0 Test Preparation Overview

(AU-1000)

Seat times: Overview 15 minutes;  
approximately 1 to 1.5 hours per module

This series was developed to help service technicians and students of automotive technology prepare to take the National ASE Certification Tests. This overview prepares participants for the individual titles by; explaining course navigation used in each course, familiarizing users to ASE tests and their requirements, sharing test-taking tips. Participants should review this overview before beginning any of the individual titles.

### ASE A1 Engine Repair

(AU-1001)

This course reviews the following: General Engine Diagnostics; Cylinder Head and Valve Train Diagnostics and Repair; Engine Block Diagnostics and Repair; Lubrication and Cooling system diagnostics and repair; and Fueling, Electrical, Ignition, and Exhaust System Inspection service.

### ASE A2 Automatic Transmission/Transaxle

(AU-1002)

This course reviews the following: General Transmission/Transaxle Diagnosis (Mechanical/Hydraulic Systems, Electronic Systems); Transmission/Transaxle Maintenance and Adjustment; In-Vehicle Transmission/Transaxle Repair; and Off-Vehicle Transmission/Transaxle Repair (Removal, Disassembly, & Assembly, Gear Train, Shafts, Bushings, Pump and Case, and Friction and Reaction Units).

### ASE A3 Manual Drive Trains and Axles

(AU-1003)

This course reviews the following: Clutch Diagnosis and Repair; Transmission Diagnosis and Repair; Transaxle Diagnosis and Repair; Drive Shaft, Half Shaft & Universal Joint/Constant Velocity (CV) Joint Diagnosis and Repair (Front and Rear Wheel Drive); Rear Axle Diagnosis and Repair (Ring and Pinion Gears, Differential Case Assembly, Limited Slip/Locking Differential, and Axle Shafts); and Four-Wheel Drive/All-Wheel Drive Component Diagnosis & Repair.

### ASE A4 Steering and Suspension

(AU-1004)

This course reviews the following: Steering Systems Diagnosis and Repair (Steering Columns, Steering Units, and Steering Linkage); Suspension Systems Diagnosis and Repair (Front Suspensions and Rear Suspensions); Related Suspension and Steering Service; Wheel Alignment Diagnosis, Adjustment, and Repair; and Wheel and Tire Diagnosis and Repair.

### ASE A5 Brakes

(AU-1005)

This course reviews the following: Hydraulic System Diagnosis and Repair (Master Cylinder, Lines and Hoses, Valves and Switches, and Bleeding, Flushing, and Leak Testing); Drum Brake Diagnosis & Repair; Disc Brake Diagnosis & Repair; Power Assist Units Diagnosis & Repair; and Miscellaneous Systems Diagnosis and Repair; Antilock Brake System (ABS) Diagnosis and Repair.



**ASE A6 Electrical/Electronic Systems**  
(AU-1006)

This course reviews the following: General Electrical/Electronic System Diagnosis; Battery Diagnosis and Service; Starting System Diagnosis and Repair; Charging System Diagnosis and Repair; Lighting Systems Diagnosis and Repair (Headlights, Parking Lights, Taillights, Dash Lights, Courtesy Lights, Stoplights, Turn Signals, Hazard Lights, and Back-up Lights); Gauges, Warning Devices, & Driver Information Systems Diagnosis and Repair; Horn and Wiper/Washer Diagnosis and Repair; and Accessories Diagnosis & Repair (Body and Miscellaneous).

**ASE A7 Heating and Air Conditioning**  
(AU-1007)

This course reviews the following: A/C System Diagnosis and Repair; Refrigeration System Component Diagnosis and Repair (Compressor and Clutch, Evaporator, Condenser, & Related Components); Heating & Engine Cooling Systems Diagnosis and Repair; Operating Systems & Related Controls Diagnosis and Repair (Electrical, Vacuum/Mechanical, and Automatic & Semi-Automatic HVAC Systems); and Refrigerant Recovery, Recycling, Handling, and Retrofit.

**ASE A8 Engine Performance**  
(AU-1008)

This course reviews the following: General Engine Diagnosis; Ignition System Diagnosis and Repair; Fuel, Air Induction, and Exhaust Systems Diagnosis and Repair; Emissions Control Systems Diagnosis and Repair (Including OBDII, Positive Crankcase Ventilation, Exhaust Gas Recirculation, Air Injection (AIR) & Catalytic Converter, and Evaporative Emissions Controls); Computerized Engine Controls Diagnosis and Repair (including OBDII); Engine Electrical Systems Diagnosis and Repair (Battery, Starting System, and Charging System).

**ASE L1 Advanced Engine Performance**  
(AU-1009)

This course reviews the following: General Powertrain Diagnosis; Computerized Powertrain Controls Diagnosis (including OBDII); Ignition System Diagnosis; Fuel Systems & Air Induction Systems Diagnosis; Emissions Control Systems Diagnosis; and I/M Failure Diagnosis.

