



INSTITUTE OF  
TECHNOLOGY, ENGINEERING, &  
APPLIED MANAGEMENT - TEXAS

# ITEAM-TX

## Training

## Academy

## COURSE CATALOG

INSTITUTE OF TECHNOLOGY, ENGINEERING, & APPLIED MANAGEMENT - TEXAS



**EMPOWERING**  
*Texas*  
THROUGH KNOWLEDGE,  
SKILLS, & RESILIENCE

**2026 - 2027**

# Table of Contents

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<b>WELCOME</b>	<b>i</b>
<b>ABOUT ITEAM-TX TRAINING ACADEMY</b>	<b>1</b>
<b>PROGRAM POLICIES &amp; INFORMATION</b>	<b>2</b>
<b>CAREER PATHWAYS OVERVIEW</b>	<b>7</b>
<b>CERTIFICATES</b>	
ARCHITECTURE & ENGINEERING (AE)	8
CONSTRUCTION & SKILLED TRADES (CST)	15
FOOD SAFETY & HOSPITALITY (FSH)	25
OCCUPATIONAL SAFETY & HEALTH (OSH)	30
ADMINISTRATION & MANAGEMENT (ADMIN)	41
PUBLIC HEALTH & MEDICAL SUPPORT (PHMS)	46
<b>INDEX</b>	
CAREER PATHWAY & CERTIFICATES	54
SOC CODES & CERTIFICATES	55



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## ABOUT ITEAM-TX TRAINING ACADEMY

The ITEAM-TX Training Academy is committed to providing accessible, structured training that prepares individuals for meaningful employment across high-demand industries. Our programs are designed to support learners from diverse backgrounds, including those entering the workforce for the first time, transitioning careers, or strengthening skills for advancement.

### Career Pathway Training Structure

Each Career Pathway within the ITEAM-TX Training Academy follows a layered learning model designed to support progressive workforce skill development and career advancement. Programs combine foundational knowledge, occupational competencies, and applied workforce preparation aligned with industry needs.

Career Pathways are structured as tiered certificate programs, allowing participants to build skills progressively and continue advancing within the same career pathway as they complete additional training levels.

Each Career Pathway includes the following instructional components:

- Core Courses
- Occupational Courses

Additional components may be included depending on certificate:

- Leadership Training Modules
- Advanced Technical Specialty Courses
- Industry Credentials

This structure enables participants to develop foundational knowledge, gain occupation-specific skills, and pursue advanced technical competencies that support workforce entry and career progression. Programs also incorporate professional development elements such as communication, documentation practices, executive function skills, and career navigation to strengthen workplace readiness. Through flexible delivery and industry-aligned curriculum, the ITEAM-TX Training Academy supports workforce participation, economic opportunity, and community development.



## **PROGRAM POLICIES & INFORMATION**

This section outlines the policies, guidelines, and operational information governing training programs offered through the ITEAM-TX Training Academy. The following information provides participants with a clear understanding of program delivery, participation expectations, credentialing, and organizational standards that support the integrity and quality of ITEAM-TX workforce training programs. These policies are intended to promote transparency, consistency, and accountability while supporting participant success and professional development within the training environment.

### **I. TRAINING DELIVERY**

All training provided through the ITEAM-TX Training Academy is delivered as workforce education designed to support career readiness, industry awareness, and foundational occupational skill development. Training is offered through structured courses and learning modules that may include virtual instruction, instructor-led sessions, self-paced coursework, applied projects, and competency-based assessments delivered through the program's Learning Management System (LMS).

Programs are designed to prepare participants for entry- and mid-level employment pathways and industry-aligned occupations. Instruction emphasizes practical knowledge, workplace readiness, safety awareness, professional communication, and technical skill familiarity relevant to the targeted occupational field. Training activities may include case-based exercises, practical applications, industry scenarios, documentation practice, and competency verification to reinforce real-world workplace expectations.

Program delivery may include synchronous (live) instruction, asynchronous coursework, or hybrid learning formats depending on the specific certificate program. Participants are responsible for maintaining access to required technology, participating in scheduled instruction, completing assigned coursework, and adhering to program participation standards.

ITEAM-TX reserves the right to update program content, delivery formats, instructional materials, or training schedules in order to maintain alignment with workforce needs, employer expectations, industry practices, and evolving occupational standards.

### **II. PROGRAM DISCLAIMER**

Participation in training programs offered through ITEAM-TX does not constitute enrollment in a college or university and does not result in academic credit toward a degree program. Completion of a training program does not confer professional licensure, trade certification, or legal authorization to perform regulated work where licensure, apprenticeship, or credentialing is required by federal, state, or local authorities.

Training certificates issued by ITEAM-TX represent completion of an instructional program and documentation of knowledge-based workforce training. Depending on the occupation and employer requirements, participants may be required to complete additional employer-based training, supervised field experience, licensing examinations, credential verification, or equipment-specific qualifications before performing certain occupational duties.

ITEAM-TX does not guarantee employment upon completion of training. However, the program provides structured career readiness preparation, which may include resume development, professional communication guidance, job search strategies, interview preparation, and employer engagement activities designed to support participant transition into the workforce.



### **III. GOVERNANCE**

The ITEAM-TX Training Academy operates under the oversight of the Institute of Technology, Engineering, & Applied Management – Texas (ITEAM-TX), a nonprofit organization dedicated to workforce development, professional education, and community capacity building.

Program governance is supported by organizational leadership, workforce advisors, and industry stakeholders who contribute to curriculum review, program relevance, and continuous improvement. These partnerships help ensure that training programs remain responsive to changing workforce demands and emerging occupational opportunities across Texas.

Program policies and operational procedures are designed to promote transparency, fairness, and consistent instructional delivery. Governance structures guide program planning, instructional standards, and organizational accountability in order to maintain the integrity of ITEAM-TX workforce training initiatives.

### **IV. QUALITY ASSURANCE**

ITEAM-TX Training Academy training programs are periodically evaluated to maintain instructional quality, industry alignment, and participant learning outcomes. Curriculum content is developed to reflect practical workplace competencies and may incorporate guidance from industry frameworks, occupational standards, regulatory references, and workforce development best practices.

Quality assurance measures include:

- Curriculum review to ensure alignment with occupational competencies and workforce needs
- Instructor qualification verification and subject-matter expertise
- Standardized instructional materials and clearly defined learning objectives
- Participant progress monitoring and completion verification
- Evaluation of learning outcomes and program effectiveness
- Employer feedback regarding workforce preparedness and skill relevance
- Periodic program updates reflecting industry practices and emerging workforce demands

ITEAM-TX maintains program documentation, training records, and completion records in accordance with organizational policies and applicable workforce program requirements. Participant information and training records are maintained for program accountability, reporting, and verification of program completion. ITEAM-TX is committed to maintaining high standards of training integrity, participant support, and program accountability across all workforce education programs.

### **V. CREDENTIALING**

Certificates issued by the ITEAM-TX Training Academy document successful completion of structured workforce training programs designed to build foundational competencies within specific occupational pathways. Certificates verify that a participant has completed the instructional requirements and demonstrated understanding of the core training content associated with the program.



ITEAM-TX training certificates are education-based workforce credentials intended to support skill development, workforce readiness, and career pathway exploration. While training programs are designed to align with industry practices and occupational expectations, certificates issued by ITEAM-TX are not equivalent to professional licenses, registered apprenticeships, or government-issued occupational certifications unless explicitly stated within a specific program.

Certain training programs may prepare participants to pursue industry-recognized credentials administered by external organizations. When applicable, participants may be required to complete additional examinations, employer training, regulatory requirements, or credential verification administered by third-party certification bodies.

## **VI. INDUSTRY RECOGNITION**

Employers may consider completion of ITEAM-TX training programs as evidence of foundational occupational knowledge, workplace readiness, and commitment to professional development. However, hiring decisions remain solely at the discretion of employers, and employment outcomes depend on factors beyond the control of ITEAM-TX.

ITEAM-TX collaborates with industry partners, workforce organizations, public agencies, and community stakeholders to ensure training programs reflect current workforce needs and emerging occupational opportunities. These partnerships help inform curriculum development and maintain alignment between training content and workforce expectations. Certificates issued by ITEAM-TX are intended to strengthen participant competitiveness in the labor market and support entry into relevant career pathways.

## **VII. PARTICIPANT EXPECTATIONS**

Participants enrolled in training programs through the ITEAM-TX Training Academy are expected to actively engage in the learning process and maintain professional conduct throughout program participation. Training programs are designed to reflect workplace expectations and therefore emphasize responsibility, communication, accountability, and respectful interaction with instructors and fellow participants.

Participants are expected to:

- Attend scheduled instruction sessions when applicable
- Complete assigned coursework, learning modules, and assessments within required timeframes
- Maintain professional communication with instructors and program staff
- Follow program guidelines related to participation, academic integrity, and respectful conduct
- Maintain access to the required technology necessary to complete online training components

ITEAM-TX encourages participants to approach training with a commitment to learning and professional development. Active engagement in coursework, collaboration with peers, and consistent participation contribute to successful completion of training programs and preparation for workplace environments.

## **VIII. PROGRAM PARTICIPATION**

Participants may receive feedback regarding progress, completion of assignments, and participation in program activities. In some cases, participants may be asked to complete additional coursework or corrective learning activities if required competencies have not yet been demonstrated.



ITEAM-TX reserves the right to remove participants from a training program if behavior significantly disrupts instruction, violates program policies, or fails to meet minimum participation expectations. Any such decisions will be made in accordance with organizational policies and in the interest of maintaining a productive learning environment for all participants.

ITEAM-TX strives to provide a supportive and respectful learning environment that encourages skill development, workforce readiness, and professional growth for all program participants.

## **IX. TECHNOLOGY REQUIREMENTS**

Training programs offered through the ITEAM-TX Training Academy are delivered primarily through online learning platforms and digital instructional tools. Participants must have reliable access to the technology necessary to complete coursework and participate in training activities.

Minimum technology requirements may include:

- Reliable internet access capable of supporting video streaming and online learning platforms
- A desktop or laptop computer with an updated operating system
- A web browser capable of accessing the Learning Management System (LMS)
- Basic office productivity software or document viewing capabilities
- Audio capability such as speakers or headphones for instructional media
- The ability to upload assignments and access course materials electronically

Some programs may require additional software, digital tools, or online accounts depending on the instructional content. Participants will be informed of any specialized technology requirements prior to or at the beginning of training.

Participants are responsible for ensuring that their technology equipment and internet connectivity are sufficient to complete coursework, attend scheduled sessions when applicable, and access program materials. ITEAM-TX is not responsible for technology limitations or connectivity issues experienced by participants outside of the program's online systems.

Program staff may provide basic guidance on accessing the LMS and navigating course materials; however, participants are expected to maintain a basic level of digital literacy necessary to engage with online training environments.

## **X. EQUAL OPPORTUNITY**

The Institute of Technology, Engineering, & Applied Management – Texas (ITEAM-TX) is committed to providing equal access to workforce training opportunities and maintaining an inclusive learning environment for all participants.

The organization supports workforce education initiatives that promote fair access to training, professional development, and career pathway opportunities across diverse communities. ITEAM-TX is dedicated to creating a respectful learning environment that encourages participation, collaboration, and professional growth.

Participants are expected to contribute to a training environment that values professionalism, mutual respect, and constructive engagement among instructors, staff, and fellow trainees.



ITEAM-TX remains committed to expanding workforce opportunity, supporting community access to training, and promoting equitable pathways to employment and professional development.

## **XI. NON-DISCRIMINATION**

ITEAM-TX does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, religion, disability, age, or veteran status in the administration of its programs, services, or training activities.

ITEAM-TX may make reasonable accommodations to support participants with documented accessibility needs when feasible within the structure of the training program. Participants requesting accommodations are encouraged to communicate with program staff as early as possible so that appropriate support options may be explored.

Any concerns regarding discrimination, harassment, or program accessibility may be reported to ITEAM-TX leadership or program administration for review. The organization will take appropriate steps to address concerns in accordance with organizational policies and applicable laws.



## CAREER PATHWAYS OVERVIEW

The **ITEAM-TX Workforce Development Center** offers structured career pathways designed to prepare individuals for employment across high-demand industries. Each pathway reflects real workforce needs and is aligned with nationally recognized occupational classifications to ensure relevance and opportunity.

Our six career pathways include:

- Architecture and Engineering
- Construction and Skilled Trades
- Food Safety and Hospitality Service
- Administration and Management
- Occupational Safety and Health
- Public Health and Medical Support

Each pathway is organized under a stackable certificate model designed to support progressive skill development. All certificates include two required Foundational Courses, three pathway-specific Core Courses, and designated Occupational Courses that provide applied technical competencies.

The stackable structure allows learners to demonstrate incremental skill attainment while maintaining eligibility for continued advancement within the selected pathway. Coursework is aligned with applicable occupational standards and industry-recognized credentials where appropriate. This model supports entry into workforce roles while providing a framework for long-term professional development and advancement.



## ARCHITECTURE & ENGINEERING CAREER PATHWAY (AE)

The **Architecture & Engineering Career Pathway (AE)** prepares learners for technical drafting, architectural design support, mechanical modeling, engineering documentation, and production-support roles that contribute to the planning, design, modeling, coordination, and optimization of built and industrial systems. Instruction emphasizes applied CAD and CAM skills, engineering documentation standards, materials awareness, systems coordination, and production-ready drawing development.

The pathway consists of two technical specialization tracks and one advanced track. Learners may complete either technical track based on career goals and may progress into the advanced track upon successful completion of a technical certificate or documented equivalent experience.

### SOC CODES

- 17-3000 — Drafters, Engineering Technicians, and Mapping Technicians
- 17-3011 — Architectural & Civil Drafters
- 17-3013 — Mechanical Drafters
- 17-3026 — Industrial Engineering Technologists & Technicians
- 17-3027 — Mechanical Engineering Technologists & Technicians
- 11-3051 — Industrial Production Managers

## AE CAREER PATHWAY CERTIFICATES

### ARCHITECTURAL DRAFTING & DESIGN (TECHNICAL TRACK)

This certificate prepares learners for entry-level architectural drafting and building design support roles within residential and commercial construction environments. Training emphasizes 2D drafting, technical drawing standards, BIM fundamentals, construction documentation development, and coordinated design workflows.

