



Directorate of Training and Education

Outreach Training Program



Requirements

Revised February 2013

Occupational Safety and
Health Administration (OSHA)
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I. Trainer Requirements. Requirements for trainers authorized through the Occupational Safety and Health Administration (OSHA) Outreach Training Program are contained in the following documents:

A. Outreach Training Program Requirements. This covers the requirements for OSHA authorized Outreach trainers in all Outreach Training Programs.

B. Outreach Training Program Procedures. These procedures contain industry specific program requirements (e.g. Construction, General Industry, Maritime, or Disaster Site Worker).

II. Outreach Training Program Overview. The OSHA Outreach Training Program teaches workers about their rights, employer responsibilities, and how to file a complaint as well as how to identify, abate, avoid and prevent job related hazards. OSHA authorizes safety and health professionals who complete an Outreach trainer course to conduct occupational safety and health classes for workers. After training is completed, trainers document their training to their Authorizing Training Organization (see section IV.A), and receive student course completion cards to distribute to the workers they have trained. OSHA has promoted workplace safety and health by authorizing trainers since 1971.

The Outreach Training Program is voluntary. It does not meet the training requirements contained in any OSHA standard. However, some states and local jurisdictions have enacted laws mandating Outreach training. Some employers, unions, and various other jurisdictions also require workers to have this training to work on job sites and to fulfill their own safety training goals. For a complete list of OSHA's training-related requirements, see OSHA Publication #2254, *Training Requirements in OSHA Standards and Training Guidelines* (www.osha.gov/Publications/osha2254.pdf.)

The growth in the Outreach Training Program is a result of industry-wide acceptance and additional training opportunities available through OSHA's Training Institute (OTI) Education Centers. Many employers use the OSHA Outreach Training Program to provide training for their employees. Groups who have integrated the program into their overall safety and health training plans include the building trades, general contractors, employer associations, insurance companies, and manufacturing firms.

III. Authorized Outreach Trainer (Outreach Trainer) Designation

A. Becoming an Outreach Trainer. To become an Outreach trainer, an individual must meet the applicable prerequisites and complete the applicable industry trainer course. See the specific industry program procedures for detailed information. Trainer course prerequisites include components for both industry experience and training in OSHA standards for that industry. These are separate components. Industry experience cannot be used to fulfill the training prerequisite component. OSHA does not waive the training prerequisite component.

B. Update Requirement. To stay current on relevant OSHA matters, Outreach trainers are required to attend a trainer update course every 4 years. The trainer course may also be retaken to maintain a trainer's authorized status. If a trainer's authorization status has expired, the trainer has a 90-day grace period after their expiration date to take the update course. The 90-day grace period is designed to allow for unexpected circumstances like course cancellations, illness, and other unavoidable obligations such as jury duty. During the grace period, the trainer will be unable to conduct Outreach training and receive

student course completion cards. After the grace period, a trainer's authorization status may only be reinstated by retaking the trainer course. If a trainer's authorization has expired, they will be unable to conduct Outreach training and receive student course completion cards. Extensions to the grace period will not be granted.

- C. **Military Service Update Exemption.** Military members returning from overseas have 90 days from their return date to renew their trainer authorization. Proof of military status must be shown. This includes a copy of the military orders for returning to the U.S. Reservists who serve more than 30 days and leave active duty must furnish a copy of their DD214.
- D. **Course Offerings.** Trainer courses are offered at the OSHA Training Institute (OTI) Education Centers. A searchable course schedule can be found at www.osha.gov/dte/ecd/course_otiec_search_public.html. A list of all the OTI Education Centers can be found at www.osha.gov/dte/edcenters/current_list.html.

IV. Outreach Training Program Contacts

- A. **Authorizing Training Organization.** This refers to the organization that sponsored the trainer or most recent update course for the trainer. The Authorizing Training Organization will be either the OSHA Training Institute (OTI) or an OTI Education Center. The Authorizing Training Organization is the trainer's primary point of contact. The name of each trainer's Authorizing Training Organization is indicated on the front of the Outreach trainer card, below "OSHA, U.S. Department of Labor." This organization is responsible for answering trainer questions and will issue student course completion cards. For a point-of-contact list regarding Outreach training at the Authorizing Training Organizations see www.osha.gov/dte/outreach/ato.html.
- B. **OSHA Directorate of Training and Education.** For assistance on matters specifically referenced in these requirements or on the OSHA website, please contact the Outreach Training Program via email at outreach@dol.gov, or by phone at (847) 725-7810. Please send written correspondence to:

Director
OSHA Office of Training Programs and Administration
2020 S. Arlington Heights Road
Arlington Heights, IL 60005-4102

- V. **Outreach Training Program Requirements.** This section contains information on the requirements for conducting Outreach training classes. Trainers are responsible for complying with these requirements when planning and conducting Outreach classes.
 - A. **Outreach Trainer Responsibilities.** It is the responsibility of each Outreach trainer to adhere to the most current Outreach Training Program requirements and related procedures. Failure to comply may result in corrective action by OSHA, up to and including the revocation of the Outreach trainer's authorized Outreach trainer status.
 - B. **Statement of Compliance.** Each Outreach trainer must sign a statement verifying that the training they conduct will be in accordance with Outreach Training Program requirements and procedures. See Appendix A.
 - C. **Investigation and Review Procedures.** The procedures used by OSHA to process complaints or allegations of failure to comply with Outreach Training Program

requirements are available at

www.osha.gov/dte/outreach/construction_generalindustry/investigation_procedures.html.