**ASE Test Preparation Bundle**  
(AU-1010)

This bundle contains all of the ASE courses: *Advanced Engine Performance, Automatic Transmission/Transaxle, Brakes, Electrical/Electronic Systems, Engine Performance, Engine Repair, Heating and Air Conditioning, Manual Drive Trains and Axles, Steering and Suspension, and Test Preparation Overview.*

# CPR and First Aid

Online Course Offerings

- BLS FOR HEALTHCARE PROVIDERS
- HEARTSAVER FIRST AID, CPR & AED

*Turn the page to see courses for...*  
online, self-directed programs  
regarding the critical skills needed in  
sudden cardiac arrest or choking  
emergencies...and lifesaving skills  
training.



## BLS for Healthcare Providers Online Part 1 (90-1403)

(HC-1032)

Seat time: 60 to 120 minutes



This course replaces the BLS for Healthcare Providers Online Part 1 (#90-1403), HeartCode BLS Part 1 (#90-1404), and BLS for Prehospital Providers Online (#90-1433) 2010 Guidelines courses.

HeartCode BLS uses the latest eSimulation technology to enable students to assess and treat patients in virtual healthcare settings. Utilizing a variety of eLearning assets such as dramatizations, eSimulations, animations, self-directed learning, and interactive activities, this course teaches BLS knowledge and skills. This method of learning provides training consistency, adaptability to different learning styles, and flexibility for the student's and employer's time. Students can work at their own pace applying their knowledge to real-time decision making and skills development. Blended training also supports the need for hands-on learning of psychomotor skills. Debriefings and coaching are provided immediately after each simulation.

Once the cognitive portion of the course has been completed, students practice and test their skills with an AHA Instructor or on a voice-assisted manikin (VAM) system.

**Primary Audience:** This course is designed for healthcare professionals and other personnel who need to know how to perform CPR and other basic cardiovascular life support skills in a wide variety of in-facility and prehospital settings.

After successfully completing both the eLearning and hands-on session of the BLS Course, students should be able to:

- Describe the importance of high-quality CPR and its impact on survival
- Describe all of the steps of the Chain of Survival and apply the BLS concepts of the Chain of Survival
- Recognize the signs of someone needing CPR
- Perform high-quality CPR for adults, children and infants
- Describe the importance of early use of an AED and demonstrate its use
- Provide effective ventilations by using a barrier device
- Describe the importance of team dynamics in multirescuer resuscitation and perform as an effective team member during multirescuer CPR
- Describe the technique for relief of foreign-body airway obstruction (choking) for adults and infants

**Skills Session Required:** After completing the eLearning component, students will attend a structured Instructor-led course that focuses on meaningful skills practice, debriefing, team scenarios, discussions of local protocols and skills testing. Where available, students may also complete the hands-on portion with a voice-assisted manikin.

## Heartsaver® CPR AED Online Part 1 (90-1402)

(HC-1017)

Seat time: 30 to 60 minutes



With approximately 80 percent of sudden cardiac arrests occurring outside of a hospital, it is important that employers offer CPR and AED training so their employees are prepared to respond to a sudden cardiac arrest emergency.

Heartsaver® CPR AED Online Part 1 is an online, self-directed program. The program teaches students critical skills and knowledge needed to respond to and manage a sudden cardiac arrest or choking emergency in the first few minutes until emergency medical services (EMS) takes over.

**Primary Audience:** This program is for anyone with limited or no medical training who needs a course completion card in CPR and AED to meet a job, regulatory or other requirement and is seeking an alternative to classroom-based training.

(90-1402/HC-1017 Continued)

**Course Covers:**

- Key changes reflecting the new science from the 2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care
- Adult CPR and AED use
- Adult choking
- Optional modules in child CPR, AED use and choking
- Optional modules in infant CPR and choking

**Benefits:** Once students begin the course, they have access to all lessons, videos and reference materials in the course for 2 years.

**Skills Session Required:** Successful completion of the full Heartsaver® CPR AED course includes three (3) parts:

- Part 1, Heartsaver® CPR AED online course\*
- Part 2, a hands-on skills practice session with an authorized AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™ within 60 days
- Part 3, a hands-on skills test with an authorized AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™ within 60 days

Upon completion of all 3 parts, students will receive an AHA Heartsaver® CPR AED course completion card, valid for 2 years.

\*Part 1 must be paired with a hands-on skills practice and testing session (Parts 2 and 3) with an AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™. Learners who successfully complete Part 1 receive a certificate that allows them entrance to a skills practice and testing session. Parts 2 and 3 can be completed at a nearby AHA Training Center (see [www.heart.org](http://www.heart.org)).

## Heartsaver® First Aid CPR AED Online Part 1 (90-1401)

(HC-1015)

Seat time: 30 to 60 minutes



With approximately 80 percent of sudden cardiac arrests occurring outside of a hospital, it is important that employers offer CPR and AED training so their employees are prepared to respond to a sudden cardiac arrest emergency.

