



FRANK PHILLIPS COLLEGE
Safety Training Center
Operational Policies, Procedures and Guidelines

I. Purpose

Assure the quality of safety training programs which are presented by Frank Phillips College Safety Training Center (hereafter known as STC), including those programs approved for reciprocity by the Association of Reciprocal Safety Councils, Incorporated (hereafter known as ARSC, Inc.).

II. Program Names

For the purpose of establishing uniformity, the reciprocal programs shall be called Basic Orientation Plus (hereafter known as BOP), and the Basic Orientation Plus Refresher (hereafter known as BOPR). The board of ARSC, Inc. has established guidelines for reciprocal programs that STC intends to follow as documented. **All** training programs presented by STC will have specific names assigned for identification and reporting purposes and are noted in the registration system.

III. Membership in the reciprocity organization (ARSC, Inc.)

STC fully supports the common guidelines created and implemented by ARSC, Inc. This program allows all to benefit from the training expertise of safety professionals and enhances the safety of the community and industry.

As members of ARSC, Inc., the Panhandle Safety Training Center is required to adhere to the common guidelines created and implemented by ARSC, Inc.

IV. Program Requirements

A. STC Instructor - minimum requirements

1. High School Diploma or GED
2. Experience in classroom instruction
3. Health, Safety, Environmental experience or other qualification as determined by Frank Phillips College
4. OSHA certified in classes that require this of the instructor

B. Programs

1. The programs developed by ARSC, Inc. and presented by STC will remain the sole property of ARSC, Inc. All other programs developed and/or presented by STC remain the property of the authority entity.
2. The “reciprocal programs”, in whole or in part, are not to be provided to contractor or organizations outside of the ARSC, Inc. membership. Non-reciprocal programs may be reviewed with the STC contractor membership on a case by case basis.
3. The ARSC Curriculum Committee reviews reciprocal program content annually. Non-reciprocal programs are reviewed as needed by STC management. STC presents the most current versions of **all** programs in their entirety, without omission. STC retains the right to add or delete information to any non-reciprocal.
4. It is the responsibility of STC to implement revised programs as approved in an effort to maintain security and integrity of the training materials.

5. All examination questions used in conjunction with ARSC, Inc. programs are validated through both peer review and academic review. The peer review validates program content. The academic review ensures that test questions do not discriminate against sex, race, color, creed or ethnic origin. A professional completes the academic validation with experience in the field of test development and validation.
6. The programs presented by STC are not intended to provide OSHA task specific required training.

C. Program Directives

1. All programs shall be taught in English. Any other test format (i.e.: oral) will not be acceptable in terms of the reciprocity agreement and may have validity only on a local level. The STC Non-Written Examination policy, which applies only to those contract workers who have a reading/writing disability as outlined by the Americans with Disabilities Act and documented by a physician qualified in the assessment of that disability, will be followed in these cases. The policy is as follows:
 - a) The contract worker must request examination in other than a written examination format **in writing** to STC management. The contract worker's employer must also sign the request and make necessary accommodations for the worker (i.e., buddy system, etc.)
 - b) The written request must include the alternative examination format requested (i.e., oral).
 - c) The written request must contain documentation from a qualified physician outlining the reading/writing disability of the worker requesting the special testing.
 - d) A letter of consent from the User facility allowing the testing to be conducted in other than the written examination format must accompany all documentation outlined. The letter of consent must be presented **prior to** testing and card issuance.
 - e. Upon successful completion (a minimum of 80% as a passing score) of the examination in non-written format, the contract worker shall be issued an orientation card/badge from STC.
 - f. The orientation badge/card shall state that the contract worker completed the examination in a manner other than a written examination.
2. The card shall also state that this particular training is non-reciprocal with any programs covered by the reciprocity agreement administered by ARSC, Inc.
3. Local plant issues will be dealt with on a case by case basis, but will require as a minimum: **a)** authorization from the plant safety department and **b)** approval by STC Management.
4. Minimum of seventy (70%) percent passing is required for all programs. STC uses a pass-fail format (P/F) based on a minimum of an seventy percent (70%) achievement. Tests covering the subject matter presented shall contain a minimum of fifty (50) questions for Basic Orientation Plus. STC will determine appropriate numbers of test questions for other types of training on a case by case basis. Record retention requirements to evidence implementation of this section are addressed in section VI of this document.

