

COURSE LIST



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WORKPLACE SAFETY

ACCIDENT INVESTIGATION

This session will show the importance of accident investigation, how to talk to witnesses, what questions to ask when evaluating an accident scene, how to determine causal factors, and how to identify corrective actions. Duration: 22 minutes

ACTIVE SHOOTER ON-SITE: WHAT EVERY EMPLOYEE SHOULD DO (MULTIMEDIA)

When it comes to workplace shootings there are measures you can take to not only limit the damage but also to save precious lives both before and during these traumatic incidents. Because most incidents are over within minutes, you need to be prepared to react to the situation with speed. During this session we'll talk about how you, as an employee, should react to and prepare for an active shooter in your workplace. Duration: 22 Minutes

ARC FLASH SAFETY

This session will cover the hazards and risks of working on or near energized electrical equipment. It will also discuss the procedures for preventing an arc flash accident and how to protect yourself from the hazards of an arc flash. Duration: 17 minutes

ARC FLASH SAFETY (SPANISH)

This session will cover the hazards and risks of working on or near energized electrical equipment. It will also discuss the procedures for preventing an arc flash accident and how to protect yourself from the hazards of an arc flash. Duration: 18 minutes

BACK SAFETY

This training presentation will help you understand how back injuries occur; prevent back injuries; use proper lifting, load carrying, and unloading techniques; and think intelligently about your back. Duration: 21 minutes

BACK SAFETY (SPANISH)

This session on Back Safety discusses one of the most common workplace injuries and what you can do to help prevent back injuries. You'll learn about the many ways you might injure your back, as well as the things you can do to prevent injuries. Duration: 24 minutes

BASIC FIRST AID FOR MEDICAL EMERGENCIES

The main purpose of this session is to familiarize you with basic first-aid procedures. By the time the session is over, you will be able to recognize the benefits of obtaining first-aid and CPR certification; identify proper procedures for a variety of medical emergencies; assist in administering first aid when a co-worker is injured; and do no further harm. Duration: 26 minutes.

BASIC FIRST AID FOR MEDICAL EMERGENCIES (SPANISH)

The main purpose of this session is to familiarize you with basic first-aid procedures. By the time the session is over, you will be able to recognize the benefits of obtaining first-aid and CPR certification; identify proper procedures for a variety of medical emergencies; assist in administering first aid when a co-worker is injured; and do no further harm. Duration: 26 minutes.

BATTERY SAFETY

The main objective of this session is to make sure you work safely with batteries on the job. By the time the session is over, you will be able to identify battery hazards; understand how batteries work; charge batteries safely; assist in maintaining batteries properly; select appropriate PPE for battery maintenance; and follow proper emergency procedures. Duration: 23 minutes.

BATTERY SAFETY (SPANISH)

The main objective of this session is to make sure you work safely with batteries on the job. By the time the session is over, you will be able to identify battery hazards; understand how batteries work; charge batteries safely; assist in maintaining batteries properly; select appropriate PPE for battery maintenance; and follow proper emergency procedures. Duration: 22 minutes.

BLOODBORNE PATHOGENS (CLUB-CORE COURSE)

This course covers how to identify and respond to the threat of exposure to bloodborne pathogens. This course is designed to train all employees on work practice controls to properly prevent transmissions of bloodborne pathogens. This course addresses general employee information covered in federal OSHA Standard 1910.1030. Duration: 13 minutes

BLOODBORNE PATHOGENS (CLUB-CORE COURSE) - (SPANISH)

This course covers how to identify and respond to the threat of exposure to bloodborne pathogens. This course is designed to train all employees on work practice controls to properly prevent transmissions of bloodborne pathogens. This course addresses general employee information covered in federal OSHA Standard 1910.1030. Duration: 15 minutes

CHAIN SAW SAFETY

The main objective of this session is to give you information that will help you use chain saws safely. At the end of the training session, you will be able to understand how chain saws work, including maintenance tips, identify the basic risks associated with chain saw use, prepare and protect yourself with the right personal protection equipment, or PPE, and learn safe work practices for using a chain saw, as well as what not to do. Duration: 18 minutes.