Learners develop the skills necessary to produce accurate technical drawings, interpret architectural plans, support document revisions, and assist architects and engineers in structured project environments.

### SOC CODES

- 17-3000 — Drafters, Engineering Technicians, and Mapping Technicians
- 17-3011 — Architectural & Civil Drafters

### CORE COURSES

- AE 101 — Engineering & Design Workflows Foundations
- AE 102 — Technical Communication & Documentation Standards
- AE 103 — Professional Practice for Technical Teams: Safety, Ethics & Collaboration

### OCCUPATIONAL COURSES

- AE 201 — CAD Drafting & Engineering Graphics Fundamentals
- AE 202 — Technical Drawing Standards
- AE 203 — BIM & Construction Documentation
- AE 209 — Residential & Commercial Design Studio

### INDUSTRY CREDENTIAL

OSHA 10-Hour Construction Industry

*\*Conducted over two (2) scheduled in-person training days*



### **MECHANICAL DESIGN & 3D MODELING (TECHNICAL TRACK)**

This certificate prepares learners for mechanical drafting and mechanical engineering technologist support roles within manufacturing and industrial environments. Training emphasizes parametric modeling, part and assembly development, bill of materials creation, production documentation, and digital fabrication awareness.

Learners develop the competencies required to support engineers, generate mechanical drawings, coordinate assemblies, and assist with model-to-production workflows. All coursework is delivered 100% online and project based.

#### **SOC CODES**

17-3013 — Mechanical Drafters

17-3027 — Mechanical Engineering Technologists & Technicians

#### **CORE COURSES**

AE 101 — Engineering & Design Workflows Foundations

AE 102 — Technical Communication & Documentation Standards

AE 103 — Professional Practice for Technical Teams: Safety, Ethics & Collaboration

#### **OCCUPATIONAL COURSES**

AE 204 — Fundamentals of 3D Mechanical Design

AE 205 — Parametric Modeling Fundamentals

AE 206 — Part & Assembly Design: Constraints, Motion, & BOM Development

AE 210 — Design for Manufacturing & Digital Fabrication Fundamentals

#### **INDUSTRY CREDENTIAL**

OSHA 10-Hour General Industry

*\*Conducted over two (2) scheduled in-person training days*

### **ENGINEERING & INDUSTRIAL OPERATIONS LEADERSHIP (ADVANCED TRACK)**

This advanced certificate integrates technical drafting literacy, parametric modeling awareness, production systems knowledge, quality systems application, workflow optimization, and foundational supervisory competencies. The program bridges technical execution with operational coordination responsibilities within structured industrial and manufacturing environments.

Learners develop applied competencies in production planning, resource coordination, cost-awareness, documentation control, process monitoring, team communication, and data-informed decision-making. Emphasis is placed on strengthening the transition from technical contributor to operational support and entry-level supervisory roles in engineering and production settings. All coursework is delivered 100% online and project based.

#### **SOC CODES**

17-3026 — Industrial Engineering Technologists & Technicians

17-3027 — Mechanical Engineering Technologists & Technicians

#### **ADVANCEMENT OCCUPATION (WITH EXPERIENCE):**

11-3051 — Industrial Production Managers



## **PREREQUISITE**

Completion of one (1) Technical Track Certificate OR documented equivalent technical experience. Resume experience verification required. Supplemental manufacturing or modeling competency modules may be required based on applicant background.

## **OCCUPATIONAL COURSES**

- AE 207 — Project Coordination for Technical Teams
- AE 208 — Materials Estimating, Loads & Mechanical Systems Fundamentals
- AE 210 — Design for Manufacturing & Digital Fabrication Fundamentals
- AE 211 — Production Systems & Workflow Optimization
- AE 212 — Quality Systems & Technical Process Control

## **ENTRY-LEVEL MANAGEMENT COURSES**

- AE 213 — Production Planning & Operations Coordination
- AE 214 — Industrial Supervision & Performance Management Fundamentals

## **INDUSTRY CREDENTIAL (SELECT ONE)**

- OSHA 30-Hour General Industry
- OSHA 30-Hour Construction Industry
- \*OSHA training includes a required four (4) day in-person session*

## **AE CORE COURSES**

### **AE 101 — Engineering & Design Workflows Foundations**

This course introduces how architectural and mechanical design projects progress from concept development through drafting, modeling, review, approval, and production release. Emphasis is placed on workflow sequencing, interdisciplinary coordination, documentation control, and quality checkpoints within technical environments.

#### **Upon successful completion, the trainee will be able to:**

- Explain how design progresses from concept to production documentation
- Describe standard design review and approval workflows
- Identify roles and responsibilities within engineering teams
- Apply documentation control principles to support coordination and quality

### **AE 102 — Technical Communication & Documentation Standards**

This course develops professional communication and documentation practices used in architectural and engineering environments. Emphasis is placed on technical writing, drawing notation, file organization, revision control, and standards alignment to ensure clarity and traceability.

#### **Upon successful completion, the trainee will be able to:**

- Produce technical documents using industry-standard formats
- Apply document control and revision tracking practices
- Communicate technical information across disciplines
- Interpret and apply drawing and documentation standards



### **AE 103 — Professional Practice for Technical Teams: Safety, Ethics & Collaboration**

This course examines professional expectations within technical design and production-support roles. Topics include workplace safety awareness, ethical responsibility, communication practices, and collaborative workflow standards.

**Upon successful completion, the trainee will be able to:**

- Recognize workplace safety responsibilities in technical environments
- Apply ethical decision-making principles
- Demonstrate effective teamwork and professional conduct
- Identify issues requiring escalation within structured workflows

### **AE OCCUPATIONAL COURSES**

#### **AE 201 — CAD Drafting & Engineering Graphics Fundamentals**

This course develops foundational 2D drafting skills used in architectural and engineering environments. Trainees create accurate technical drawings using layers, dimensions, annotations, orthographic projection, and standard drafting conventions.

**Upon successful completion, the trainee will be able to:**

- Produce accurate 2D CAD drawings
- Apply layers, dimensions, and annotations correctly
- Interpret architectural and mechanical drawings
- Follow established drafting standards

#### **AE 202 — Technical Drawing Standards**

This course focuses on drawing standards, notation systems, and geometric dimensioning and tolerancing (GD&T) principles used across engineering disciplines. Emphasis is placed on producing compliant and production-ready documentation.

**Upon successful completion, the trainee will be able to:**

- Apply industry-standard symbols and notation
- Interpret tolerances and dimensioning practices
- Identify drafting inconsistencies
- Prepare drawings that meet documentation standards

#### **AE 203 — BIM & Construction Documentation**

This course introduces concepts of Building Information Modeling (BIM) and construction documentation workflows. Trainees develop basic 3D building models and extract coordinated drawing sets aligned with structured documentation practices.

**Upon successful completion, the trainee will be able to:**

- Explain BIM's role in project coordination
- Develop basic 3D building models
- Identify components of construction document sets
- Support model-to-drawing documentation workflows



#### **AE 204 — Fundamentals of 3D Mechanical Design**

This fully online, project-based course develops foundational skills in parametric 3D mechanical modeling. Trainees create parts and assemblies while applying design intent, constraints, and structured modeling practices used in manufacturing environments.

**Upon successful completion, the trainee will be able to:**

- Create fully defined 3D mechanical parts
- Develop assemblies using mechanical constraints
- Generate production-ready drawings
- Modify models to support design revisions

#### **AE 205 — Parametric Modeling & Integrated CAD/CAM Fundamentals**

This course introduces integrated modeling workflows that connect digital design to fabrication planning. Trainees develop parametric models and examine toolpath awareness and manufacturing considerations within a digital environment.

**Upon successful completion, the trainee will be able to:**

- Create parametric 3D models
- Apply integrated CAD/CAM workflow concepts
- Evaluate manufacturing considerations during design
- Support iterative design revisions

#### **AE 206 — Part & Assembly Design: Constraints, Motion & BOM Development**

This course focuses on advanced assembly modeling, motion relationships, exploded views, and bill of materials development. Emphasis is placed on coordination practices that support fabrication and production documentation.

**Upon successful completion, the trainee will be able to:**

- Apply assembly constraints and relationships
- Simulate basic mechanical motion
- Generate exploded views
- Develop bills of materials for production use

#### **AE 207 — Project Coordination for Technical Teams**

This course develops workflow coordination and documentation tracking skills used in engineering and production environments. Emphasis is placed on task sequencing, revision tracking, and cross-disciplinary communication.

**Upon successful completion, the trainee will be able to:**

- Support documentation tracking processes
- Monitor revision and update workflows
- Communicate technical updates across teams
- Assist with project coordination procedures

#### **AE 208 — Materials Estimating, Loads & Mechanical Systems Fundamentals**

This course provides a practical overview of engineering materials, load behavior, and mechanical system fundamentals used in built and industrial environments. Emphasis is placed on applied understanding rather than advanced theoretical analysis.



**Upon successful completion, the trainee will be able to:**

- Identify common engineering materials and properties
- Explain basic load, stress, and force concepts
- Perform foundational materials estimating calculations
- Relate material and load considerations to design decisions

**AE 209 — Residential & Commercial Design Studio**

This applied design course integrates drafting and modeling skills to develop coordinated residential and commercial layouts. Trainees produce floor plans, elevations, and structured documentation sets aligned with industry practices.

**Upon successful completion, the trainee will be able to:**

- Develop residential and commercial floor plans
- Create elevations and layout drawings
- Apply spatial planning principles
- Produce coordinated drawing packages

**AE 210 — Design for Manufacturing & Digital Fabrication Fundamentals**

This course develops practical understanding of how digital models transition into production workflows. Emphasis is placed on design-for-manufacturing principles, fabrication constraints, material considerations, and prototype iteration processes.

**Upon successful completion, the trainee will be able to:**

- Evaluate manufacturability of mechanical designs
- Identify fabrication and tooling considerations
- Apply digital fabrication workflow concepts
- Support prototype development and revision cycles

**AE 211 — Productivity Systems & Workflow Optimization**

This course introduces structured production systems, workflow mapping, and operational efficiency principles used in manufacturing and industrial environments. Emphasis is placed on process flow analysis, resource coordination, throughput awareness, bottleneck identification, and continuous improvement strategies that support organized production systems.

**Upon successful completion, the trainee will be able to:**

- Analyze production workflows using basic process-mapping tools
- Identify bottlenecks and inefficiencies within structured operations
- Apply workflow optimization principles to improve production flow
- Evaluate resource utilization and throughput considerations
- Support continuous improvement initiatives within production environments

**AE 212 — Quality Systems & Technical Process Control**

This course examines quality control systems and process monitoring practices used in engineering and manufacturing settings. Topics include quality standards awareness, inspection procedures, documentation control, corrective action processes, and performance measurement fundamentals that ensure consistency and reliability in production environments.



**Upon successful completion, the trainee will be able to:**

- Explain foundational quality system principles used in industrial environments
- Interpret quality documentation and inspection requirements
- Apply basic process control and monitoring concepts
- Identify nonconformance issues and corrective action procedures
- Support structured quality assurance and compliance workflows

## **AE ENTRY-LEVEL MANAGEMENT COURSES**

### **AE 213 — Production Planning & Operations Coordination**

This course introduces production planning fundamentals and operational coordination practices used in industrial environments. Emphasis is placed on scheduling concepts, capacity awareness, resource allocation, workflow sequencing, and coordination between technical teams and production personnel.

**Upon successful completion, the trainee will be able to:**

- Explain basic production scheduling and capacity planning concepts
- Support coordination between engineering and production teams
- Analyze workflow sequencing for operational efficiency
- Evaluate resource allocation considerations within production systems
- Contribute to structured operational planning discussions

### **AE 214 — Industrial Supervision & Performance Management Fundamentals**

This course develops foundational supervisory competencies and performance management awareness within industrial environments. Topics include team communication, production metrics, cost awareness, safety-performance integration, and leadership responsibilities in structured operational settings.

**Upon successful completion, the trainee will be able to:**

- Demonstrate effective communication practices in supervisory contexts
- Interpret production performance metrics and key indicators
- Explain cost drivers and operational performance considerations
- Apply structured decision-making principles in team environments
- Recognize leadership responsibilities within industrial operations



## CONSTRUCTION & SKILLED TRADES (CST) CAREER PATHWAY

The **Construction & Skilled Trades (CST)** Career Pathway prepares learners for hands-on trade, field operations, inspection, fabrication, and supervisory progression roles across residential, commercial, industrial, and prefabrication environments. Instruction emphasizes jobsite safety, trade fundamentals, construction math, blueprint interpretation, equipment awareness, materials handling, quality standards, documentation practices, and coordination between field crews, fabrication shops, supervisors, and inspectors.

The pathway consists of multiple technical specialization certificates and one advanced supervisory certificate. Learners may enter through a field-trade, equipment operations, inspection, or fabrication specialization and may progress into the advanced supervisory certificate upon successful completion of a technical certificate or documented equivalent experience.

### SOC CODES

#### A. Field Construction Occupations

- 47-2031 — Carpenters
- 47-2061 — Construction Laborers
- 47-2073 — Operating Engineers and Other Construction Equipment Operators
- 47-2111 — Electricians
- 47-2141 — Painters, Construction and Maintenance
- 47-2152 — Plumbers, Pipefitters, and Steamfitters
- 47-3010 — Helpers, Construction Trades
- 47-4011 — Construction and Building Inspectors

#### B. Construction & Industrial Fabrication Occupations

- 51-4012 — CNC Machinists

#### C. Supervisory & Advancement Roles (with experience)

- 47-1011 — First-Line Supervisors of Construction Trades and Extraction Workers
- 51-1011 — First-Line Supervisors of Production and Operating Workers
- 11-9021 — Construction Managers

## CST CAREER PATHWAY CERTIFICATES

### CONSTRUCTION TRADE TECHNICIAN (TECHNICAL TRACK)

This certificate prepares learners for entry-level and developing roles across core construction trades. Training emphasizes jobsite fundamentals, safe work practices, blueprint awareness, tool and material handling, and field coordination—equipping learners to support skilled trades and progress into apprenticeship or specialty training pathways.