D. Trainer Code of Conduct. Trainers must conduct themselves professionally at all times during the training and at lunch and breaks. The following are examples of unacceptable behavior:

1. **Inappropriate Behavior or Activities.** This includes serving alcohol, suggesting how to circumvent OSHA regulations, or acting in an unprofessional manner.
2. **Lack of Professionalism.** This includes discriminatory or defamatory remarks regarding OSHA or any individual or group of individuals.
3. **Offensive Humor or Anecdotes.** This includes telling jokes that could be considered offensive, insulting, humiliating, or demeaning.
4. **Improper Class Setting.** This includes holding training at a place not conducive to training.
5. **Felony Conviction.** Outreach trainers convicted of a felony may be subject to suspension or revocation.

E. Training Delivery. Training that does not comply with the requirements listed below will not be recognized and trainers will not be given student course completion cards.

1. **Students** are defined as those attending a class. Trainers are not considered students. Therefore, the Outreach trainer must not include their name on the student roster.
2. **Attendance.** To receive a course completion card, the student must attend and complete the entire class, including all requisite topics and the minimum number of contact hours.
3. **Daily Student Contact Hour Limit**
 - a) Training is limited to a maximum of 7.5 student contact hours per day. The entire length of the training day may be longer than 7.5 hours when adding time for breaks and lunch.
 - (1) 10-hour classes must take a minimum of 2 days.
 - (2) 30-hour classes must take a minimum of 4 days.
 - b) Training cannot be conducted over 10 consecutive hours. An 8-hour break is required after 7.5 consecutive contact hours of training. Consequently, for example, a training class cannot be conducted from 9 p.m. until 7 a.m. the following day.
 - c) A written request for exception to these requirements must be submitted by the Outreach trainer to the address indicated in section IV.B. and be received by OSHA at least 60 days in advance of the scheduled training. Documentation must be submitted with training details and the reason why it is necessary. Only one exception will be permitted at a time – a trainer who receives an exception will not be allowed to apply for another until the course given the exception has been completed.

- d) Please note that an exception will only be granted in extremely extenuating circumstances. OSHA will not consider cost savings, trainer availability, time limits, or missing work as extenuating circumstances.
4. **Break and Lunch Periods.** At a minimum, a 10-minute break period must be provided after every 2 hours of instruction. A lunch period of at least 30 minutes must be provided for each training session which lasts for more than 6 hours. The lunch period is intended as a break period, training is not allowed during this time.
 5. **Class Duration**
 - a) Outreach trainers may break the class into time segments to deliver the training over multiple days, weeks, or months. Each segment must be a minimum of 1 hour in length.
 - b) Each Outreach class must be completed within 6 months of its start date. If the Outreach training will take longer than 6 months, an exception must be received from OSHA following the exception procedure noted above in section V.E.3.c).
 6. **Class Style**
 - a) Outreach training should include workshops, case studies, exercises, and demonstrations that involve student participation and interaction.
 - b) Videos cannot comprise more than 25% of the time spent in Outreach training.
 7. **Student Verification.** Outreach trainers should employ every reasonable effort to ensure the identity of each individual attending their Outreach training.
 8. **Providing 10-hour Students Additional Training to Receive a 30-hour Card.** Outreach trainers may provide 20 additional hours to 10-hour students and receive 30-hour cards under the following conditions:
 - a) The same Outreach trainer must do all the Outreach training.
 - b) All the Outreach training must be completed (from the start of the 10-hour class, to the end of the 30-hour class) within 6 months.
 - c) The 10-hour card must be returned to receive the 30-hour card.
- F. Makeup Training.** If a student misses any portion of the class, the student may be eligible to complete the training at a later time. This is considered “Makeup Training”. The Outreach trainer may conduct makeup training for a student in accordance with these requirements:
1. **Student Eligibility**
 - a) For a student to be eligible for makeup training, the student must have completed at least 50% of the contact hours for an Outreach class.
 - b) The Outreach trainer must document the eligible student’s absence separate from the OSHA Outreach Training Program Report (as described in section VI.B.1.d) when originally submitted. The eligible student’s name must not be included on the Outreach Training Program Report.

2. Eligible students may make up the portion of the training they missed within 6 months of the start of the training.
3. Makeup training may be performed by the same OSHA trainer or by another Outreach trainer who has coordinated the training with the primary Outreach trainer. The primary Outreach trainer is responsible for meeting the reporting requirements as outline in section VI.B.
4. Students may complete the makeup training with the guest trainer who conducted the particular missed training portion, as long as this part of the training is coordinated by the primary Outreach trainer. The student must have access to the primary Outreach trainer for any follow-up questions.
5. Makeup training for small classes (less than 3 students) is allowed.
6. Makeup training must comply with the document submittal requirements in section VI.B.