CHAIN SAW SAFETY (SPANISH)

The main objective of this session is to give you information that will help you use chain saws safely. At the end of the training session, you will be able to understand how chain saws work, including maintenance tips, identify the basic risks associated with chain saw use, prepare and protect yourself with the right personal protection equipment, or PPE, and learn safe work practices for using a chain saw, as well as what not to do. Duration: 16 minutes.

DEFENSIVE DRIVING FOR NONCOMMERCIAL MOTORISTS

Motor vehicle accidents are the number one cause of accident death in the United States. They are also the number one cause of work-related fatalities. Duration: 21 minutes

DEFENSIVE DRIVING FOR NONCOMMERCIAL MOTORISTS (SPANISH)

Whether you drive on the job or just commute to work by car, you're in danger on the road unless you drive defensively. Motor vehicle accidents are the number one cause of accidental death in the United States. They are also the number one cause of work-related fatalities. Duration 25 minutes.

DISASTER PLANNING—WHAT EMPLOYEES NEED TO KNOW

Making sure that all employees receive basic emergency response training is a critical part of disaster planning, whether you are planning for a workplace fire or a natural disaster like a tornado or flood. This training session will help you identify different types of workplace disasters, understand the requirements of your emergency response plan, carry out emergency response assignments effectively, and evacuate quickly and safely in an emergency. Duration: 24 minutes

DISASTER PLANNING—WHAT SUPERVISORS NEED TO KNOW

This course will help you recognize the types of workplace disasters you may face, understand the requirements of the emergency response plan, satisfy employee training requirements, and carry out emergency response duties effectively. Duration: 23 minutes

DRUG- AND ALCOHOL-FREE WORKPLACE (CLUB-CORE COURSE)

This course covers the basic issues surrounding addiction and substance abuse as it affects the workplace. This course is appropriate for all employees and is recommended that it is included all training groups. There are club-based scenarios and photos. Drug and alcohol abuse can occur in any department at your club. It is recommended that your organization supplement this training with your club-specific written policy on drugs and alcohol in the workplace, since each club has its own culture and procedures. Duration: 24 minutes

DRUG- AND ALCOHOL-FREE WORKPLACE (CLUB-CORE COURSE) - (SPANISH)

This course covers the basic issues surrounding addiction and substance abuse as it affects the workplace. This course is appropriate for all employees and is recommended that it is included all training groups. There are club-based scenarios and photos. Drug and alcohol abuse can occur in any department at your club. It is recommended that your organization supplement this training with your club-specific written policy on drugs and alcohol in the workplace, since each club has its own culture and procedures. Duration: 24 minutes

ELECTRICAL SAFETY—UNQUALIFIED WORKER

This general industry session will help remind you how important it is to work safely near electrical equipment and to prevent injuries. At the end of the training, you will understand the hazards of

electricity, how to identify and avoid common electrical hazard exposures, and safe work practices you should follow. Duration: 19 minutes.

ELECTRICAL SAFETY—UNQUALIFIED WORKER (SPANISH)

This general industry session will help remind you how important it is to work safely near electrical equipment and to prevent injuries. At the end of the training, you will understand the hazards of electricity, how to identify and avoid common electrical hazard exposures, and safe work practices you should follow. Duration: 21 minutes

EMERGENCY ACTION AND FIRE PREVENTION

This training presentation will teach you to understand hazards that lead to an emergency, evacuate an area in an emergency, respond to an emergency, protect yourself from fire and other hazards, prevent fires, and respond to fires and spills. Duration: 20 minutes

EMERGENCY ACTION AND FIRE PREVENTION (SPANISH)

Al terminar esta sesión de capacitación, usted podrá comprender los peligros que llevan a un emergencia, evacuar un área ante una emergencia, responder en caso de emergencia, protegerse del fuego y de otros peligros, prevenir incendios y responder ante incendios y derrames. Duración: 25 minutos