### SOC CODES

- 47-2031 — Carpenters
- 47-2111 — Electricians
- 47-2152 — Plumbers, Pipefitters, and Steamfitters
- 47-2141 — Painters, Construction and Maintenance
- 47-2061 — Construction Laborers
- 47-3010 — Helpers, Construction Trades



### **CORE COURSES**

CST 101 — Construction Industry Fundamentals  
CST 102 — Jobsite Safety & Hazard Controls  
CST 103 — Construction Documentation & Daily Reporting

### **OCCUPATIONAL COURSES**

CST 201 — Blueprint Reading & Trade Drawings Basics  
CST 202 — Tools, Equipment & Materials Handling  
CST 205 — Trade Skills Fundamentals (Carpentry, Concrete, Masonry & MEP Basics)  
CST 209 — Construction Math, Layout & Basic load Fundamentals

### **INDUSTRY CREDENTIAL**

OSHA 10-Hour Outreach Training — Construction Industry  
*\*Conducted over two (2) scheduled in-person training days*

### **CONSTRUCTION EQUIPMENT & FIELD OPERATIONS SUPPORT (TECHNICAL TRACK)**

This certificate prepares learners to support construction and industrial operations involving heavy equipment and machinery. Training emphasizes equipment awareness, operating zones, safe interaction around moving machinery, documentation practices, and field coordination between crews and equipment operators.

### **SOC CODES**

47-2073 — Operating Engineers and Other Construction Equipment Operators  
47-2061 — Construction Laborers

### **CORE COURSES**

CST 101 — Construction Industry Fundamentals  
CST 102 — Jobsite Safety & Hazard Controls  
CST 103 — Construction Documentation & Daily Reporting

### **OCCUPATIONAL COURSES**

CST 202 — Tools, Equipment & Materials Handling  
CST 203 — Field Operations & Jobsite Coordination  
CST 204 — Construction Equipment & Heavy Machinery Awareness  
CST 212 — Equipment Operating Zones, Excavation & Safety Compliance

### **INDUSTRY CREDENTIAL**

OSHA 10-Hour Outreach Training — Construction Industry  
*\*Conducted over two (2) scheduled in-person training days*

### **CONSTRUCTION INSPECTION & QUALITY SUPPORT (TECHNICAL TRACK)**

This certificate prepares learners to support inspection, quality control, and compliance activities on construction projects. Training emphasizes blueprint interpretation, workmanship standards, documentation accuracy, and coordination between inspectors and field teams.

### **SOC CODE**

47-4011 — Construction and Building Inspectors



## **CORE COURSES**

- CST 101 — Construction Industry Fundamentals
- CST 102 — Jobsite Safety & Hazard Controls
- CST 103 — Construction Documentation & Daily Reporting

## **OCCUPATIONAL COURSES**

- CST 201 — Blueprint Reading & Trade Drawings Basics
- CST 203 — Field Operations & Jobsite Coordination
- CST 206 — Quality Control & Field Inspection Basics
- CST 211 — Construction Codes, Green Building & Compliance Awareness

## **INDUSTRY CREDENTIAL**

- OSHA 10-Hour Outreach Training — Construction Industry
- \*Conducted over two (2) scheduled in-person training days*

## **CONSTRUCTION SUPERVISION & MANAGEMENT SUPPORT (ADVANCED TRACK)**

This certificate prepares learners for supervisory and management support roles within construction and production-related environments. Training emphasizes crew leadership fundamentals, coordination and scheduling support, documentation practices, and quality oversight. Learners develop competencies that support progression from frontline supervision into project coordination and operations management roles within construction environments.

## **SOC CODES**

- 11-9021 — Construction Managers
- 47-1011 — First-Line Supervisors of Construction Trades and Extraction Workers
- 51-1011 — First-Line Supervisors of Production and Operating Workers

## **PREREQUISITE**

Completion of one (1) Technical Track Certificate OR documented equivalent technical experience. Resume experience verification required. Supplemental manufacturing or modeling competency modules may be required based on applicant background.

## **OCCUPATIONAL COURSES**

- CST 206 — Quality Control & Field Inspection Basics
- CST 207 — Construction Supervision & Crew Leadership Basics
- CST 208 — Construction Project Coordination & Scheduling Support
- CST 212 — Construction Estimating & Cost Awareness Fundamentals

## **ADVANCED TECHNICAL COURSES**

- CST 301 — Advanced Blueprint Interpretation & Field Layout
- CST 302 — Structural Systems & Building Assemblies
- CST 303 — Advanced Construction Materials & Installation Systems
- CST 304 — Prefabrication & Modular Construction Systems
- CST 305 — Jobsite Logistics & Multi-Trade Coordination
- CST 306 — Advanced Equipment Coordination & Site Operations

## **LEADERSHIP COURSES**

- CST 401 — Construction Leadership & Workforce Management



- CST 402 — Construction Safety Leadership & Risk Oversight
- CST 403 — Construction Project Planning & Resource Coordination
- CST 404 — Construction Cost Control & Budget Awareness
- CST 405 — Construction Quality Assurance & Compliance Management
- CST 406 — Construction Contract Administration & Documentation Control
- CST 407 — Construction Operations & Production Management

### **INDUSTRY CREDENTIAL**

OSHA 30-Hour Outreach Training — Construction Industry  
*\*Conducted over four (4) scheduled in-person training days*

### **CST CORE COURSES**

#### **CST 101 — Construction Industry Fundamentals**

This course introduces the structure of the construction industry, including major sectors, common trades, and jobsite organization. Learners examine how construction projects move through planning, execution, and closeout, and how multiple trades coordinate work on active jobsites.

#### **Upon successful completion, the trainee will be able to:**

- Describe major construction sectors and trade roles;
- Explain basic project phases from planning to closeout;
- Identify responsibilities of workers, supervisors, and managers;
- Recognize expectations for professionalism and reliability on jobsites.

#### **CST 102 — Jobsite Safety & Hazard Controls**

This course focuses on identifying and controlling common hazards found on construction jobsites. Learners gain practical awareness of safe work practices, personal protective equipment (PPE), and the role of communication and reporting in preventing injuries.

#### **Upon successful completion, the trainee will be able to:**

- Identify common construction hazards;
- Apply basic hazard control methods;
- Demonstrate safe work practices and PPE awareness;
- Understand the importance of safety communication and reporting.

#### **CST 103 — Construction Documentation & Daily Reporting**

This course introduces documentation used to record work activities, safety issues, and jobsite progress. Learners develop accuracy and consistency in completing reports that support communication, quality control, and compliance.

#### **Upon successful completion, the trainee will be able to:**

- Complete basic daily reports and logs;
- Document work activities and incidents accurately;
- Understand the role of documentation in quality and compliance;
- Support communication between field and management teams.



## **CST OCCUPATIONAL COURSES**

### **CST 201 — Blueprint Reading & Trade Drawings Basics**

This course introduces construction drawings used to guide trade work across multiple disciplines. Learners focus on reading symbols, notes, and layouts while understanding how drawings communicate scope and installation requirements.

**Upon successful completion, the trainee will be able to:**

- Interpret basic construction drawings;
- Identify symbols and notes relevant to trade work;
- Follow plans to support jobsite tasks;
- Recognize discrepancies between drawings and field conditions.

### **CST 202 — Tools, Equipment & Materials Handling**

This course covers safe use and handling of construction tools, equipment, and materials commonly found on jobsites. Learners build awareness of equipment hazards, storage practices, and efficient material movement.

**Upon successful completion, the trainee will be able to:**

- Identify common construction tools and equipment;
- Apply safe handling and storage practices;
- Recognize equipment hazards;
- Support efficient materials movement on jobsites.

### **CST 203 — Field Operations & Jobsite Coordination**

This course focuses on how daily job-site activities are coordinated between crews, supervisors, and inspectors. Learners develop communication and organizational skills that support smooth field operations.

**Upon successful completion, the trainee will be able to:**

- Support daily jobsite coordination activities;
- Communicate work status and issues;
- Follow sequencing and task assignments;
- Assist with crew and site organization.

### **CST 204 — Construction Equipment & Heavy Machinery Awareness**

This course introduces common construction equipment and heavy machinery used on jobsites. Learners focus on equipment awareness, operating zones, signaling practices, and safe interaction around moving machinery.

**Upon successful completion, the trainee will be able to:**

- Identify common construction equipment;
- Understand equipment operating zones;
- Recognize spotter and signaling roles;
- Support safe equipment operations.



### **CST 205 — Trade Skills Fundamentals (Carpentry, Electrical, Plumbing, Painting)**

This course provides an overview of foundational tools, materials, and tasks used across major construction trades. Learners focus on safety, basic trade processes, and supporting skilled trades under supervision.

**Upon successful completion, the trainee will be able to:**

- Recognize basic trade-specific tools and materials;
- Understand fundamental trade processes;
- Follow basic task instructions safely;
- Support skilled trades under supervision.

### **CST 206 — Quality Control & Field Inspection Basics**

This course introduces quality expectations and inspection practices used to ensure construction work meets standards. Learners examine common defects, documentation methods, and corrective action processes.

**Upon successful completion, the trainee will be able to:**

- Recognize quality expectations in construction work;
- Identify common workmanship issues;
- Document deficiencies and corrections;
- Support inspections and punch list activities.

### **CST 207 — Construction Supervision & Crew Leadership Basics**

This course introduces leadership and coordination skills used by crew leaders and first-line supervisors. Learners focus on delegation support, performance tracking, safety oversight, and communication.

**Upon successful completion, the trainee will be able to:**

- Support task delegation and crew coordination;
- Track attendance and work progress;
- Document performance and safety issues;
- Communicate effectively with management.

### **CST 208 — Construction Project Coordination & Scheduling Support**

This course introduces basic scheduling concepts and coordination activities used in construction projects. Learners develop awareness of sequencing, milestones, delays, and coordination meetings.

**Upon successful completion, the trainee will be able to:**

- Understand basic construction schedules;
- Support sequencing and logistics planning;
- Track milestones and delays;
- Assist with coordination meetings and follow-up.

### **CST 209 — Construction Math, Layout & Basic Rigging Fundamentals**

This course develops applied construction math skills including fractions, decimals, conversions, geometry, and material calculations. Trainees also examine layout tools and basic rigging awareness for safe material movement.

**Upon successful completion, the trainee will be able to:**



- Perform measurements and unit conversions;
- Apply geometry to calculate materials and layouts;
- Use leveling and layout tools accurately;
- Demonstrate awareness of basic rigging safety procedures.

### **CST 210 — Equipment Operating Zones, Excavation & Safety Compliance**

This course focuses on excavation safety basics, trench awareness, equipment staging, and compliance considerations. Emphasis is placed on safe interaction between personnel and machinery in active work environments.

#### **Upon successful completion, the trainee will be able to:**

- Identify excavation and trench-related hazards;
- Recognize equipment operating zones and restricted areas;
- Support safe staging and traffic control practices;
- Understand compliance documentation basics.

### **CST 211 — Construction Codes, Green Building & Compliance Awareness**

This course introduces building codes, energy efficiency standards, and sustainable construction practices. Trainees examine how regulatory compliance and green building concepts influence materials selection and installation methods.

#### **Upon successful completion, the trainee will be able to:**

- Identify common construction code requirements;
- Recognize sustainable building principles;
- Understand compliance documentation processes;
- Support environmentally responsible construction practices.

### **CST 212 — Construction Estimating & Cost Awareness Fundamentals**

This course introduces foundational estimating principles including labor, materials, equipment, and overhead cost components. Trainees learn how budgeting awareness supports scheduling and field performance.

#### **Upon successful completion, the trainee will be able to:**

- Calculate basic labor and material quantities;
- Identify cost components within construction projects;
- Understand how scheduling impacts project costs;
- Recognize how inefficiencies affect budgets.

## **CST ADVANCED TECHNICAL COURSES**

### **CST 301 — Advanced Blueprint Interpretation & Field Layout**

This course provides advanced training in interpreting complex construction drawings and coordinating layout activities across multiple trades on active jobsites. Trainees examine structural details, dimensional accuracy, and layout coordination practices used to translate design documents into field execution.

#### **Upon successful completion, the trainee will be able to:**

- Interpret advanced construction drawings and structural details
- Verify measurements and dimensional accuracy in field layouts



- Identify discrepancies between drawings and field conditions
- Support coordination of layout activities across multiple trades

### **CST 302 — Structural Systems & Building Assemblies**

This course provides training on structural systems commonly used in residential, commercial, and industrial construction. Trainees examine how building components interact to create stable structural assemblies and how trades coordinate installation within structural frameworks.

#### **Upon successful completion, the trainee will be able to:**

- Identify structural components used in construction systems
- Explain basic load paths and structural behavior concepts
- Recognize structural installation sequencing requirements
- Support coordination between structural trades and field crews

### **CST 303 — Advanced Construction Materials & Installation Systems**

This course provides training on construction materials used across structural, mechanical, electrical, and plumbing systems. Trainees examine material properties, installation considerations, and quality requirements that influence performance and durability in construction environments.

#### **Upon successful completion, the trainee will be able to:**

- Identify advanced construction material types and properties
- Recognize installation requirements for major building systems
- Evaluate material suitability for different construction applications
- Support quality installation practices across multiple trades

### **CST 304 — Prefabrication & Modular Construction Systems**

This course introduces prefabrication and modular construction methods used in commercial, industrial, and large-scale building projects. Trainees examine manufacturing-based construction workflows and coordination practices between fabrication facilities and jobsite operations.

#### **Upon successful completion, the trainee will be able to:**

- Explain prefabrication and modular construction concepts
- Identify fabrication workflows used in modern construction systems
- Support coordination between fabrication shops and field crews
- Recognize quality requirements for prefabricated components

### **CST 305 — Jobsite Logistics & Multi-Trade Coordination**

This course focuses on coordination of multiple trades within active construction environments. Trainees examine workflow planning, sequencing of work activities, and communication practices that support efficient job-site operations.