Heartsaver® CPR AED Online Part 1 is an online, self-directed program. The program teaches students critical skills and knowledge needed to respond to and manage a sudden cardiac arrest or choking emergency in the first few minutes until emergency medical services (EMS) takes over.

**Primary Audience:** This program is for anyone with limited or no medical training who needs a course completion card in CPR and AED to meet a job, regulatory or other requirement and is seeking an alternative to classroom-based training.

**Course Covers:**

- Key changes reflecting the new science from the 2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care
- Adult CPR and AED use
- Adult choking
- Optional modules in child CPR, AED use and choking
- Optional modules in infant CPR and choking

**Benefits:** Once students begin the course, they have access to all lessons, videos and reference materials in the course for 2 years.

**Skills Session Required:** Successful completion of the full Heartsaver® CPR AED course includes three (3) parts:

- Part 1, Heartsaver® CPR AED online course\*
- Part 2, a hands-on skills practice session with an authorized AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™ within 60 days

(90-1401/HC-1015 Continued)

- Part 3, a hands-on skills test with an authorized AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™ within 60 days

Upon completion of all 3 parts, students will receive an AHA Heartsaver® CPR AED course completion card, valid for 2 years.

\*Part 1 must be paired with a hands-on skills practice and testing session (Parts 2 and 3) with an AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™. Learners who successfully complete Part 1 receive a certificate that allows them entrance to a skills practice and testing session. Parts 2 and 3 can be completed at a nearby AHA Training Center (see [www.heart.org](http://www.heart.org)).

## Heartsaver® First Aid Online Part 1 (90-1400)

(HC-1016)

Seat time: 60 to 90 minutes



According to the U.S. Occupational Safety and Health Administration (OSHA), approximately 3.3 million injuries and illnesses occur annually in the workplace. That's why it's important to include first aid training as part of your workplace safety program.

Heartsaver® First Aid Online Part 1 is an online, self-directed program that teaches students critical skills and knowledge needed to respond to and manage an emergency in the first few minutes until emergency medical services (EMS) takes over.

**Primary Audience:** This program is for anyone with limited or no medical training who needs a course completion card in first aid to meet a job, regulatory or other requirement and is seeking an alternative to classroom-based training.

### Course Covers:

- Key changes reflecting the new science from the 2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care, including the 2010 Guidelines for First Aid
- First aid basics
- Medical emergencies
- Injury emergencies
- Environmental emergencies

**Benefits:** Once students begin the course, they have access to all lessons, videos and reference materials in the course for 2 years.

**Skills Session:** Successful completion of the full Heartsaver® First Aid course includes three (3) parts:

- Part 1, Heartsaver® First Aid online course\*
- Part 2, a hands-on skills practice session with an authorized AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™ within 60 days
- Part 3, a hands-on skills test with an authorized AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™ within 60 days

Upon completion of all 3 parts, students will receive an AHA Heartsaver® First Aid course completion card, valid for 2 years.

\*Part 1 must be paired with a hands-on skills practice and testing session (Parts 2 and 3) with an AHA Heartsaver® Instructor or Heartsaver® Skills Evaluator™. Learners who successfully complete Part 1 receive a certificate that allows them entrance to a skills practice and testing session. Parts 2 and 3 can be completed at a nearby AHA Training Center (see [www.heart.org](http://www.heart.org)).



# Recently Added Courses

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## **Active Shooter Prep**

**(FS-1099)**

Seat time: 30 minutes

Educates restaurant and retail employees in the latest active shooter procedures and protocols. Using the guidelines and directives established by FEMA, the FBI, and the Dept of Homeland Security, the course—designed specifically for foodservice, hospitality, and retail—establishes an understanding of active shooter events and then provides detailed information on how to best prevent and prepare for such scenarios. Allows employees to increase their chance of survival in the event of an active shooter incident.

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## **Fraud, Waste and Abuse Policies and Procedures Form Template**

**(MT-1056)**

Seat time: N/A

This template can be used to create and print your stores' Policy and Procedures Manual.

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## **Pharmacy HIPAA and FWA Policies and Procedures Form Template**

**(MT-1060)**

Seat time: N/A

These templates can be used to create and print your stores' Policy and Procedures Manuals.

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## **Pharmacy HIPAA Policies and Procedures Form Template**

**(MT-1057)**

Seat time: N/A

This template can be used to create and print your stores' Policy and Procedures Manual.

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## **Unlawful Harassment 2016 (for Managers)**

**(MT-1061)**

CE: 0.5 contact hr. or 0.05 CEUs

Highlights the different types of unlawful harassment, and federal and state laws, as well as consequences for not abiding by the laws. Covers how to respond properly to sexual harassment complaints; unlawful harassment and other conduct to be avoided; sexual harassment and other protected characteristics; and retaliation and sexual harassment.

# Course Catalog

## Companion Course ID List

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