G. Training Topics

1. **Types of Topics.** There are mandatory, elective, and optional topics. These topics are outlined in the specific industry procedures.
 - a) **Mandatory topics** are required and must be conducted for the minimum amount of time indicated. These topics are determined by OSHA.
 - b) **Elective topics** must be chosen by the Outreach trainer from the list provided in the specific industry procedures. Usually the choices are based on industry, locality, or audience needs. OSHA requires a minimum number of these topics that must be taught and a minimum amount of time that must be devoted to these topics. The list of elective topics is determined by OSHA.
 - c) **Optional topics** are intended to supplement the mandatory and elective topics. These topics are intended to provide an Outreach trainer with increased flexibility to fulfill Outreach training time requirements. Additional time in mandatory or elective topics is necessary if optional topics are not covered.
2. **The Designated Training Topics** section in the specific industry procedures contain detailed information on subjects that must be covered in Outreach classes and time requirements.
3. **Training and Topics Ineligible for Outreach Training**
 - a) Topics must be occupational safety and health topics dealing with hazard recognition or prevention.
 - b) **CPR and First Aid.** Although CPR and First Aid may be presented in conjunction with Outreach training, they cannot be counted towards fulfillment of Outreach requirements.
 - c) Training that is conducted to comply with requirements in the OSHA standards cannot be counted toward Outreach training.

H. Topic Length. OSHA has assigned minimum lengths for each mandatory topic. One-half hour is the minimum an Outreach trainer may spend on any topic. Unless it is otherwise noted, OSHA recommends spending an hour on each topic.

1. **10-Hour Class.** An Outreach trainer may not cover any single topic for more than 4 hours, unless it is permitted in the specific industry procedures.
2. **30-Hour Class.** An Outreach trainer may not spend more than 6 hours on any single topic, unless it is permitted in the specific industry procedures.

I. Geographic Limitations

1. **Agency's Geographic Jurisdiction.** OSHA Outreach Training Program classes may only be conducted in training locations within the agency's geographic jurisdiction. OSHA covers workers and employers in the 50 U.S. States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, American Samoa, Guam, the Commonwealth of the Northern Mariana Islands, Wake Island, Outer Continental Shelf Lands defined in the Outer Continental Shelf Lands Act, and Johnston Island. Classes delivered outside of OSHA's geographic jurisdiction will not be recognized as Outreach Training Program classes, and trainers will not receive student course completion cards for those students.

OSHA Outreach Training Program classes delivered outside of OSHA's jurisdiction to members of the U.S. military are permissible and these personnel are eligible to receive student course completion cards. In these cases, Outreach trainers do not have to request an exception from OSHA, but they must ensure their Authorizing Training Organization is aware that the persons trained are members of the U.S. military. U.S. Department of Defense civilian personnel can also be trained without an exception. However, contractors for the U.S. military cannot be trained without prior approval from OSHA.

2. **Exception Requirements.** Exceptions to these requirements may only be granted with prior approval from OSHA. Requests for exception will only be considered for training that is provided on a contract basis for a specific organization and only its employees. The contracting organization is defined as the party who has legal binding contract with the Outreach trainer to provide Outreach training outside of OSHA's geographic jurisdiction.

Please note the following requirements for obtaining OSHA approval for training outside OSHA's geographic jurisdiction. Only one exception will be permitted at a time – a trainer who receives an exception will not be allowed to apply for another until the course given the exception has been completed. A written request for exception must be submitted by the Outreach trainer to the address indicated in section IV.B. and be received by OSHA at least 60 days in advance of the scheduled Outreach training. The written request for exception must include the following:

- a) Primary Outreach trainer
- b) Outreach trainer email address
- c) Copy of trainer's Outreach trainer card

- d) Outreach class type (indicate industry and number of hours)
- e) Contracting organization name and address
- f) Start and end times and dates
- g) A topic outline which indicates each topic, the length of time each topic will be taught, and the date and time the topic will be taught
- h) Guest trainer name(s)
- i) Address where the Outreach training will be conducted
- j) Typed list of employees to be trained on the contracting company letterhead

3. Advertising Restrictions

- a) Dissemination of promotional materials of any kind (including electronic mail, print media, and/or websites) for Outreach training conducted outside OSHA's geographic jurisdiction is prohibited.
- b) Information regarding Outreach training outside OSHA's geographic jurisdiction must not be advertised or posted on any website.

J. Training Materials

1. Required Curriculum

- a) Trainers must use required curriculum as noted on OSHA's Outreach Training Program web page (see Appendix B). Outreach trainers are responsible to be aware of current program requirements.
- b) *Introduction to OSHA*. The 2-hour curriculum is required to be covered in every Outreach class. The module materials include an Instructor Guide, PowerPoint slides, student handouts, and participatory activities. The curriculum is available at www.osha.gov/dte/outreach/construction_generalindustry/teachingaids.html.