#### **Upon successful completion, the trainee will be able to:**

- Coordinate work activities across multiple trades
- Identify scheduling conflicts and workflow disruptions
- Support planning of material delivery and jobsite logistics
- Assist with sequencing and coordination of construction activities



### **CST 306 — Advanced Equipment Coordination & Site Operations**

This course provides training on integrating equipment operations with construction crews and fieldwork. Trainees examine equipment staging, operating zones, communication protocols, and safety practices used to support efficient site operations.

**Upon successful completion, the trainee will be able to:**

- Identify equipment roles across construction operations
- Recognize advanced equipment hazards and operating zones
- Coordinate safe interaction between equipment operators and crews
- Support planning of equipment workflow within jobsite operations

### **CST LEADERSHIP COURSES**

#### **CST 401 — Construction Leadership & Workforce Management**

This course provides training in leadership principles used by construction supervisors and crew leaders. Trainees examine workforce coordination, communication strategies, and leadership practices that support safe and productive jobsite operations.

**Upon successful completion, the trainee will be able to:**

- Demonstrate leadership practices used in construction environments
- Support coordination and delegation of work activities among crew members
- Communicate expectations and instructions clearly to workers and teams
- Promote professionalism and accountability within construction crews

#### **CST 402 — Construction Safety Leadership & Risk Oversight**

This course provides training in leadership responsibilities related to maintaining safe work environments on construction projects. Trainees examine hazard recognition, safety oversight practices, and communication strategies used to reinforce safety culture across jobsite operations.

**Upon successful completion, the trainee will be able to:**

- Identify leadership responsibilities related to construction safety
- Support implementation of hazard control practices on jobsites
- Reinforce safe work behaviors through communication and leadership
- Assist with monitoring and reporting jobsite safety conditions

#### **CST 403 — Construction Project Planning & Resource Coordination**

This course provides training in planning and coordination activities that support construction project operations. Trainees examine scheduling awareness, labor coordination, equipment planning, and workflow organization practices used to support efficient project execution.

**Upon successful completion, the trainee will be able to:**

- Support planning of work activities and resource allocation
- Coordinate labor, equipment, and materials across jobsite operations
- Identify workflow conflicts and scheduling challenges
- Assist with communication between project teams and supervisors



#### **CST 404 — Construction Cost Control & Budget Awareness**

This course provides training in cost awareness principles used in construction project environments. Trainees examine labor costs, material tracking, productivity monitoring, and budget considerations that influence project performance.

**Upon successful completion, the trainee will be able to:**

- Identify major cost components within construction projects
- Recognize how labor productivity affects project costs
- Support tracking of materials and resource usage
- Understand how scheduling decisions impact budgets

#### **CST 405 — Construction Quality Assurance & Compliance Management**

This course provides training in quality management practices used to ensure construction work meets project specifications and regulatory requirements. Trainees examine inspection coordination, documentation practices, and compliance awareness used to support quality outcomes.

**Upon successful completion, the trainee will be able to:**

- Recognize quality assurance practices used in construction projects
- Support documentation of inspections and corrective actions
- Identify compliance requirements related to construction work
- Assist with monitoring workmanship and quality standards

#### **CST 406 — Construction Contract Administration & Documentation Control**

This course provides training in documentation and contract administration practices used in construction project environments. Trainees examine project documentation systems, communication protocols, and reporting procedures used to support project oversight.

**Upon successful completion, the trainee will be able to:**

- Understand construction contract documentation practices
- Maintain accurate project records and reporting systems
- Support communication between contractors, supervisors, and project teams
- Assist with documentation used in project administration

#### **CST 407 — Construction Operations & Production Management**

This course provides training in operational practices used to manage construction activities and production workflows. Trainees examine jobsite performance monitoring, operational coordination, and productivity management practices used to support efficient construction operations.

**Upon successful completion, the trainee will be able to:**

- Support coordination of construction production activities
- Monitor jobsite workflow and operational performance
- Identify factors affecting productivity in construction environments
- Assist supervisors with improving operational efficiency



## FOOD SAFETY & HOSPITALITY SERVICE CAREER PATHWAY (FSH)

The **Food Safety & Hospitality Service Career Pathway (FSH)** prepares learners for food service, culinary support, hospitality, and supervisory roles across restaurants, institutional kitchens, healthcare food service, and hospitality environments. Instruction emphasizes food safety and sanitation, customer service, kitchen and service operations, quality control, and regulatory compliance. Industry credentials such as Food Handler and Food Manager will be included in the curriculum to support entry-level employment and advancement into supervisory and management roles.

### SOC CODES

11-9051 — Food Service Managers  
35-1011 — Chefs and Head Cooks  
35-1012 — First-Line Supervisors of Food Preparation and Serving Workers  
35-2012 — Cooks, Institution and Cafeteria  
35-2014 — Cooks, Restaurant  
35-2021 — Food Preparation Workers  
35-3023 — Fast Food and Counter Workers  
35-3031 — Waiters and Waitresses  
35-9011 — Dining Room and Cafeteria Attendants and Bartender Helpers  
35-9021 — Dishwashers  
35-9031 — Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop  
43-4171 — Receptionists and Information Clerks

## CAREER PATHWAY CERTIFICATES

### Food Operations & Guest Services

This certificate prepares learners for entry-level roles in food service and hospitality environments that support daily operations, customer interaction, and safe food handling. Training emphasizes sanitation, service flow, teamwork, and professionalism to prepare learners for fast-paced front- and back-of-house roles.

### SOC CODES

35-2021 — Food Preparation Workers,  
35-3023 — Fast Food and Counter Workers,  
35-3031 — Waiters and Waitresses,  
35-9011 — Dining Room and Cafeteria Attendants and Bartender Helpers,  
35-9021 — Dishwashers,  
35-9031 — Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop,  
43-4171 — Receptionists and Information Clerks

### CORE COURSES

FSH 101 — Food Safety & Sanitation Fundamentals  
FSH 102 — Workplace Communication & Customer Interaction  
FSH 103 — Workplace Safety, Ethics & Professional Conduct

### OCCUPATIONAL COURSES

FSH 201 — Food Handling, Preparation & Service Basics  
FSH 202 — Service Flow, POS Systems & Operational Support  
FSH 203 — Public Health in Food Service Operations  
FSH 204 — Time & Temperature Control and HACCP Fundamentals



## INDUSTRY CREDENTIAL

Food Handler

### Food Service Management & Compliance Certificate

This certificate prepares learners for management, compliance, and oversight roles in food service and hospitality environments, including healthcare and institutional settings. Training focuses on food safety systems, regulatory compliance, inspection readiness, documentation, and corrective action processes.

### SOC CODES

11-9051 — Food Service Managers

35-1011 — Chefs and Head Cooks

35-1012 — First-Line Supervisors of Food Preparation and Serving Workers

35-2012 — Cooks, Institution and Cafeteria

35-2014 — Cooks, Restaurant

35-2021 — Food Preparation Workers

### CORE COURSES

FSH 101 — Food Safety & Sanitation Fundamentals

FSH 102 — Workplace Communication & Customer Interaction

FSH 103 — Workplace Safety, Ethics & Professional Conduct

### OCCUPATIONAL COURSES

FSH 205 — Food Service Operations Management

FSH 206 — Foodborne Illness Prevention & Temperature Control

FSH 207 — Shift Leadership, Scheduling & Team Coordination

FSH 208 — Food Safety Compliance, Logs & Inspection Readiness

## INDUSTRY CREDENTIAL

Food Manager

### FSH CORE COURSES

#### FSH 101 — Food Safety & Sanitation Fundamentals

This course introduces foundational food safety principles used across food service and hospitality environments. Learners focus on personal hygiene, sanitation, cross-contamination prevention, and time-temperature control to support safe food handling practices.

#### Upon successful completion, the trainee will be able to:

- Explain basic food safety and sanitation principles;
- Demonstrate proper personal hygiene and handwashing practices;
- Prevent cross-contamination during food handling;
- Apply time and temperature controls for food safety.

#### FSH 102 — Workplace Communication & Customer Interaction

This course develops professional communication skills used in food service and hospitality settings. Emphasis is placed on customer interaction, teamwork, conflict awareness, and clear communication in fast-paced service environments.



**Upon successful completion, the trainee will be able to:**

- Communicate professionally with customers and coworkers;
- Demonstrate appropriate front-of-house etiquette;
- Respond to customer needs and concerns effectively;
- Support positive guest experiences through teamwork.

**FSH 103 — Workplace Safety, Ethics & Professional Conduct**

This course introduces workplace safety practices, ethical conduct, and professionalism expectations in hospitality and food service operations. Learners focus on hazard awareness, incident reporting, and responsible workplace behavior.

**Upon successful completion, the trainee will be able to:**

- Identify common workplace hazards in food service settings;
- Follow basic safety and incident reporting procedures;
- Demonstrate ethical and professional conduct at work;
- Recognize situations requiring supervisor notification.

**FSH OCCUPATIONAL COURSES**

**FSH 201 — Food Handling, Preparation & Service Basics**

This course introduces foundational food handling and preparation practices used in commercial food service environments. Emphasis is placed on safe preparation methods, portion control, service standards, sanitation awareness, and teamwork in fast-paced settings.

**Upon successful completion, the trainee will be able to:**

- Apply safe food handling and preparation procedures;
- Follow proper sanitation and cross-contamination prevention practices;
- Demonstrate portion control and basic service standards;
- Support coordinated front- and back-of-house operations.

**FSH 202 — Service Flow, POS Systems & Operational Support**

This course develops understanding of service sequencing, order processing, point-of-sale (POS) systems, and customer interaction workflows. Emphasis is placed on operational efficiency, communication accuracy, and supporting smooth daily operations.

**Upon successful completion, the trainee will be able to:**

- Operate basic POS systems accurately;
- Process customer orders and payments correctly;
- Maintain service flow during high-volume periods;
- Communicate effectively between service and kitchen teams.

**FSH 203 — Public Health in Food Service Operations**

This course examines the role of food establishments in protecting community health. Topics include foodborne illness transmission, sanitation systems, outbreak awareness, reporting responsibilities, and regulatory oversight within food environments.

**Upon successful completion, the trainee will be able to:**

- Explain how food service impacts public health;
- Identify common causes of foodborne illness;



- Recognize sanitation breakdown risks;
- Support reporting and corrective action procedures.

### **FSH 204 — Time & Temperature Control and HACCP Fundamentals**

This course focuses on time and temperature control standards and introduces foundational Hazard Analysis and Critical Control Point (HACCP) systems. Emphasis is placed on safe holding, cooking, cooling, reheating procedures, and monitoring critical control points.

**Upon successful completion, the trainee will be able to:**

- Identify safe cooking, holding, and cooling temperatures;
- Monitor time and temperature logs accurately;
- Recognize critical control points in food preparation;
- Apply basic HACCP principles in regulated environments.

### **FSH OCCUPATIONAL COURSES**

#### **FSH 205 — Food Service Operations Management**

This course introduces operational oversight practices used in food service environments. Topics include workflow coordination, performance monitoring, inventory awareness, cost control basics, and operational decision-making.

**Upon successful completion, the trainee will be able to:**

- Support daily operational planning and coordination;
- Monitor productivity and service efficiency;
- Identify cost control and waste reduction strategies;
- Assist with inventory and supply oversight.

#### **FSH 206 — Foodborne Illness Prevention & Advanced Temperature Control**

This course builds upon foundational food safety principles by focusing on outbreak prevention, risk assessment, and advanced temperature monitoring systems. Emphasis is placed on corrective action protocols and regulatory compliance.

**Upon successful completion, the trainee will be able to:**

- Analyze causes of foodborne illness outbreaks;
- Implement corrective temperature control measures;
- Maintain regulatory compliance documentation;
- Support inspection readiness procedures.

#### **FSH 207 — Shift Leadership, Scheduling & Team Coordination**

This course develops leadership skills necessary for supervising food service teams. Topics include crew scheduling, delegation, productivity monitoring, conflict resolution, and professional accountability.

**Upon successful completion, the trainee will be able to:**

- Coordinate shift schedules and task assignments;
- Monitor employee performance and attendance;
- Address workplace conflicts professionally;
- Maintain productivity and safety standards during service operations.



## **FSH 208 — Food Safety Compliance, Logs & Inspection Readiness**

This course prepares trainees to manage food safety documentation systems and regulatory inspections. Emphasis is placed on maintaining logs, audit preparation, internal compliance reviews, and corrective action documentation.

### **Upon successful completion, the trainee will be able to:**

- Maintain required food safety logs and records;
- Conduct internal compliance reviews;
- Prepare for regulatory inspections confidently;
- Implement corrective action plans when deficiencies are identified.



## OCCUPATIONAL SAFETY & HEALTH CAREER PATHWAY (OSH)

The **Occupational Safety & Health Career Pathway (OSH)** prepares learners for workplace safety roles that support hazard recognition, compliance awareness, workplace monitoring, documentation, and injury prevention across construction, industrial operations, healthcare systems, and public service environments. Training emphasizes practical safety knowledge including hazard identification, inspection awareness, incident documentation, industrial hygiene awareness, emergency preparedness concepts, and workplace safety communication used to support safer workplace operations.

The pathway includes two (2) Technical Training Certificates and one (1) Advanced Training Certificate designed to support progressive skill development in workplace safety knowledge and safety program leadership.

### SOC CODES

- 11-9199 — Managers, All Other
- 13-1041 — Compliance Officers
- 17-2111 — Health and Safety Engineers, Except Mining Safety Engineers and Inspectors
- 19-5011 — Occupational Health and Safety Specialists
- 19-5012 — Occupational Health and Safety Technicians
- 29-9011 — Occupational Safety Specialist

## OSH CAREER PATHWAY CERTIFICATES

### OCCUPATIONAL SAFETY & HEALTH — CONSTRUCTION & INDUSTRIAL OPERATIONS (TECHNICAL TRACK)

This career certificate prepares learners for safety technician support roles within construction sites, industrial operations, manufacturing environments, and energy-sector workplaces. Training emphasizes hazard recognition, inspection awareness, safety documentation practices, exposure awareness, and regulatory safety knowledge used in dynamic operational environments.