5. The “Reciprocal Programs” are valid for a minimum period of one (1) year. Other programs may have different terms of validity. The ARSC training card issued by STC indicates the validity of the training by listing the date the training expires on the front of the card next to the code for the training successfully completed. Other training and expiration dates will be listed on the back of the card. Regularly presented program codes are as follows:

Basic Orientation Plus	15 Basic Orientation Plus
Basic Orientation Plus Refresher	15 Basic Orientation Plus Refresher
ConocoPhillips Refinery	15 COP
Chevron Phillips Chemical Co.	15 CVPSS
Zachry Construction	15 ZCCSS
RefChem	15 REFCHEM
Saulcon Industries – New Employee English	15 SINEEN
Saulcon Industries – New Employee Spanish	15 SINESP
ConocoPhillips Refinery Spanish	15 SPCOP
Spanish Safety Awareness (non-reciprocal)	15 SSA
ConocoPhillips Hydrofluoric Acid	15 COPHF
ConocoPhillips Hydrofluoric Acid – Spanish	15 COPHFS

6. Attendees whose card has been expired for more that six (6) months will not be allowed to take the BOPR.
7. The employee will be enrolled in the class (Basic Orientation Plus or Basic Orientation Plus Refresher) that is indicated on the registration form. If a company requests that their employee take the BOP as opposed to the BOPR, that is that company’s decision to make; only if the company feels their employee is not cabale of passing the BOPR which is a computer-based test. This request will indicated on the registration form.
8. Security Procedures: to ensure integrity of the programs and training operations, STC has developed the following written procedures outlining registration of attendees.
- a) Attendees must present a valid form of photo identification. Valid for ARSC purposes is defined as legal and legitimate. Identification must be original documents; no copies or facsimiles are acceptable. The identification must ALSO meet the following criteria:
 1. A valid United States Government issued identification card or license that contains a current photograph. This document must be unexpired or expired no longer than 60 days with valid receipt of renewal. Valid United States Government issued identification consists of: State Driver License, State or Federal Identification Card, State or Federal Inmate Card (includes County & Municipality) or Military Identification or a valid U.S. passport that contains a current photograph. The Government issued “TWIC” cannot be validated and is not deemed an acceptable form of ID.
 2. All attendees must sign in on a roster consisting of their name, company name, social security number and date of training. Records must be maintained for a minimum of five (5) years. Records will be purged and destroyed after the fifth year.
 3. Training will not be completed, and a card/badge will not be issued until a valid registration form is completed.
 4. Safety Council Members in good standing will be billed for all training charges incurred. Non-members will be required to have a billing

contract on file before billing can be done and bills must be current. Individuals must pay in full at the time services are rendered.

- b) STC employees are trained on how to identify false identification. Available at each work station is the current I.D. checking guide and every I.D should be checked against this guide.
 1. It is the policy of STC to notify the local authorities of all suspected false I.D.
 2. Students determined to have false I.D. will not be allowed training.
9. Testing Procedures
 - a) Written procedures have been developed to ensure the validity of STC's training. STC requires strict adherence to the testing, examination and security procedures set forth in this section.
 - b) A system of creating different examinations has been established to limit cheating. Twelve test versions will be used in all classes under the reciprocity guidelines.
 - c) Test grading shall be accomplished by electronic device (Scantron). The trainee's Social Security number is to be used as a means to identify the answer sheet to its original examinee. The test score will be automatically posted to the trainees' records. If Scantron is not available then test will be graded by hand.
 - d) The Basic Orientation Plus (BOP) test is limited to (1) One hour and (10) ten minutes; after that time has elapsed, all testing material must be turned in to the instructor for grading.
 - d) Examinations and answer keys shall be secured in the proctor's office when not in use.
10. At the time of the ARSC BOP testing, the STC instructor will announce to the class that the Scantron test card will need their social security number printed above the word Scantron and that the instructor, after grading their test, will remediate their test. After remediation, the student will need to sign their test at the bottom showing their test was remediated and initial beside each remediated question. Instructor signature and date is also required. The Scantron shall be kept for one complete working day for recording purposes and then shredded for security purposes.
 - a) All missed examination questions shall be reviewed.
 - b) Examination retest policies are as follows:
11. Trainees must normally retake the class failed before another test may be administered.
12. Trainees that fail the Basic Orientation Plus on the first attempt will be able to retest the following training day or thereafter. Trainees that fail the program in question on the second attempt are required to wait forty-five (45) days before attempting the program again.
13. Trainees that take the Basic Plus Refresher and fail the test portion of the computer training may take the computerized program again the following training day or thereafter and re-test at the employers cost. Employers may opt to not pay for this second testing attempt. It will then be the Trainees responsibility for payment at the time of re-testing. Trainees that fail after the second attempt will be required to wait the forty-five (45) days. After the forty-five (45) day waiting period, the trainee will be required to take the Basic Orientation Plus class and test. The trainee will not be allowed to take the computer-based training or test on the BOPR (Basic Orientation Plus Refresher).

14. Trainees taking the Conoco Phillips or Chevron Phillips Site Specific by itself or as part of training along with BOP and/or BOP Refresher will be allowed to retake the test if they fail on the first attempt the following training day or thereafter. If failed on the second attempt the student will be required to wait 60 days to retest, however on the hydrofluoric acid site if the student fails the test on the first attempt they will be required to wait 60 days before retesting. Trainees will be allowed to retest only 1 time per day, unless specified differently by the company whose site specific it is. This policy will apply to all company Site Specifics offered by STC.
15. Frank Phillips College Safety Training Center reserves the right to refuse service to anyone.