2. PowerPoint CD. Outreach trainers are provided a CD in the trainer course. The CD contains PowerPoint presentations and lesson plans that may be used in full or in part in conducting an Outreach class. Please note that most course materials provided in the Outreach trainer classes are intended for Outreach trainers, not students.

3. Student Materials. Outreach trainers must provide their students with reference materials on each topic covered that highlight the key training points. At a minimum, each student must receive a fact sheet on each topic. See Appendix B for helpful training resources.

K. Training Language. Outreach trainers must teach student in a language that they understand. Also, if a student's vocabulary is limited, the Outreach training must account for that limitation. Translators may be used. If using a translator, observe the following:

1. Translator Qualifications. The translator must have a background in occupational safety and health.

2. **Class Length.** If translation is used, the class must be held for twice the amount of time to allow for the translation.

L. Types of Outreach Trainers

1. **Primary Outreach Trainer.** The responsibilities of the primary Outreach trainer:
 - a) Design and coordinate the class.
 - b) Teach a minimum of 50% of the class, except as indicated in section V.L.3, below.
 - c) Must be in attendance at all times to answer questions and ensure proper topic coverage.
 - d) Document the class and retain class documentation, including student attendance.
 - e) Maintain a list of guest trainers or additional Outreach Trainers used for each class, the topics each trainer delivered, and their qualifications.
2. **Guest Trainers.** Guest trainers are defined as subject matter experts who are not authorized Outreach Trainers. Outreach trainers may use guest trainers to assist in their classes.
3. **Additional Outreach Trainers.** A primary Outreach trainer may use additional Outreach trainers to assist in their class. Using these Outreach trainers relieves the primary Outreach trainer from the responsibility of attending all the Outreach training sessions. However, the primary Outreach trainer must teach at least 20% of the class and must coordinate, document, and retain records of the Outreach training. At least one Outreach trainer must be in attendance at all times.

M. Minimum Class Size. OSHA intends for Outreach training to be participatory. For this reason, OSHA requires Outreach trainers to teach at least 3 students per class. If an Outreach trainer has an extenuating circumstance which necessitates training fewer than 3 students, OSHA may allow an exception. Classes with fewer than 3 students for the reason of expediting employment will not be approved. If a class is expected to have fewer than 3 students, Outreach trainers must request an exception that is received by the Authorizing Training Organization at least 7 days prior to the class. Outreach trainers must submit the request to their Authorizing Training Organization (www.osha.gov/dte/outreach/ato.html). The request must contain the following:

1. **Explanation**
 - a) Explain why the Outreach training cannot be conducted in accordance with OSHA requirements. Include information regarding why students cannot obtain the Outreach training in a larger class at a later time.
 - b) If this type of Outreach training is considered a routine business practice, such as when beginning employment, please note this. If applicable, note the period over which this practice will continue. The Authorizing Training Organization may provide an exception over an extended period.

2. **Target Audience.** If applicable, indicate whether the Outreach training is for in-house employees, if the Outreach training is required for employee orientation purposes or to fulfill company or jurisdictional policy.
- N. Maximum Class Size.** Outreach classes are limited to a maximum of 40 students. If a class is being planned which is expected to have more than 40 students, Outreach trainers must request an exception. The request must be received by the Authorizing Training Organization at least 60 days prior to the class. Outreach trainers must submit the request to their Authorizing Training Organization (www.osha.gov/dte/outreach/ato.html) and provide the following information:
1. **Explanation.** Explain why the Outreach training cannot be conducted in accordance with OSHA requirements.
 2. **Class Curriculum.** A topic outline which indicates each topic, the length of time each topic will be taught, and the date and time the topic will be taught.
 3. **Student Materials.** Provide a general list of materials which will be provided to each student.
 4. **Method for Facilitating Student Questions.** Explain how students will be able to ask questions when the class is not in session. Possible methods include e-mail, answering questions after class, and a Q & A session after each topic.
 5. **Documentation for Student Attendance.** Confirm that attendance will be taken at the beginning and end of each class day.
- O. Class Records.** Outreach trainers must retain Outreach class records for 5 years. OSHA reserves the right to request copies of class records for verification purposes at any time. Please note that failure to keep or provide these records may result in corrective action, up to and including the revocation of Outreach trainer status. The class records must include at least the following:
1. **Student Sign-In Sheets.** Sign-in sheets must be completed for each day of class. Printed or typed names must appear adjacent to the students' signatures.
 2. **Student Contact Information.** This is the location where the Outreach trainer will send the student card; it must be the student's home or business address.
 3. **Topic Outline.** The outline must indicate the date and time period (e.g. 1 p.m. to 2 p.m.) of every topic and break.
 4. **Class Documentation.** A copy of the documentation submitted to request student course completion cards including the list of the topics taught and the class time spent on each topic.
 5. **Student Course Completion Card Numbers.** Outreach trainers must make a copy (electronic or paper) of every course completion card they issue, after entering all information onto the card. This will enable the Outreach trainer to track the card number issued to each student.
 6. **Guest trainers.** A list containing the name of each guest trainer, topics and times covered by each, and their qualifications.