### SOC CODES

- 17-2111 — Health and Safety Engineers, Except Mining Safety Engineers and Inspectors
- 19-5011 — Occupational Health and Safety Specialists
- 19-5012 — Occupational Health and Safety Technicians
- 29-9011 — Occupational Safety Specialist

### CORE COURSES

- OSH 101 — Occupational Safety & Health Fundamentals
- OSH 102 — Technical Documentation, Reporting & Communication
- OSH 103 — Compliance Awareness, Ethics & Risk Prevention

### OCCUPATIONAL COURSES

- OSH 201 — Hazard Recognition & Control Strategies
- OSH 202 — Job Hazard Analysis (JHA) & Risk Assessment Basics
- OSH 203 — Incident Investigation & Root Cause Basics
- OSH 205 — Industrial Hygiene Basics: Exposure Awareness & Sampling Concepts
- OSH 211 — Lockout/Tagout Energy Isolation Awareness
- OSH 212 — Confined Space Entry Awareness
- OSH 213 — Powered Industrial Equipment & Forklift Safety Awareness



### **TECHNICAL SPECIALTY COURSES**

Each trainee will complete one (1) Technical Specialty Training course aligned with their intended industry sector.

- OSH 301 — Oil & Gas Field Safety Operations
- OSH 302 — Refinery & Petrochemical Facility Safety
- OSH 303 — Construction Site Safety Operations
- OSH 304 — Manufacturing & Industrial Facility Safety
- OSH 305 — Hazardous Waste Operations & DOT Compliance Basics

### **Industry Credential**

OSHA 10-Hour Outreach Training (Construction or General Industry)

*\*OSHA training includes a required two (2) day in-person session*

### **OCCUPATIONAL SAFETY & HEALTH — HEALTHCARE & PUBLIC SERVICES (TECHNICAL TRACK)**

This career certificate prepares learners for safety support roles within healthcare systems, public health agencies, emergency response organizations, and government operations. Training emphasizes worker health protection, exposure awareness, emergency preparedness coordination, safety documentation practices, and regulatory awareness used to support safe public service environments.

### **SOC CODES**

- 13-1041 — Compliance Officers
- 19-5011 — Occupational Health and Safety Specialists
- 29-9011 — Occupational Safety Specialist

### **CORE COURSES**

- OSH 101 — Occupational Safety & Health Fundamentals
- OSH 102 — Technical Documentation, Reporting & Communication
- OSH 103 — Compliance Awareness, Ethics & Risk Prevention

### **OCCUPATIONAL COURSES**

- OSH 205 — Industrial Hygiene Basics
- OSH 206 — OSHA Recordkeeping & Safety Data Tracking Basics
- OSH 207 — PPE Programs & Selection Basics
- OSH 208 — Emergency Preparedness & Response Coordination Basics
- OSH 214 — Bloodborne Pathogens & Infection Control Awareness
- OSH 215 — Workplace Violence Prevention Awareness
- OSH 216 — Incident Command System (ICS) & Emergency Coordination Awareness

### **TECHNICAL SPECIALTY COURSES**

Each trainee will complete one (1) Technical Specialty Training Module aligned with their intended industry sector.

- OSH 306 — Healthcare & Medical Facility Safety Operations
- OSH 307 — Public Sector & Municipal Safety Operations
- OSH 305 — Hazardous Waste Operations & DOT Compliance Basics



## **INDUSTRY CREDENTIAL**

OSHA 10-Hour Outreach Training (General Industry)

*\*OSHA training includes a required two (2) day in-person session*

## **ADVANCED CAREER CERTIFICATE**

### **OCCUPATIONAL SAFETY & HEALTH PROGRAM LEADERSHIP (ADVANCED TRACK)**

This training certificate prepares learners for leadership-oriented safety roles responsible for coordinating workplace safety programs, supporting regulatory compliance systems, managing inspections and investigations, leading workforce safety training, and maintaining structured safety documentation processes. Training emphasizes leadership-level safety oversight, risk management practices, safety program coordination, and continuous improvement systems used to support effective workplace safety programs.

### **SOC CODES**

11-9199 — Managers, All Other

13-1041 — Compliance Officers

17-2111 — Health and Safety Engineers, Except Mining Safety Engineers and Inspectors

19-5011 — Occupational Health and Safety Specialists

19-5012 — Occupational Health and Safety Technicians

29-9011 — Occupational Safety Specialist

### **LEADERSHIP TRAINING MODULES**

OSH 401 — Safety Program Development & Organizational Structure

OSH 402 — Risk Management & Hazard Control Strategy

OSH 403 — Regulatory Compliance & Safety Governance

OSH 404 — Incident Investigation Management & Root Cause Systems

OSH 405 — Safety Performance Metrics & Data Management

OSH 406 — Workforce Safety Training Program Management

OSH 407 — Emergency Preparedness & Organizational Response Planning

OSH 408 — Contractor Safety & Multi-Employer Worksite Coordination

OSH 409 — Safety Leadership & Organizational Safety Culture

### **ADVANCED TECHNICAL SPECIALTY COURSES**

Each trainee will complete one (1) Advanced Technical Specialty Training Module aligned with their intended industry sector.

OSH 501 — Oil & Gas Safety Program Leadership

OSH 502 — Refinery Process Safety Program Leadership

OSH 503 — Construction Safety Program Leadership

OSH 504 — Manufacturing Safety Systems Leadership

OSH 505 — Hazardous Materials Compliance & Environmental Safety Leadership

OSH 506 — Healthcare Safety Program Leadership

OSH 507 — Public Sector & Municipal Safety Program Leadership

## **INDUSTRY CREDENTIAL**

OSHA 30-Hour Outreach Training (Construction or General Industry)

*\*OSHA training includes a required four (4) day in-person session*



## OSH CORE COURSES

### OSH 101 — Occupational Safety & Health Fundamentals

This training module introduces foundational concepts of workplace safety and health, including common hazard categories, injury prevention principles, and the role of safety systems in protecting workers. Learners build essential safety vocabulary and practical awareness used across job sites, operational facilities, and administrative environments.

**Upon successful completion, the trainee will be able to:**

- Describe the purpose and structure of occupational safety and health programs
- Identify common workplace hazard categories and associated prevention strategies
- Explain the hierarchy of controls using practical workplace examples
- Recognize situations that require hazard escalation, reporting, or stop-work action

### OSH 102 — Technical Documentation, Reporting & Communication

This training module develops professional documentation and communication skills commonly used in safety roles. Learners practice documenting incidents, inspection findings, and corrective actions while applying clear communication techniques that support accountability and operational transparency.

**Upon successful completion, the trainee will be able to:**

- Prepare clear safety-related communications using professional tone and structure
- Document observations, findings, and corrective actions consistently
- Produce concise summaries and incident reports for supervisors and teams
- Maintain organized safety records using standardized documentation practices

### OSH 103 — Compliance Awareness, Ethics & Risk Prevention

This training module introduces regulatory awareness, ethical responsibilities, and risk-reduction practices commonly expected in safety-related roles. Emphasis is placed on responsible decision-making, confidentiality practices, and understanding when safety concerns must be escalated.

**Upon successful completion, the trainee will be able to:**

- Explain how compliance systems support workplace safety and regulatory accountability
- Describe ethical expectations and confidentiality practices in safety-related work
- Recognize operational risks and apply basic prevention practices
- Identify situations requiring escalation to supervisors or qualified safety professionals

## OSH OCCUPATIONAL COURSES

### OSH 201 — Hazard Recognition & Control Strategies

This training module develops hazard recognition skills and introduces practical control strategies used to reduce workplace risk. Learners practice identifying hazards in simulated workplace scenarios and recommending appropriate control measures.

**Upon successful completion, the trainee will be able to:**

- Recognize common physical, chemical, biological, and ergonomic hazards
- Recommend practical control strategies aligned with hazard type
- Explain how hazard controls reduce injury and exposure risks
- Document hazards and recommended controls using structured observation notes



### **OSH 202 — Job Hazard Analysis (JHA) & Risk Assessment Basics**

This training module introduces the Job Hazard Analysis (JHA) process used to proactively identify risks before work begins. Learners practice breaking work tasks into steps, identifying hazards, and selecting appropriate prevention controls.

#### **Upon successful completion, the trainee will be able to:**

- Break tasks into sequential work steps for hazard identification
- Identify potential hazards associated with each step of a task
- Recommend practical control measures including procedures, barriers, and PPE
- Complete a basic JHA form or hazard assessment checklist accurately

### **OSH 203 — Incident Investigation & Root Cause Basics**

This training module introduces incident investigation fundamentals including evidence collection, interviewing techniques, cause-and-effect analysis, and corrective action documentation. Emphasis is placed on identifying root causes rather than assigning blame.

#### **Upon successful completion, the trainee will be able to:**

- Document incident facts using objective and structured reporting practices
- Identify immediate causes and contributing factors involved in incidents
- Recommend corrective actions that support incident prevention
- Prepare a basic investigation summary suitable for management review

### **OSH 204 — Safety Inspections, Checklists & Field Observations**

This training module focuses on conducting safety inspections using structured checklists and systematic observation techniques. Learners practice identifying unsafe conditions and documenting corrective actions.

#### **Upon successful completion, the trainee will be able to:**

- Conduct basic safety inspections using standardized checklists
- Document inspection findings and hazard observations clearly
- Prioritize hazards based on risk severity and potential exposure
- Track corrective actions using simple inspection logs

### **OSH 205 — Industrial Hygiene Basics: Exposure Awareness & Sampling Concepts**

This training module introduces the principles of industrial hygiene and exposure recognition. Learners examine common exposure routes, monitoring concepts, and workplace conditions that may require sampling or escalation.

#### **Upon successful completion, the trainee will be able to:**

- Describe common routes of occupational exposure
- Recognize workplace conditions that may require exposure monitoring
- Explain the purpose of industrial hygiene sampling activities
- Document exposure concerns and communicate observations effectively

### **OSH 206 — Safety Training Delivery & Toolbox Talk Methods**

This training module builds skills used to deliver short safety briefings and toolbox talks. Learners practice structuring messages, engaging workers during safety discussions, and documenting training activities.



**Upon successful completion, the trainee will be able to:**

- Develop short safety briefings using structured outlines
- Communicate safety topics clearly to diverse audiences
- Document safety meetings, attendance, and discussion topics
- Adapt communication approaches to different workplace environments

**OSH 207 — OSHA Recordkeeping & Safety Data Tracking Basics**

This training module introduces safety recordkeeping concepts and how workplace safety data supports improvement initiatives. Learners practice organizing safety logs and summarizing trends.

**Upon successful completion, the trainee will be able to:**

- Explain the purpose of OSHA recordkeeping and safety data tracking
- Organize incident records and corrective action logs consistently
- Identify basic trends in workplace safety data
- Communicate safety data findings using simple reporting formats

**OSH 208 — PPE Programs & Selection Basics**

This training module introduces the purpose, selection, and limitations of personal protective equipment (PPE). Learners practice matching PPE types to hazard conditions and documenting PPE requirements.

**Upon successful completion, the trainee will be able to:**

- Identify common PPE categories and their intended protection functions
- Match PPE selection to workplace hazard types
- Explain the limitations of PPE compared with other control methods
- Document PPE needs and communicate usage expectations

**OSH 209 — Emergency Preparedness & Response Coordination Basics**

This training module introduces emergency preparedness principles including emergency planning, response roles, and drill coordination practices. Learners examine how safety personnel support emergency readiness.

**Upon successful completion, the trainee will be able to:**

- Describe key components of workplace emergency preparedness plans
- Identify roles and responsibilities during emergency situations
- Assist with emergency drill planning and documentation
- Communicate emergency procedures clearly to workers and teams

**OSH 210 — Safety Program Support: Policies, Procedures & Audits**

This training module focuses on maintaining structured safety program documentation including policies, procedures, and audit records. Learners practice organizing safety documentation and identifying program gaps.

**Upon successful completion, the trainee will be able to:**

- Explain how policies and procedures support consistent safety operations
- Maintain organized safety documentation systems
- Identify documentation gaps using audit checklists
- Support basic safety audit readiness through record management



## OSH TECHNICAL SPECIALTY TRAINING MODULES

### 300 SERIES | INDUSTRY SAFETY OPERATIONS

#### OSH 301 — Oil & Gas Field Safety Operations

This training module prepares learners to support safety operations in upstream and midstream oil and gas environments. Topics include drilling hazards, contractor coordination, energy isolation awareness, and high-risk operational activities.

**Upon successful completion, the trainee will be able to:**

- Recognize hazards common to oil and gas drilling and servicing operations
- Identify high-risk tasks such as confined space entry and hot work
- Support contractor safety documentation practices
- Document field observations and escalate critical hazards

#### OSH 302 — Refinery & Petrochemical Facility Safety

This training module introduces safety systems used in refinery and petrochemical operations. Learners examine process hazards, energy isolation awareness, and inspection practices within complex industrial environments.

**Upon successful completion, the trainee will be able to:**

- Identify common process hazards in refinery environments
- Recognize risks associated with flammable materials and pressure systems
- Support facility inspection and documentation activities
- Escalate safety concerns when hazardous conditions are identified

#### OSH 303 — Construction Site Safety Operations

This training module prepares trainees for safety support roles on construction job sites. Topics include fall protection awareness, trenching hazards, heavy equipment coordination, and jobsite inspections.

**Upon successful completion, the trainee will be able to:**

- Identify common construction hazards including falls and excavation risks
- Support routine job-site safety walkthroughs and inspections
- Document hazard observations and corrective actions
- Reinforce construction safety compliance practices

#### OSH 304 — Manufacturing & Industrial Facility Safety

This training module addresses safety systems used in manufacturing environments including machine guarding, material handling, and ergonomic risk management.

**Upon successful completion, the trainee will be able to:**

- Recognize manufacturing-related hazards within production facilities
- Support inspection of machinery and operational equipment
- Document safety gaps and exposure concerns
- Assist with corrective action tracking and follow-up

#### OSH 305 — Hazardous Waste Operations & DOT Compliance Basics

This training module introduces safety considerations related to hazardous materials handling, waste storage, and transportation compliance.



**Upon successful completion, the trainee will be able to:**

- Recognize hazardous material classifications and labeling systems
- Support safe storage and handling procedures
- Document compliance observations related to hazardous material transport
- Identify escalation points for hazardous materials incidents

## **OSH LEADERSHIP COURSES**

### **400 SERIES | SAFETY PROGRAM LEADERSHIP**

#### **OSH 401 — Safety Program Development & Organizational Structure**

This training module introduces the structure and development of workplace safety programs within organizations. Learners examine how safety programs are organized, documented, implemented, and maintained to support operational compliance and workforce protection.