D. Cheating Policy

Cheating on examinations has the potential to allow workers without adequate safety training to gain access to hazardous areas. This can lead to the injury or death of not only the individual, but of members of the surrounding community. STC will not tolerate cheating and has established the following consequences for **all individuals** involved in this behavior:

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| 1 st offense: | 30 days before eligible for re-testing |
| 2 nd offense: | 90 days before eligible for re-testing |
| 3 rd offense: | 1 year before eligible for re-testing |

- Management for the company sending the individual(s) for training will be notified.
- The safety department of said company will also be notified.

“Testing Out” is not allowed on any program presented by STC.

E. ID Card Issuance

1. Every STC card shall contain a photo image unless restricted by our ID system. Pest’s current ID system will not allow pictures for Arial Man lift, Backhoe, Bobcat (Skid steer Loader), Bucket Truck, DROTT Carry deck Crane, Confined Space, Excavation Inspector, Fire Watch/Hole Watch, Forklift, Scaffold, or Truck Crane & Rigging (Hoist & Rigging) classes. The date of the class will be the expiration date and will be listed on the back of the ID card. This ID card will be a separate card from the ARSC Safety card that is issued. .
2. The date on the card for each program will reflect its termination date.
3. A positive means of identification (standardized list of acceptable identification available at Registration) shall be presented by the trainee before the card is issued.
 - a) Replacement cards will be issued at a cost of \$10.00 each. The same rule of identification will apply to those seeking replacement cards that apply to those attending class. Individuals will be required to pay before a new card is issued. Personal checks will NOT be accepted.
 - b) If a company is to pay for the replaced card, then we must have a registration form showing approval from the company before we will bill them and before the employee receives the replacement card. If the employee pays for their own replacement card, then we do not need to be contacted by his/her company.

V. Record Keeping

- A. STC acts as the record retention agent for all programs taught. The daily compilation of records shall be filed according to STC procedures with **two weeks** of the date of posting of the records in the STC training system.

- B. As a minimum, records shall include the program name, trainee's name, identifying (social security) number, test score, instructor name and date of successful completion of the program.
- C. The trainee's Social Security number shall be used to identify, retain and research their records.
- D. Examination records shall be maintained for a minimum of five (5) years.

VI. Auditing

- A. General Audit Guidelines
- B. All Members signatory to the reciprocity agreement are required to implement audit guidelines contained in this section.
- C. The audit schedules included in the common guidelines are minimum requirements. STC will conduct more frequent and detailed internal audits to ensure operational integrity.
- D. The purpose of the audit procedure is to ensure program quality, integrity, and consistency of presentation.
- E. The audit is designed to evaluate program content, operation procedures, security measures, and methods of instruction and examination.
- F. The audit checklist developed by ARSC, Inc. shall be used by STC as a mechanism to complete the audit process.
- G. Personnel assigned to perform internal audits, and ARSC, Inc. audit teams, shall be given the full cooperation of the STC staff and instructors.
- H. Self-Audit Guidelines
 - 1. STC will conduct at least one formal self-audit annually.
 - 2. One self-audit shall be forwarded to the ARSC, Inc. Administrator for verification and review annually.
 - 3. The self-audits shall address topics discussed in VII (A) (4) of the self-audit section of the Common Guidelines, and all specific operational procedures of STC.
 - 4. Management of STC shall be the responsible management representative to sign the self-audit and implement any corrective action deemed necessary by the self-audit process.

VII. Staff Information: Formal Reciprocity Audit Overview

- A. A formal audit of STC shall be conducted at least once every three (3) years as directed by the ARSC, Inc. Board of Directors for reciprocity requirements.
- B. An Audit Team Leader and Audit Team members shall be selected under the direction of the Audit Committee Chairperson.
- C. The formal audit shall be announced to STC thirty (30) days prior to the audit. The notification is to be addressed to the Management of STC.
- D. Audit results shall be forwarded to the ARSC, Inc. Board of Directors.
- E. A procedure for audit follow-up shall be established for the formal audit and be coordinated by the audit team leader.
- F. Areas that require corrective action shall be identified and a corrective implementation schedule shall be established between the audit team leader and Management of STC.
- G. The audit team leader shall ensure the corrective action implementation schedule has been followed.
- H. Management of STC shall be required to sign off on the corrective action implementation plan.
- I. The audit team leader shall report any uncorrected deficiencies to the Audit Committee Chairman who will advise the ARSC, Inc. Board of Directors.

- J. The procedures listed in common guidelines section III shall be followed when dealing with non-compliance of a member.

VIII. Billing Procedures

- A. A \$200.00 fee will be charged to the customer if the following occur:
 - 1. Customer does not provide STC at least a 48-hour notice of class cancelation or reschedule.
 - 2. If the number of students decreases from the first scheduled class.
- B. Travel expenses incurred by the instructor will be charged to the contractor in the event a 48-hour notice has not received.