7. **Additional Outreach Trainers.** A list containing the name of each additional Outreach Trainer, a list of the topics covered, the number of contact hours allocated to each topic, and a copy of their Outreach trainer card.
- P. **Advertising.** When advertising Outreach training, Outreach trainers must properly describe their Outreach trainer designation and Outreach training classes. Outreach trainer authorization is limited to conducting OSHA Outreach Training Program classes. If advertising is false or misleading, the Outreach trainer must promptly correct the problem. Failure to comply may result in corrective action, including revocation of Outreach trainer status. These restrictions also apply to course certificates and other related documents.
1. Advertising may include:
 - a) **“OSHA-authorized”.** Indicate that the training is authorized by OSHA; the use of “OSHA-authorized” is allowed.
 - b) **“OSHA” and “Department of Labor” Usage.** “OSHA” and “Department of Labor” may be used in advertising but not in a manner which implies or expresses that the Outreach trainer is an OSHA employee or that the Outreach class is being conducted by, has been approved by, is endorsed by, or is being done in cooperation with OSHA or the Department of Labor.
 2. Advertising must not include:
 - a) **Department of Labor and OSHA Logos.** The use of the OSHA logo, the U.S. Department of Labor logo, and U.S. Department of Labor seal is strictly prohibited.
 - b) **Certified.** The OSHA Outreach Training Program is not a certification program and must not be advertised as such. Outreach trainers, students, and curriculum are not certified. The Outreach trainer is authorized and students receive student course completion cards. Advertisements must not use any form of the word “certify” including the word “certification”, or imply that the Outreach Training Program class will result in the individual being certified.
 - c) **OSHA “Approved”.** OSHA does not “approve” trainers or classes. Advertising cannot imply or suggest that Outreach training or Outreach trainers are approved by OSHA.
 - d) **OSHA Trainer Course (e.g. #500, #501, #5400, #5600).** Outreach trainers cannot conduct OSHA trainer courses. Outreach trainers must not refer to an Outreach class as an OSHA trainer course. OSHA trainer courses may only be conducted by the OSHA Training Institute (OTI) or an OTI Education Center.
 - e) **Use of “Train-the-Trainer.”** Outreach trainers must not combine the use of “OSHA” and “Train-the-Trainer” in advertising. Students who complete an OSHA Outreach Training Program class are not recognized as Outreach trainers and are not entitled to receive student course completion cards for the students they train.

- f) Outreach trainers cannot portray or illustrate an actual OSHA course completion card.
- g) **Outreach trainers cannot provide cards to students which are depictions or representations** of an OSHA card which may be misconstrued as an OSHA card.
- h) **Cannot state that the Outreach training is OSHA compliant**, or that it meets the requirements stipulated in any OSHA standard.
- i) **Training Outside OSHA’s Geographic Jurisdiction.** As noted in section V.I., Outreach trainers may not disseminate promotional materials for Outreach training outside OSHA’s geographic jurisdiction and may not advertise or post information regarding this training on any website.

Q. Alternative Training Methods. OSHA Outreach Training Program classes must be conducted in-person, unless an exception is obtained from OSHA.

1. **Online Training.** Only online training providers authorized by OSHA may conduct online Outreach Training Program classes.
 - a) OSHA will provide the websites of the authorized online training providers on its website, www.osha.gov/dte/outreach.
 - b) Authorized online providers are selected on a competitive basis. Their programs include testing and evaluation aspects which are not required for in-person Outreach training.
 - c) OSHA will not review or authorize online programs except in response to a competitive solicitation which are estimated to occur every 5 years.
2. **Webinars and Video Conferencing.** OSHA’s preferred delivery method is through standard classroom instruction. Outreach training conducted through webinars and video conferencing are not allowed unless an exception has been received. To request an exception, a written request must be received by OSHA at least 60 days prior to the class. Only 1 exception will be permitted at a time – a trainer who receives an exception will not be allowed to apply for another until the course provided with an exception has been completed. The request must be sent to OSHA at the address indicated in section IV.B. and include the following:
 - a) Name of the primary Outreach trainer and any guest trainers who will be conducting the training
 - b) A copy of the trainer’s Outreach trainer card
 - c) Documentation of prior experience delivering occupational safety and health training via webinar or video conferencing, including topics, number of courses, and number of students trained
 - d) Names of the students who will be taking the Outreach training including their address and the type of hardware, software, or system they will utilize to participate in the alternative training method
 - e) Location of the origin training site and the type of hardware, software, or system that will be used

- f) Description of the process that ensures the full attendance of each student; including identity authentication and random verification during the Outreach training
- g) A training schedule that contains the specific dates and times the class will begin and end, including all lunches and breaks
- h) A course outline which indicates each topic, the length of time each topic will be taught, the date and time the topic will be taught, and topic test questions
- i) List of the materials that will be provided to each student including when and how they will receive them
- j) Description of the process that ensures the *Introduction to OSHA* module will be conducted in a participatory manner
- k) Description of the process that ensures there is one or more Outreach trainers available to respond to student questions
- l) Description of how two-way communication will be used in the Outreach training
- m) Description of the process that ensures student questions are answered quickly and effectively
- n) The method for conducting evaluation to include the following (if request is approved, OSHA will provide questions to be used for Level 1 and Level 3):
 - (1) Level 1 – Student satisfaction surveys for content and delivery (including summary narratives for each)
 - (2) Level 2 – Testing
 - (3) Level 3 – Follow-up impact evaluation

VI. How to Obtain Student Course Completion Cards. After conducting an Outreach class, follow the instructions below to document the class to receive OSHA student course completion cards.