**Upon successful completion, the trainee will be able to:**

- Describe the key components of a workplace safety program
- Explain the role of policies, procedures, and accountability systems in safety program development
- Identify how safety responsibilities are assigned across organizational levels
- Support the organization and maintenance of structured safety program documentation

#### **OSH 402 — Risk Management & Hazard Control Strategy**

This training module examines risk management practices used to identify, evaluate, prioritize, and control workplace hazards. Learners explore how organizations apply structured hazard control strategies to reduce exposure and strengthen safety performance.

**Upon successful completion, the trainee will be able to:**

- Explain the purpose of risk management in workplace safety systems
- Identify methods used to prioritize hazards based on severity and likelihood
- Recommend control strategies that align with identified risks
- Support hazard control planning using structured risk management practices

#### **OSH 403 — Regulatory Compliance & Safety Governance**

This training module focuses on the systems organizations use to maintain regulatory compliance and internal safety accountability. Learners examine compliance monitoring practices, documentation structures, and organizational governance processes that support regulatory readiness.

**Upon successful completion, the trainee will be able to:**

- Describe the purpose of regulatory compliance systems in workplace safety
- Identify documentation practices that support inspection readiness
- Explain the relationship between safety governance and organizational accountability
- Support internal compliance review and documentation control activities

#### **OSH 404 — Incident Investigation Management & Root Cause Systems**

This training module examines leadership responsibilities in managing workplace incident investigations and corrective action systems. Learners focus on structured incident review processes, root cause identification, and prevention-oriented follow-up.

**Upon successful completion, the trainee will be able to:**

- Explain the role of leadership in workplace incident management



- Identify the components of a structured incident investigation system
- Support root cause review and corrective action tracking processes
- Communicate investigation findings in a manner that supports prevention and accountability

#### **OSH 405 — Safety Performance Metrics & Data Management**

This training module introduces the use of safety data and performance indicators to support decision-making and continuous improvement. Learners examine how organizations track incidents, hazards, inspections, and corrective actions to evaluate safety performance.

##### **Upon successful completion, the trainee will be able to:**

- Describe the role of safety metrics in organizational decision-making
- Identify common leading and lagging safety indicators
- Support basic analysis of inspection, incident, and corrective action trends
- Communicate safety performance findings using structured reporting methods

#### **OSH 406 — Workforce Safety Training Program Management**

This training module focuses on the planning, coordination, and documentation of workforce safety training programs. Learners examine how organizations assign training requirements, track completion, and support workforce competency development.

##### **Upon successful completion, the trainee will be able to:**

- Explain the purpose of organized workforce safety training systems
- Identify methods used to assign and track training requirements
- Support training documentation and completion records management
- Coordinate workforce safety training activities in alignment with organizational needs.

#### **OSH 407 — Emergency Preparedness & Organizational Response Planning**

This training module introduces leadership practices used in emergency preparedness planning and organizational response coordination. Learners examine emergency planning frameworks, communication systems, and preparedness documentation used to support response readiness.

##### **Upon successful completion, the trainee will be able to:**

- Describe the structure and purpose of workplace emergency preparedness plans
- Identify organizational roles in emergency coordination and response
- Support preparedness planning, drill coordination, and response documentation
- Communicate emergency planning expectations within workplace environments

#### **OSH 408 — Contractor Safety & Multi-Employer Worksite Coordination**

This training module examines safety coordination practices required when multiple employers operate within a shared workplace or project environment. Learners focus on contractor oversight, communication practices, and documentation systems that support coordinated safety performance.

##### **Upon successful completion, the trainee will be able to:**

- Explain the safety challenges associated with multi-employer work sites
- Identify documentation and coordination practices used in contractor safety oversight
- Support communication between host employers, contractors, and supervisors
- Monitor and document contractor-related safety concerns and corrective actions



### **OSH 409 — Safety Leadership & Organizational Safety Culture**

This training module explores how leadership practices influence workplace safety culture, worker engagement, and organizational accountability. Learners examine leadership behaviors, communication styles, and reinforcement systems that support positive safety performance.

**Upon successful completion, the trainee will be able to:**

- Describe the relationship between leadership and organizational safety culture
- Identify leadership practices that support worker engagement and accountability
- Explain how communication influences safety expectations and behaviors
- Support workplace initiatives that strengthen safety culture and continuous improvement

### **OSH ADVANCED TECHNICAL SPECIALTY COURSES**

#### **500 SERIES | INDUSTRY SAFETY PROGRAM LEADERSHIP**

### **OSH 501 — Oil & Gas Safety Program Leadership**

This training module prepares trainees to coordinate and support safety programs within upstream and midstream oil and gas operations. Learners examine contractor management systems, permit-to-work coordination, drilling oversight practices, and incident review processes used in high-risk energy environments.

**Upon successful completion, the trainee will be able to:**

- Coordinate contractor safety documentation and compliance activities
- Support permit-to-work systems and energy isolation tracking practices
- Review field incident information and recommend prevention-oriented follow-up
- Assist with audits, observations, and safety performance monitoring in oil and gas operations

### **OSH 502 — Refinery Process Safety Program Leadership**

This training module focuses on supporting process safety management systems within refinery and petrochemical environments. Learners examine documentation control, inspection coordination, emergency preparedness oversight, and high-risk activity monitoring used in complex industrial facilities.

**Upon successful completion, the trainee will be able to:**

- Support process safety documentation and compliance systems
- Coordinate inspection and maintenance-related safety records
- Monitor high-risk operational activities and escalate concerns appropriately
- Assist with emergency preparedness planning and drill review activities

### **OSH 503 — Construction Safety Program Leadership**

This training module prepares trainees to oversee structured safety programs across multi-contractor construction sites. Learners examine jobsite compliance systems, subcontractor monitoring, inspection coordination, and hazard control follow-up used in dynamic project environments.

**Upon successful completion, the trainee will be able to:**

- Coordinate jobsite safety meetings and documentation systems
- Monitor subcontractor compliance and corrective action expectations
- Oversee inspection tracking and follow-up for hazard control activities
- Support regulatory readiness and site-level compliance review processes



### **OSH 504 — Manufacturing Safety Systems Leadership**

This training module focuses on coordinating safety systems within manufacturing and industrial production environments. Learners examine audit processes, incident trend analysis, ergonomic improvement practices, and corrective action systems used to support continuous improvement.

#### **Upon successful completion, the trainee will be able to:**

- Manage safety inspection and audit documentation systems within manufacturing environments
- Analyze incident and hazard trends to identify recurring operational risks
- Coordinate corrective action and improvement initiatives across production areas
- Support leadership with structured safety reporting and performance review activities

### **OSH 505 — Hazardous Materials Compliance & Environmental Safety Leadership**

This training module prepares trainees to coordinate hazardous materials compliance activities, waste management systems, and environmental safety oversight processes. Learners examine waste tracking, labeling requirements, transport documentation, and regulatory readiness practices.

#### **Upon successful completion, the trainee will be able to:**

- Oversee hazardous materials documentation and compliance tracking systems
- Coordinate waste storage, labeling, and transport-related safety practices
- Monitor documentation for environmental safety and hazardous materials compliance
- Support regulatory inspections and corrective action follow-up activities

### **OSH 506 — Healthcare Safety Program Leadership**

This training module focuses on coordinating safety programs within healthcare and medical facility environments. Learners examine infection prevention systems, workplace violence prevention efforts, emergency coordination practices, and safety documentation processes used in patient-care settings.

#### **Upon successful completion, the trainee will be able to:**

- Support safety documentation and program coordination in healthcare environments
- Monitor workplace hazards related to infection control, exposures, and staff safety
- Coordinate preparedness and response planning within patient-care environments
- Assist with corrective action follow-up and healthcare safety compliance activities

### **OSH 507 — Public Sector & Municipal Safety Program Leadership**

This training module prepares trainees to coordinate safety programs within public sector and municipal operations. Learners examine public works safety practices, fleet and equipment safety documentation, regulatory compliance systems, and emergency preparedness coordination used in government service environments.

#### **Upon successful completion, the trainee will be able to:**

- Support safety program documentation for municipal and public service operations
- Monitor hazards associated with public works, fleet operations, and community services
- Coordinate inspection follow-up and corrective action activities within government settings
- Assist with regulatory and preparedness-related safety oversight responsibilities



## ADMINISTRATION & MANAGEMENT CAREER PATHWAY (ADMIN)

The **Administration & Management Career Pathway (ADMIN)** prepares learners for essential office, coordination, customer-facing, financial support, and supervisory roles across business, government, healthcare, education, and nonprofit environments. This pathway emphasizes professional communication, workflow coordination, documentation systems, customer operations, financial record accuracy, and frontline supervision—equipping learners with transferable skills that support both immediate employment and upward mobility into management roles.

### SOC CODES

- 11-3012 — Administrative Services Managers
- 11-9199 — Managers, All Other
- 13-1082 — Product Management Specialists
- 13-1111 — Management Analysts
- 13-1121 — Meeting, Convention, and Event Planners
- 13-1161 — Market Research Analysts and Marketing Specialists
- 13-1190 — Miscellaneous Business Operations Specialists
- 13-1198 — Project Management Specialists and Business Operations Specialists, All Other
- 43-1011 — First-Line Supervisors of Office and Administrative Support Workers
- 43-3021 — Billing and Posting Clerks
- 43-3031 — Bookkeeping, Accounting, and Auditing Clerks
- 43-4051 — Customer Service Representatives
- 43-6010 — Secretaries and Administrative Assistants

## CAREER PATHWAY CERTIFICATES

### ADMINISTRATIVE SUPPORT & CUSTOMER OPERATIONS (TECHNICAL TRACK)

This certificate prepares learners for front-facing administrative and customer support roles that serve as the backbone of office operations. Training emphasizes professional communication, scheduling, records management, customer interaction, and workflow coordination—equipping learners to support managers, teams, and customers in fast-paced office environments.

### SOC CODES

- 43-6010 — Administrative Assistants
- 43-4051 — Customer Service Representatives

### CORE COURSES

- ADMIN 101 — Administrative Operations Foundations
- ADMIN 102 — Professional Communication, Documentation & Records Management
- ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction

### OCCUPATIONAL COURSES

- ADMIN 201 — Office Systems, Scheduling & Workflow Coordination
- ADMIN 202 — Supervisory Support & Team Coordination Basics
- ADMIN 203 — Business Reporting, Data Entry & Accuracy Control
- ADMIN 204 — Customer Service Operations & Service Recovery

### ACCOUNTING & BILLING SUPPORT (TECHNICAL TRACK)

This certificate prepares learners to support financial and accounting functions through accurate recordkeeping, billing processes, and compliance-ready documentation. Training focuses on data



accuracy, invoicing workflows, bookkeeping records, and audit support and ensures learners can contribute reliably to finance and administrative teams.

### **SOC CODES**

43-3031 — Bookkeeping, Accounting & Auditing Clerks

43-3021 — Billing & Posting Clerks

### **CORE COURSES**

ADMIN 101 — Administrative Operations Foundations

ADMIN 102 — Professional Communication, Documentation & Records Management

ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction

### **OCCUPATIONAL COURSES**

DMIN 203 — Business Reporting, Data Entry & Accuracy Control

ADMIN 205 — Billing, Invoicing & Financial Documentation Basics

ADMIN 206 — Bookkeeping, Accounting Records & Audit Support

ADMIN 209 — Policy, Procedures & Administrative Compliance Systems

### **ADMINISTRATIVE SUPERVISION, MANAGEMENT & OPERATIONS SUPPORT (ADVANCED TRACK)**

This certificate prepares learners to support and transition into first-line supervisory roles and day-to-day operations support within administrative and office settings. Training emphasizes team coordination, scheduling, performance documentation, customer service oversight, and compliance awareness—supporting effective frontline leadership and operational continuity.

### **SOC CODES**

43-1011 — First-Line Supervisors of Office & Administrative Support Workers

11-3012 — Administrative Services Managers

11-9199 — Managers, All Other

13-1190 — Miscellaneous Business Operations Specialists

13-1198 — Project Management Specialists and Business Operations Specialists, All Other

### **CORE COURSES**

ADMIN 101 — Administrative Operations Foundations

ADMIN 102 — Professional Communication, Documentation & Records Management

ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction

### **OCCUPATIONAL COURSES**

ADMIN 201 — Office Systems, Scheduling & Workflow Coordination

ADMIN 202 — Supervisory Support & Team Coordination Basics

ADMIN 205 — Billing, Invoicing & Financial Documentation Basics

ADMIN 208 — Process Improvement & Administrative Quality Basics

ADMIN 209 — Policy, Procedures & Administrative Compliance Systems

### **ADMIN CORE COURSES (100-LEVEL)**

#### **ADMIN 101 — Administrative Operations Foundations**

This course introduces the structure and function of administrative roles within organizations. Topics include office workflows, task prioritization, professional expectations, and coordination across departments.



**Upon successful completion, the trainee will be able to:**

- Describe common administrative roles and responsibilities;
- Follow structured office workflows and task systems;
- Prioritize tasks to meet deadlines and service expectations;
- Support day-to-day operations through organization and follow-through.

**ADMIN 102 — Professional Communication, Documentation & Records Management**

This course builds professional communication and documentation skills used in administrative and management settings. Learners practice correspondence, meeting documentation, records organization, and reporting basics.

**Upon successful completion, the trainee will be able to:**

- Write professional emails, memos, and internal communications;
- Document meetings using agendas, minutes, and action items;
- Organize records using consistent filing and naming practices;
- Maintain documentation that supports accountability and traceability.

**ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction**

This course introduces compliance awareness, confidentiality, ethical conduct, and customer service standards. Emphasis is placed on professionalism, policy awareness, and appropriate escalation.

**Upon successful completion, the trainee will be able to:**

- Explain ethical and confidentiality expectations in administrative roles;
- Apply customer service principles in office environments;
- Recognize compliance-related responsibilities and risks;
- Escalate issues appropriately using established protocols.

**ADMIN OCCUPATIONAL COURSES (200-LEVEL)**

**ADMIN 201 — Office Systems, Scheduling & Workflow Coordination**

This course focuses on coordinating daily office operations using calendars, scheduling systems, task tracking tools, and workflow processes. Learners practice organizing activities, monitoring progress, and supporting efficient coordination across teams and departments.

**Upon successful completion, the trainee will be able to:**

- Manage calendars, appointments, and shared schedules accurately;
- Coordinate tasks and deadlines across multiple stakeholders;
- Track workflow progress and follow up on action items;
- Support office efficiency through organized systems and documentation.

**ADMIN 202 — Supervisory Support & Team Coordination Basics**

This course introduces foundational supervisory support skills used in office and administrative environments. Topics include delegation support, attendance tracking, onboarding assistance, communication, and performance documentation practices.

**Upon successful completion, the trainee will be able to:**

- Support supervisors with task delegation and coordination activities;
- Track attendance, schedules, and basic performance information;



- Assist with onboarding and orientation documentation;
- Recognize issues that require escalation to management or HR.

#### **ADMIN 203 — Business Reporting, Data Entry & Accuracy Control**

This course builds skills in data entry, validation, accuracy control, and administrative reporting. Learners practice organizing information, verifying completeness, and producing basic summaries that support operations and decision-making.

##### **Upon successful completion, the trainee will be able to:**

- Enter administrative data accurately and consistently;
- Validate information for completeness and correctness;
- Identify and correct common data entry errors;
- Produce basic reports and summaries using organized data.

#### **ADMIN 204 — Customer Service Operations & Service Recovery**

This course strengthens customer-facing skills used in administrative and office support roles. Learners practice professional service standards, issue resolution techniques, and documentation of customer interactions.

##### **Upon successful completion, the trainee will be able to:**

- Apply professional customer service standards consistently;
- Document customer requests, issues, and resolutions clearly;
- Use service recovery steps to address concerns effectively;
- Communicate respectfully with diverse customers and stakeholders.

#### **ADMIN 205 — Billing, Invoicing & Financial Documentation Basics**

This course introduces billing workflows, invoicing processes, payment tracking, and financial documentation used in administrative environments. Emphasis is placed on accuracy, organization, and professional communication.

##### **Upon successful completion, the trainee will be able to:**

- Process basic billing and invoicing documentation;
- Track payments, postings, and discrepancies accurately;
- Maintain organized financial records and supporting documents;
- Communicate billing information clearly and professionally.

#### **ADMIN 206 — Bookkeeping, Accounting Records & Audit Support**

This course provides foundational bookkeeping and accounting record support skills. Learners focus on maintaining accurate records, supporting internal controls, and organizing documentation for audit readiness.

##### **Upon successful completion, the trainee will be able to:**

- Maintain basic bookkeeping and accounting records accurately;
- Organize documentation to support audits and financial reviews;
- Follow internal controls and recordkeeping procedures;
- Identify discrepancies and escalate issues appropriately.



### **ADMIN 207 — Project & Event Coordination Support**

This course introduces coordination skills used to support projects, meetings, and events. Learners practice logistics planning, scheduling, vendor coordination, documentation, and follow-up activities.

**Upon successful completion, the trainee will be able to:**

- Support project and event planning using checklists and timelines;
- Coordinate logistics such as schedules, space, and materials;
- Document plans, updates, and follow-up actions;
- Assist with vendor and stakeholder communication.

### **ADMIN 208 — Process Improvement & Administrative Quality Basics**

This course introduces quality thinking and process improvement concepts applied to administrative environments. Learners practice identifying inefficiencies and recommending practical improvements to workflows and systems.

**Upon successful completion, the trainee will be able to:**

- Identify inefficiencies and recurring issues in administrative processes;
- Document workflows using clear, step-by-step descriptions;
- Recommend simple improvements to increase efficiency and accuracy;
- Support continuous improvement initiatives using basic quality concepts.

### **ADMIN 209 — Policy, Procedures & Administrative Compliance Systems**

This course focuses on maintaining policies, procedures, and compliance-ready documentation systems used in administrative offices. Learners practice organizing records and supporting audits and reviews.

**Upon successful completion, the trainee will be able to:**

- Explain the purpose of policies and procedures in administrative settings;
- Organize and maintain compliance documentation systems;
- Support audits and reviews using structured records;
- Identify documentation gaps and recommend updates.



## **PUBLIC HEALTH & MEDICAL SUPPORT CAREER PATHWAY (PHMS)**

The **Public Health & Medical Support Career Pathway (PHMS)** prepares learners for community-based health support, health education, outreach coordination, medical records administration, laboratory support, and related roles that strengthen prevention, care coordination, and public-facing health services. Instruction emphasizes communication, documentation, client support, privacy/compliance awareness, and operational coordination across clinics, community programs, and health-focused organizations. Certificates are structured to reflect real hiring groupings and support entry-level through advancement-ready roles in public health and medical support settings.

### **SOC CODES**

11-9151 — Social and Community Service Managers  
21-1091 — Health Education Specialists  
21-1093 — Social and Human Services Assistants  
21-1094 — Community Health Workers  
27-3031 — Public Relations Specialists  
29-2072 — Medical Records Specialists  
29-2010 — Clinical Laboratory Technologists and Technicians

## **CAREER PATHWAY CERTIFICATES**

### **PUBLIC HEALTH OUTREACH & PROGRAM COORDINATION (TECHNICAL TRACK)**

This certificate prepares learners for community-based outreach and health program support roles that connect individuals to services, prevention resources, and education. Training emphasizes communication, client engagement, service navigation, event/workshop coordination, and basic reporting—equipping learners to support public health teams and community partners.

### **SOC CODES**

21-1094 — Community Health Workers  
21-1091 — Health Education Specialists  
11-9151 — Social and Community Service Managers

### **CORE COURSES**

PHMS 101 — Foundations of Public Health & Community Support  
PHMS 102 — Professional Communication, Documentation & Client Interaction  
PHMS 103 — Workplace Safety, Privacy Awareness, Ethics & Compliance

### **OCCUPATIONAL COURSES**

PHMS 201 — Community Outreach Methods & Service Navigation  
PHMS 205 — Health Promotion Planning & Education Support  
PHMS 206 — Program Coordination, Scheduling & Community Partnerships

### **HUMAN SERVICES SUPPORT & CASE DOCUMENTATION (TECHNICAL TRACK)**

This certificate prepares learners to support social and human services teams through client intake assistance, case documentation, referral tracking, and follow-up coordination. Training emphasizes professional communication, accurate records, confidentiality awareness, and culturally responsive client interaction—supporting effective service delivery across community and health-related organizations.

### **SOC CODE**

21-1093 — Social and Human Services Assistants



### **CORE COURSES**

PHMS 101 — Foundations of Public Health & Community Support  
PHMS 102 — Professional Communication, Documentation & Client Interaction  
PHMS 103 — Workplace Safety, Privacy Awareness, Ethics & Compliance

### **OCCUPATIONAL COURSES**

PHMS 202 — Health Education Support & Prevention Messaging  
PHMS 203 — Case Notes, Intake Forms & Referral Tracking  
PHMS 204 — Cultural Competence, Health Literacy & Client Engagement

### **MEDICAL RECORDS & HEALTH INFORMATION SUPPORT (TECHNICAL TRACK)**

This certificate prepares learners for administrative roles that support accurate health documentation and records workflows in clinical and community health environments. Training emphasizes privacy-aware documentation, record organization, data accuracy, and quality checks—supporting compliant and efficient health information handling.

### **SOC CODE**

29-2072 — Medical Records Specialists

### **CORE COURSES**

PHMS 101 — Foundations of Public Health & Community Support  
PHMS 102 — Professional Communication, Documentation & Client Interaction  
PHMS 103 — Workplace Safety, Privacy Awareness, Ethics & Compliance

### **OCCUPATIONAL COURSES**

PHMS 209 — Medical Records Processes & Documentation Standards  
PHMS 210 — Patient Intake, Forms Management & Record Organization  
PHMS 211 — Data Entry Accuracy, Coding Awareness & Quality Checks

### **CLINICAL LABORATORY & PUBLIC HEALTH COMMUNICATION SUPPORT (TECHNICAL TRACK)**

This certificate prepares learners to support basic clinical laboratory workflows and public-facing health communication activities for agencies, nonprofits, clinics, and health programs. Training emphasizes lab safety and specimen-handling support alongside clear, audience-focused messaging and documentation—supporting reliable operations and trustworthy communication.

### **SOC CODES**

29-2010 — Clinical Laboratory Technologists and Technicians  
27-3031 — Public Relations Specialists

### **CORE COURSES**

PHMS 101 — Foundations of Public Health & Community Support  
PHMS 102 — Professional Communication, Documentation & Client Interaction  
PHMS 103 — Workplace Safety, Privacy Awareness, Ethics & Compliance

### **OCCUPATIONAL COURSES**

PHMS 213 — Laboratory Safety, PPE & Infection Control Fundamentals



PHMS 214 — Specimen Collection Support, Labeling & Chain-of-Custody Basics

PHMS 217 — Public Health Messaging & Campaign Support

### **EMERGENCY PREPAREDNESS & PUBLIC HEALTH RESPONSE SUPPORT (TECHNICAL TRACK)**

This certificate prepares learners to support basic clinical laboratory workflows and public-facing health communication activities for agencies, nonprofits, clinics, and health programs. Training emphasizes lab safety and specimen-handling support alongside clear, audience-focused messaging and documentation—supporting reliable operations and trustworthy communication.

#### **SOC CODES**

13-1061 — Emergency Management Specialists

21-1094 — Community Health Workers

11-9151 — Social and Community Service Managers

#### **CORE COURSES**

PHMS 101 — Foundations of Public Health & Community Support

PHMS 102 — Professional Communication, Documentation & Client Interaction

PHMS 103 — Workplace Safety, Privacy Awareness, Ethics & Compliance

#### **OCCUPATIONAL COURSES**

PHMS 218 — Media Coordination, Community Relations & Stakeholder Outreach

PHMS 219 — Emergency Preparedness Planning & Hazard Risk Support

PHMS 220 — Emergency Operations Support & Incident Documentation

### **PHMS CORE COURSES**

#### **PHMS 101 — Foundations of Public Health & Community Support**

This course introduces the foundations of public health and the role of support staff in prevention, outreach, and service coordination. Topics include public health systems, community needs, social determinants of health, and how programs connect individuals to resources.

##### **Upon successful completion, the trainee will be able to:**

- Explain basic public health concepts and prevention strategies;
- Describe how public health agencies and community programs operate;
- Identify common community needs and barriers to access;
- Support outreach and service coordination using appropriate professional practices.

#### **PHMS 102 — Professional Communication, Documentation & Client Interaction**

This course develops professional communication and documentation skills used in public health and medical support settings. Topics include client interaction, service documentation, note-taking, accurate recordkeeping, and professional communication across teams.

##### **Upon successful completion, the trainee will be able to:**

- Communicate professionally with clients, team members, and community partners;
- Document services and interactions clearly and accurately;
- Use appropriate tone, formatting, and terminology in written communication;
- Maintain organized records to support continuity and program operations.



### **PHMS 103 — Workplace Safety, Privacy Awareness, Ethics & Compliance**

This course examines workplace safety responsibilities, ethical expectations, and privacy-aware practices in health and human service settings. Topics include basic safety principles, professional boundaries, confidentiality awareness, and compliance-minded behavior in service environments.

#### **Upon successful completion, the trainee will be able to:**

- Recognize workplace hazards and apply basic safety practices in service settings;
- Demonstrate ethical decision-making and professional conduct;
- Apply confidentiality-aware behaviors when handling client information;
- Identify situations that require escalation, reporting, or corrective action.

### **PHMS OCCUPATIONAL COURSES**

#### **PHMS 201 — Community Outreach Methods & Service Navigation**

This course introduces practical outreach methods used to engage community members and connect them to resources. Topics include outreach planning, referral pathways, service navigation strategies, and follow-up practices to support access to care and prevention services.

#### **Upon successful completion, the trainee will be able to:**

- Use basic outreach methods to engage individuals and community groups;
- Identify appropriate services and referral pathways for common needs;
- Support service navigation through clear guidance and follow-through;
- Track outreach activities and referrals using organized documentation.

#### **PHMS 202 — Health Education Support & Prevention Messaging**

This course focuses on supporting health education activities through clear prevention messaging and basic facilitation support. Topics include plain-language communication, credible health information, audience adaptation, and reinforcing prevention behaviors in community settings.

#### **Upon successful completion, the trainee will be able to:**

- Support health education activities using clear and accurate messaging;
- Use plain-language strategies to improve understanding and engagement;
- Identify credible health resources and summarize key prevention points;
- Assist with distribution of materials and reinforcement of health behaviors.

#### **PHMS 203 — Case Notes, Intake Forms & Referral Tracking**

This course builds skills in completing intake documentation, writing clear case notes, and tracking referrals and follow-ups. Topics include intake workflows, documentation consistency, tracking systems, and maintaining organized client records.

#### **Upon successful completion, the trainee will be able to:**

- Complete basic intake forms and collect required information accurately;
- Write clear, objective case notes using consistent documentation practices;
- Track referrals, follow-ups, and service outcomes using organized systems;
- Maintain documentation that supports continuity and team coordination.



### **PHMS 204 — Cultural Competence, Health Literacy & Client Engagement**

This course explores how culture, language, and health literacy influence communication and service outcomes. Topics include respectful engagement, barriers to positive interactions, culturally responsive communication, and strategies to improve participation and follow-through.

#### **Upon successful completion, the trainee will be able to:**

- Describe how culture and health literacy affect communication and trust;
- Use respectful, inclusive communication practices with diverse populations;
- Adapt messages to improve understanding and reduce confusion;
- Apply engagement strategies that support participation and follow-through.

### **PHMS 205 — Health Promotion Planning & Education Support**

This course introduces basic health promotion planning and the support tasks that help education programs run effectively. Topics include audience needs, outreach planning, material preparation, activity alignment, and supporting prevention-focused programming.