- A. **Trainer ID Number.** Outreach trainers who have received student course completion cards will receive an ID number. Outreach trainers receive an ID number *after* submitting their initial card request. It is usually provided on the letter that is sent with the student course completion cards. Some Authorizing Training Organizations may issue an ID number upon course registration or trainer course completion.
 - 1. **Multiple ID Numbers.** An Outreach trainer who has completed trainer courses in separate programs from more than one Authorizing Training Organization will have different ID numbers from each organization. These trainers must request student course completion cards from these different Authorizing Training Organizations (see section IV.A.).
 - 2. **Misplaced ID Numbers.** An Outreach trainer who has misplaced their ID number must contact their Authorizing Training Organization to obtain it.

B. Submit Required Class Documentation. After completing an Outreach class, the Outreach trainer must send the following documentation to the Authorizing Training Organization (www.osha.gov/dtc/outreach/ato.html). The trainer's Authorizing Training Organization is indicated on the top of the Outreach trainer card. This organization has specific instructions to report via online, e-mail, or fax.

1. OSHA Outreach Training Program Report

- a) **See specific industry procedures for report.** The Outreach trainer address provided on the report should be an address which goes directly to the Outreach trainer.
- b) **Topic Outline.** A list the topics taught and the amount of time spent on each topic by completing the topic outline on the Outreach Training Program Report.
- c) **Student List.** A list of students who completed the Outreach training. The list must be legible. Outreach trainers should submit only one list.
- d) **Makeup Training documentation.** Any student eligible for makeup training must be documented as described in section V.F. This documentation must include:
 - (1) Student address
 - (2) Reason the student was unable to complete the Outreach training as originally scheduled
 - (3) Topics and contact hours completed
 - (4) Topics and contact hours not completed

2. Trainer ID

- a) Outreach trainers must include their Outreach trainer ID in item 2 of the Outreach Training Program report.
- b) If an Outreach trainer has not received an ID number, they must include a copy of their Outreach trainer card.

3. Makeup Training. The primary Outreach trainer must provide the following information for a makeup training card request.

- a) A copy of the original OSHA Outreach Training Program Report
- b) Documentation of student's absence
- c) A new OSHA Outreach Training Program Report which notes the end date of the makeup training, the applicable student names, and a complete list of the topics and contact hours trained
- d) The name of the student completing makeup training must not be included on an Outreach Training Program Report with students who completed a full class

C. Key Points on Submitting Class Documentation

- 1. Statement of Certification.** Outreach trainers must sign the statement of certification on the Outreach Training Program Report attesting that the Outreach training was conducted in accordance with Outreach Training Program requirements and procedures and that the Outreach Trainer has submitted accurate documentation.
- 2. Time Limit on Training Documentation.** Outreach trainers must document training within 30 days of class completion. If class documentation is submitted via hard copy, the postmark will be used to judge the timeliness of the request.
- 3. Report Classes Individually.** Report each class separately – do not combine multiple classes in one report.

D. Where to Send Class Documentation

1. Outreach trainers must send their class documentation to their Authorizing Training Organization. The list of Authorizing Training Organizations is at www.osha.gov/dte/outreach/ato.html and is defined in section IV.A.
2. The name of the Outreach trainer's Authorizing Training Organization is indicated on the front of the Outreach trainer card, below "OSHA, U.S. Department of Labor."
3. Outreach trainers who have taken an update course should submit card requests to the Authorizing Training Organization that provided their most recent training.
4. Outreach trainers who have completed different trainer courses at different Authorizing Training Organizations must send applicable class documentation to the respective Authorizing Training Organizations.

E. Replacing Lost, Damaged or Misprinted Cards

- 1. Trainer Card.** Outreach trainers should contact their Authorizing Training Organization to receive a replacement Outreach trainer card. A fee may be charged by the Authorizing Training Organization for the replacement.
- 2. Student Course Completion Cards.** The student must contact their Outreach trainer to request a replacement card. Outreach trainers must contact their Authorizing Training Organization for a replacement course completion card.
 - a) Replacing a Student Card.** Replacement student course completion cards will not be issued if the Outreach training took place more than 3 years ago. Outreach trainers must provide their name, the student's name, the Outreach training date, and the type of class to receive a replacement. Only 1 replacement may be issued per student. A fee may be charged by the Authorizing Training Organization to replace a course completion card.
 - b) Non-Receipt of Batch of Student Cards.** If an Outreach class took place more than 90 days ago, a new set of student course completion cards will not be issued to replace previously issued cards. If the Outreach training that took place fewer than 90 days ago, an Outreach trainer may request

replacements by sending appropriate documentation to their Authorizing Training Organization as follows:

- (1) Student sign-in sheets for each day of the class (including students' addresses)
 - (2) Topic outline which indicates the timing of all topics and breaks
 - (3) Signed agreement to pay fees associated with all future student course completion card deliveries if the batch is replaced, to cover the cost of certified delivery
- c) **Misprinted Course Completion Cards.** Return all misprinted student course completion cards to the Authorizing Training Organization to obtain replacement student course completion cards. Do not attempt to correct and use these cards.
- d) **Replacement Requestor.** Replacements may be requested by an organization that maintains a duplicate copy of the Outreach trainer's records.