#### **Upon successful completion, the trainee will be able to:**

- Explain basic health promotion and prevention planning concepts;
- Support planning tasks for health education and outreach activities;
- Prepare and organize materials to align with program goals;
- Assist with implementing activities that match audience needs.

### **PHMS 206 — Program Coordination, Scheduling & Community Partnerships**

This course develops coordination skills used to support public health programs, events, and partner activities. Topics include scheduling, communication tracking, stakeholder follow-up, meeting support, and coordination workflows that improve organization and continuity.

#### **Upon successful completion, the trainee will be able to:**

- Coordinate schedules and logistics for programs and community activities;
- Track communication and follow-up with partners and stakeholders;
- Support meetings and outreach events through organized planning;
- Maintain documentation systems that improve workflow continuity.

### **PHMS 207 — Workshop & Event Logistics for Health Programs**

This course prepares learners to support workshops, outreach events, and community health activities through effective logistics planning and operational follow-through. Topics include event timelines, space setup, materials coordination, accessibility considerations, vendor/partner communication, and documentation practices used to support smooth delivery.

#### **Upon successful completion, the trainee will be able to:**

- Build and follow basic event logistics checklists and timelines;
- Coordinate materials, supplies, and setup needs for workshops and outreach events;
- Communicate effectively with partners, vendors, and team members to support event readiness;
- Document attendance, services provided, and post-event action items for reporting follow-up.



### **PHMS 208 — Data Collection Basics & Program Reporting**

This course introduces foundational data collection and reporting practices used in public health and community programs. Topics include tracking participation, services delivered, data accuracy checks, simple summaries, and documentation used for reporting and improvement.

**Upon successful completion, the trainee will be able to:**

- Collect and record basic program data accurately and consistently;
- Perform simple data accuracy checks and identify missing information;
- Create basic summaries that support reporting and decision-making;
- Use documentation to support program evaluation and continuous improvement.

### **PHMS 209 — Medical Records Processes & Documentation Standards**

This course introduces medical records workflows and documentation standards used in healthcare and community health environments. Topics include common record types, documentation requirements, filing practices, and accuracy standards that support compliance and continuity of care.

**Upon successful completion, the trainee will be able to:**

- Describe common medical records workflows and documentation needs;
- Apply documentation standards that support accuracy and completeness;
- Organize records using consistent systems for efficient retrieval;
- Recognize documentation errors and identify steps for correction.

### **PHMS 210 — Patient Intake, Forms Management & Record Organization**

This course focuses on patient intake support, forms management, and organizing records for efficient handling and continuity. Topics include intake workflows, verifying information, managing forms, and maintaining organized documentation systems.

**Upon successful completion, the trainee will be able to:**

- Support intake processes by collecting and verifying required information;
- Manage forms and documentation in an organized, consistent manner;
- Maintain record organization systems that support efficient workflow;
- Communicate intake or documentation issues to appropriate staff.

### **PHMS 211 — Data Entry Accuracy, Coding Awareness & Quality Checks**

This course builds accuracy skills for health-related data entry and introduces basic coding awareness used in record systems. Topics include error prevention, quality checks, consistent formatting, and documentation review processes to reduce rework.

**Upon successful completion, the trainee will be able to:**

- Enter health-related data accurately using consistent formatting practices;
- Perform quality checks to identify errors, duplicates, and missing information;
- Demonstrate basic awareness of coding-related terms and workflows;
- Maintain data accuracy standards that support reporting and compliance.

### **PHMS 212 — Privacy Practices, Release of Information & Compliance Documentation**

This course covers privacy-aware documentation practices and release-of-information workflows common in health settings. Topics include confidentiality awareness, appropriate information sharing behaviors, documentation safeguards, and compliance-ready record handling.



**Upon successful completion, the trainee will be able to:**

- Apply privacy-aware behaviors when handling client or patient information;
- Describe basic release-of-information concepts and appropriate workflows;
- Use documentation safeguards to reduce privacy and compliance risks;
- Recognize situations that require escalation for privacy or compliance concerns.

**PHMS 213 — Laboratory Safety, PPE & Infection Control Fundamentals**

This course introduces laboratory safety principles, PPE, and infection control practices used in clinical and specimen-handling environments. Topics include hazard awareness, contamination prevention, safe work practices, and documentation supporting safety and quality.

**Upon successful completion, the trainee will be able to:**

- Identify common lab hazards and apply safe work practices;
- Select and use appropriate PPE for basic lab-support tasks;
- Apply infection control and contamination-prevention principles;
- Follow basic safety documentation and reporting practices.

**PHMS 214 — Specimen Collection Support, Labeling & Chain-of-Custody Basics**

This course introduces specimen-handling support practices that protect sample integrity and accurate identification. Topics include labeling standards, documentation, chain-of-custody awareness, handling precautions, and workflow support for clinical testing.

**Upon successful completion, the trainee will be able to:**

- Support specimen workflows using proper labeling and documentation practices;
- Explain why chain-of-custody and sample integrity are critical;
- Follow basic handling precautions to reduce contamination or loss;
- Identify specimen-handling issues that require escalation or corrective action.

**PHMS 215 — Laboratory Workflow Support, Quality Basics & Documentation**

This course introduces the day-to-day workflow processes that support clinical laboratory operations and reliable results handling. Topics include basic lab workflow sequencing, quality fundamentals, documentation practices, and communication procedures used to support accuracy and consistency.

**Upon successful completion, the trainee will be able to:**

- Describe common laboratory workflow steps from receipt to documentation;
- Follow basic quality practices that support accuracy and consistency;
- Complete routine documentation such as logs, checklists, and tracking forms;
- Communicate workflow issues or abnormalities to appropriate staff.

**PHMS 216 — Equipment Awareness, Maintenance Logs & Results Handling Support**

This course introduces equipment awareness and routine support practices used in laboratory and specimen-processing environments. Topics include equipment purpose and safe use, basic maintenance and calibration awareness, maintenance log documentation, and results-handling support procedures.

**Upon successful completion, the trainee will be able to:**

- Identify common laboratory equipment and describe its basic purpose;
- Apply safe equipment-use awareness and follow basic operational guidance;



- Maintain routine maintenance and equipment log documentation accurately;
- Support results-handling workflows using proper documentation and communication practices.

### **PHMS 217 — Public Health Messaging & Campaign Support**

This course prepares trainees to support public health messaging and outreach campaigns with clear, accurate, audience-focused communication. Topics include plain-language writing, messaging consistency, health literacy considerations, and distributing campaign materials.

#### **Upon successful completion, the trainee will be able to:**

- Create and support clear public health messages appropriate for target audiences;
- Apply plain-language techniques to improve understanding and trust;
- Maintain message consistency across materials and outreach activities;
- Assist with campaign documentation, material distribution, and follow-through.

### **PHMS 218 — Media Coordination, Community Relations & Stakeholder Outreach**

This course introduces communication support practices for coordinating with partners, community stakeholders, and media-adjacent outreach activities. Topics include stakeholder communication, coordination workflows, message alignment, event support, and documenting outreach efforts.

#### **Upon successful completion, the trainee will be able to:**

- Support stakeholder outreach through organized communication and follow-up;
- Coordinate basic logistics for community relations and outreach activities;
- Align communications with approved messaging and program objectives;
- Document outreach activities and prepare simple summaries for reporting.

### **PHMS 219 — Emergency Preparedness Planning & Hazard Risk Support**

This course introduces practical preparedness planning concepts used by public health agencies, emergency management offices, hospitals, and community organizations. Learners examine hazard identification, basic risk assessment concepts, preparedness planning components, and documentation practices that support readiness.

#### **Upon successful completion, the trainee will be able to:**

- Identify common hazards affecting communities and health systems
- Describe basic preparedness planning components
- Support hazard documentation and planning updates
- Assist with maintaining readiness records and planning materials

### **PHMS 220 — Emergency Operations Support & Incident Documentation**

This course focuses on operational support tasks during emergency activation. Learners explore emergency operations structures, basic incident coordination roles, situation tracking, documentation procedures, and operational communication workflows.

#### **Upon successful completion, the trainee will be able to:**

- Describe basic emergency operations structures
- Support documentation of response activities and resource use
- Maintain activity logs and operational tracking tools
- Assist with communication coordination during emergency activation



## **INDEX — CAREER PATHWAYS & CERTIFICATES**

### **ADMINISTRATION & MANAGEMENT (ADMIN), 27**

- Administrative Support & Customer Operations Certificate, 27
- Accounting & Billing Support Certificate, 27
- Administrative Marketing & Event Coordination Certificate, 28
- Administrative Management & Operations Support Certificate, 28

### **ARCHITECTURE & ENGINEERING CAREER PATHWAY (AE), 4**

- Architectural Drafting & Design Certificate, 4
- Mechanical Design & 3D Modeling Certificate, 4
- Engineering Technologist Management Support Certificate, 5

### **CONSTRUCTION & SKILLED TRADES CAREER PATHWAY (CST), 9**

- Construction Trade Technician Certificate, 9
- Construction Equipment & Operations Support Certificate, 10
- Construction Supervision & Management Support Certificate, 11

### **FOOD SAFETY & HOSPITALITY SERVICES CAREER PATHWAY (FSH), 15**

- Food Operations & Guest Services Certificate, 15
- Food Service Supervision & Management Certificate, 16

### **OCCUPATIONAL SAFETY & HEALTH CAREER PATHWAY (OSH), 20**

- Occupational Safety & Health Technician Support Certificate, 20
- Occupational Safety & Health Management Certificate, 21

### **PUBLIC HEALTH & MEDICAL SUPPORT CAREER PATHWAY (PHMS), 32**

- Environmental & Consumer Health Services Certificate, 32
- Public Health Emergency Preparedness Certificate, 33
- Clinical & Laboratory Support Technician Certificate, 33
- Community Health Promotion Certificate, 33



## **INDEX — SOC CODES AND CERTIFICATES**

### **ADMINISTRATION & MANAGEMENT CAREER PATHWAY (ADMIN), 27**

- **11-3012** — Administrative Services Managers, 28
- **11-9199** — Managers, All Other, 28
- **13-1082** — Product Management Specialists, 28
- **13-1111** — Management Analysts, 28
- **13-1121** — Meeting, Convention, and Event Planners, 28
- **13-1161** — Market Research Analysts and Marketing Specialists, 28
- **13-1190** — Miscellaneous Business Operations Specialists, 28
- **13-1198** — Project Management Specialists and Business Operations Specialists, All Other, 28
- **43-1011** — First-Line Supervisors of Office and Administrative Support Workers, 28
- **43-3021** — Billing and Posting Clerks, 27
- **43-3031** — Bookkeeping, Accounting, and Auditing Clerks, 27
- **43-4051** — Customer Service Representatives, 27
- **43-6010** — Secretaries and Administrative Assistants, 27

### **ARCHITECTURE & ENGINEERING CAREER PATHWAY (AE), 4**

- **11-3051** — Industrial Production Managers, 5
- **17-3000** — Drafters, Engineering Technicians, and Mapping Technicians, 4
- **17-3011** — Architectural & Civil Drafters, 4
- **17-3013** — Mechanical Drafters, 4
- **17-3026** — Industrial Engineering Technologists & Technicians, 4, 5
- **17-3027** — Mechanical Engineering Technologists & Technicians, 4, 5

### **CONSTRUCTION & SKILLED TRADES CAREER PATHWAY (CST), 9**

- **11-9021** — Construction Managers, 11
- **47-1011** — First-Line Supervisors of Construction Trades and Extraction Workers, 11
- **47-2031** — Carpenters, 9
- **47-2061** — Construction Laborers, 9
- **47-2073** — Operating Engineers and Other Construction Equipment Operators, 10
- **47-2111** — Electricians, 9
- **47-2152** — Plumbers, Pipefitters, and Steamfitters, 9
- **47-4011** — Construction and Building Inspectors, 10
- **47-2141** — Painters, Construction and Maintenance, 9
- **47-3010** — Helpers, Construction Trades, 9
- **51-4012** — CNC Machinists/Programmers, 10
- **51-1011** — First-Line Supervisors of Production and Operating Workers, 11

### **FOOD SAFETY & HOSPITALITY SERVICES CAREER PATHWAY (FSH), 15**

- **11-9051** — Food Service Managers, 16
- **35-1011** — Chefs and Head Cooks, 16
- **35-1012** — First-Line Supervisors of Food Preparation and Serving Workers, 16
- **35-2012** — Cooks, Institution and Cafeteria, 16
- **35-2014** — Cooks, Restaurant, 16
- **35-2021** — Food Preparation Workers, 15
- **35-3023** — Fast Food and Counter Workers, 15
- **35-3031** — Waiters and Waitresses, 15



- **35-9011** — Dining Room and Cafeteria Attendants and Bartender Helpers, 15
- **35-9021** — Dishwashers, 15
- **35-9031** — Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop, 15
- **43-4171** — Receptionists and Information Clerks, 15

#### **OCCUPATIONAL SAFETY & HEALTH CAREER PATHWAY (OSH), 20**

- **11-9199** — Managers, All Other, 21
- **13-1041** — Compliance Officers, 21
- **17-2111** — Health and Safety Engineers, Except Mining Safety Engineers and Inspectors, 20, 21
- **19-5011** — Occupational Health and Safety Specialists, 20, 21
- **19-5012** — Occupational Health and Safety Technicians, 20, 21
- **29-9011** — Occupational Safety Specialist, 20, 21

#### **PUBLIC HEALTH & MEDICAL SUPPORT CAREER PATHWAY (PHMS), 32**

- **9-4091** — Environmental Science and Protection Technicians, Including Health, 32
- **13-1082** — Emergency Management Specialists, 33
- **19-1041** — Environmental Scientists and Specialists, Including Health, 32, 33
- **21-1093** — Social and Human Service Assistants, 33
- **21-1094** — Community Health Workers, 33, 34
- **29-2012** — Medical and Clinical Laboratory Technicians, 33
- **29-2072** — Medical Records Specialists, 33
- **29-2099** — Health Technologists and Technicians, All Other, 33
- **31-9092** — Medical Assistants, 33
- **31-9097** — Phlebotomists, 33
- **31-9099** — Healthcare Support Workers, All Other, 33
- **43-6013** — Medical Secretaries and Administrative Assistants, 33