VII. Student Course Completion Cards and Certificates

A. Distribution of Student Course Completion Cards

1. Outreach trainers must issue all student course completion cards within 90 days of class completion.
2. Outreach trainers must issue student course completion cards directly to the student, regardless of who paid for the training. Cards must be sent to the address on record (see section V.O.2). Outreach trainers who fail to comply with this requirement may be subjected to corrective action by OSHA, up to and including the revocation of Outreach trainer status.

B. Receipt of Student Course Completion Cards. To ensure student course completion cards are distributed within 90 days:

1. Outreach trainers must submit their class documentation within 30 days of class completion.
2. Authorizing Training Organizations must process a course completion card request within 30 days.
3. Outreach trainers must provide student course completion cards to students within 30 days of receipt.

C. Student Course Completion Card Fees. OTI Education Centers do not receive any funding from OSHA. These organizations support their training programs and Outreach administrative activities through tuition and fees. For this reason, OSHA authorizes OTI Education Centers to charge fees for student course completion cards, as they would for other course completion documents such as certificates, diplomas, or transcripts.

D. Card Completion

1. **Legibility.** Outreach trainers must complete student course completion cards by printing or typing the student name, class end date, and Outreach trainer name.

2. **Trainer Signature.** Adding an Outreach trainer signature is optional. If the card is signed, only the Outreach trainer may do the signing.
 3. **Use of Labels.** It is not permissible to affix identifying information such as student or Outreach trainer name on the card via a label.
 4. **Printing Assistance.** Use Avery 5371 label style to assist in printing information on the student course completion cards.
 5. **Card Alteration.** Outreach trainers may not alter the student course completion cards or use white out on the student course completion cards.
 6. **Misprinting.** If student course completion cards are misprinted, they must be returned to the Authorizing Training Organization (section IV.A) to receive replacements.
 7. **Card Lamination.** Student course completion cards may be laminated.
 8. **Negative (Unmarked) Space on Card.** Negative space is that portion of the printed card that is unmarked and includes space between graphics, margins or lines of text.
 - a) Pre-printed language on the card cannot be masked, obliterated, covered or otherwise obscured.
 - b) An Outreach trainer may not insert expiration language on the card. Organizations may establish expiration dates to satisfy their safety and health goals, but this information must be communicated to students in a separate manner.
 - c) Outreach trainers may use negative space on the back of the student course completion cards for identification or training information. This may be helpful and appropriate if the Outreach class is targeted to a specific industry or audience. A sticker or photo can be applied in the negative space on the back of the card.
- E. Class Certificates.** Outreach trainers are encouraged to provide training certificates to students at the end of the training class. This helps students provide verification that they completed the training prior to receiving their student completion card.
1. All advertising restrictions listed in section V.P. apply to certificates.
 2. If using a certificate, Outreach trainers must include the following statement on each certificate, in addition to the student's name and the end date of the Outreach training:

“As an OSHA Outreach trainer, I verify that I have conducted this OSHA Outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my OSHA Authorizing Training Organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class.”

VIII. Monitoring Visits and Record Audits. OSHA and the OTI Education Centers periodically conduct training monitoring visits and record audits of Outreach classes and/or trainers to ensure compliance with Outreach Training Program requirements and procedures.

- A. Monitoring Visits.** A monitoring visit may include verification of class timing, student attendance, topic coverage, guest trainers, and other OSHA Outreach Training Program requirements. Outreach trainers must permit unscheduled training monitoring visits from OSHA or OTI Education Center representatives. Outreach trainers may be required to provide advance notice of Outreach training to their Authorizing Training Organization. If an Outreach trainer does not provide this information, the Authorizing Training Organization will not issue student course completion cards and the Outreach trainer may be subject to corrective action by OSHA, up to and including the revocation of Outreach trainer status.
- B. Record Audits.** A record audit may require any or all of the items noted in section V.O. If a trainer does not respond to a record audit request, the Authorizing Training Organization will not issue student course completion cards and the trainer may be subject to corrective action by OSHA, up to and including the revocation of Outreach trainer status.

Appendix A – Statement of Compliance

Statement of Compliance with Outreach Training Program Requirements

I certify that I will conduct all Outreach training classes in accordance with the OSHA Outreach Training Program requirements. I understand that it is my responsibility to ensure that I meet the requirements of the most recent edition of the OSHA Outreach Training Program requirements and related procedures. I will maintain the training records as required by the requirements and procedures and I will provide these records to the OSHA Directorate of Training and Education (or its designee) upon request. I understand that I will be subject to immediate dismissal from the Outreach Training Program if I provide information that is not true, complete and correct. I further understand that providing false information may subject me to civil and criminal penalties under Federal law, including 18 U.S.C. Sec. 1001 and 29 U.S.C. 666(g), which provides criminal penalties for making any false statement, representation or certification.

Trainer Signature

Date

Typed or Printed Name

Authorized Trainer Expiration Date

Name of Course & Course Dates (To be completed by OTI Education Center)

Name of OTI Education Center (To be completed by OTI Education Center)

Appendix B – Training Resources

This intent of this appendix is to provide trainers with resource information to assist them in their preparation for conducting Outreach training classes.

Outreach Training Program References

- **OSHA Outreach Training Program Page** - www.osha.gov/dte/outreach/index.html.
 - Program announcements
 - Outreach Training Program requirements
 - Specific OSHA Outreach industry procedures
 - Frequently Asked Questions
- **Authorizing Training Organization** - www.osha.gov/dte/outreach/ato.html. Trainer's primary point of contact.
- **OSHA Training Institute (OTI) Education Centers** - www.osha.gov/dte/ecd/course_otiec_search_public.html. Register for trainer and other courses.
- **Introduction to OSHA** - www.osha.gov/dte/outreach/construction_generalindustry/teachingaids.html. Required Outreach course curriculum.
- **Investigation and Review Procedures** - www.osha.gov/dte/outreach/construction_generalindustry/investigation_procedures.html.

Relevant OSHA Websites

- **OSHA Home Page** - www.osha.gov
- **Safety and Health Training Resources** - www.osha.gov/dte/library/index.html. Main OSHA training resource site which includes:
 - **Resource Center Loan Program.** Outreach trainers may borrow occupational safety and health videos from OSHA's Resource Center, including various Spanish titles.
 - **Training and Reference Materials Library.** Training and reference materials developed by OSHA as well as links to other related sites.
 - **Compliance Assistance Resources.** Resources to help understand OSHA requirements and learn about OSHA's cooperative programs. Includes links to OSHA Small Business Page.
 - **eTools.** Interactive, web-based training tools that are highly illustrated.
 - **Grantee Developed Materials.** Training materials such PowerPoints, instructor and student manuals, and test questions developed by OSHA grantees.
 - **Other Safety and Health Training Resources** - training materials and resources developed by other federal and state agencies.
- **Other Helpful OSHA Sites**
 - **Safety and Health Topics Index** - www.osha.gov/SLTC/index.html
 - **Teen Workers** - www.osha.gov/SLTC/teenworkers/index.html

- **Making the Business Case for Safety and Health** - www.osha.gov/dcsp/products/topics/businesscase. Helps illustrate why investing in workplace safety and health can improve organization's financial performance.
- **Quick Takes** - www.osha.gov/as/opa/quicktakes/index.html. Sign up for OSHA's bi-weekly e-news memo.

Spanish

- **Training Aids** - www.osha.gov/dte/outreach/construction_generalindustry/spanish_training.html
- **PowerPoint Presentations** - www.consultationconnection.org/oti/
- **Trainers**
www.osha.gov/dte/outreach/construction_generalindustry/spanish_outreach_trainers.html

OSHA Publications - www.osha.gov/pls/publications/publication.html. Helpful quick cards, fact sheets, publications, forms, and posters. A few significant publications:

- All About OSHA, OSHA 3302
- OSHA At-A-Glance, OSHA 3439
- Training Requirements in OSHA Standards and Training Guidelines, OSHA 2254
- Workers' Rights Wallet Card, OSHA 3392

U.S. Government Bookstores - <http://bookstore.gpo.gov/>. Order OSHA standards.

Finding Outreach Trainers and Training

- Outreach Trainer Website - www.OutreachTrainers.org
OSHA encourages authorized Outreach trainers to add their trainer profile and training schedules to this site. The site allows searches of trainers by type of training and geographically. Trainers are also able to use the site to find others to assist them in their training. OSHA references the website to those looking for Outreach training.
- **Active Outreach Trainer Lists**
OSHA distributes lists of active trainers (2 or more classes conducted within a year) to persons looking for Outreach training and to trainers who need assistance in their training. To obtain a list, contact outreach@dol.gov, (847) 725-7810, or an appropriate Authorizing Training Organization (www.osha.gov/dte/outreach/ato.html). Provide the State(s) looking for, the industry program(s), and an email address, fax number or mailing address.

OSHA Technical Support

- **OSHA Regional or Area Office.** For support related to enforcement and the OSHA standards. These offices also provide publications and other helpful references. At the Regional Office ask for technical support. See www.osha.gov/html/RAmap.html.
- **Compliance Assistance Specialists.** These specialists are in each Area Office in states under federal jurisdiction. They're available for seminars, workshops, and speaking events. See www.osha.gov/dcsp/compliance_assistance/cas.html.