ERGONOMICS—INDUSTRIAL

This session will look at some of the basic principles of ergonomics so that you can use a commonsense approach to working safely. In particular, the information presented here will focus on musculoskeletal disorders, or MSDs, and how ergonomics helps prevent them. Duration: 24 minutes

ERGONOMICS—INDUSTRIAL (SPANISH)

This session will look at some of the basic principles of ergonomics so that you can use a commonsense approach to working safely. In particular, the information presented here will focus on musculoskeletal disorders, or MSDs, and how ergonomics helps prevent them. Duration: 29 minutes

ERGONOMICS—OFFICE

The main objective of this session is to cover the topic of office ergonomics from hazards to precautions so that you can avoid developing work-related MSDs. Duration: 26 minutes

EXCAVATION SAFETY - CONSTRUCTION WORKER

The main objective of this session is to help you learn how important it is to work safely in excavations or trenches. At the end of the training session, you will understand, preventive measures required by law, your role in working safely, your employer's obligations to protect you, hazardous atmospheres, and types of protective systems. Duration: 22 minutes.

EXCAVATION SAFETY - CONSTRUCTION WORKER (SPANISH)

The main objective of this session is to help you learn how important it is to work safely in excavations or trenches. At the end of the training session, you will understand, preventive measures required by law, your role in working safely, your employer's obligations to protect you, hazardous atmospheres, and types of protective systems. Duration: 24 minutes.

EXIT ROUTES—SUPERVISORS

This training presentation will explain how to set up and maintain exit routes, implement the requirements of the facility Emergency Action Plan, recognize alarm signals, and implement evacuation procedures. Duration: 24 minutes

EYE PROTECTION

By the end of the training session, you will be able to identify the potential work areas and activities that could cause injury to your eyes; understand how to prevent those injuries; use, maintain, and inspect protective eyewear; and use appropriate first aid for emergencies. Duration: 15 minutes

EYE PROTECTION (SPANISH)

Activities that could cause injury to your eyes; understand how to prevent those injuries; use, maintain, and inspect protective eyewear; and use appropriate first aid for emergencies. Duration: 16 minutes

FALL PROTECTION IN CONSTRUCTION

This training presentation will teach you how to recognize fall hazards and identify when fall protection is needed, use basic fall protection systems, prevent objects from falling, inspect personal fall arrest systems, and rescue yourself and others from falls. Duration: 30 minutes.

FALL PROTECTION IN CONSTRUCTION (SPANISH)

This training presentation will teach you how to recognize fall hazards and identify when fall protection is needed, use basic fall protection systems, prevent objects from falling, inspect personal fall arrest systems, and rescue yourself and others from falls. Duration: 30 minutes

FIRE EXTINGUISHERS

This training session will teach you about what causes a fire, what fire extinguishers do, how to use an extinguisher, and different fire suppressant materials. Duration: 23 minutes

FIRE EXTINGUISHERS (SPANISH)

This training session will teach you about what causes a fire, what fire extinguishers do, how to use an extinguisher, and different fire suppressant materials. Duration: 27 minutes

FORKLIFT OPERATOR SAFETY

This session is designed to help you become a better and safer forklift operator. If you're an experienced operator, this session may remind you of safe habits and work practices that you might have forgotten. If you're a brand-new operator, this session will show you the operating practices you need to follow to be a safe operator. Duration: 24 minutes.

FORKLIFT OPERATOR SAFETY (SPANISH)

This session is designed to help you become a better and safer forklift operator. If you're an experienced operator, this session may remind you of safe habits and work practices that you might have forgotten. If you're a brand-new operator, this session will show you the operating practices you need to follow to be a safe operator. Duration: 25 minutes

GOLF CAR SAFETY (CLUB-CORE COURSE)

This course addresses how to safely operate a golf car at the club. The basics of driving a cart and hazards associated with accidents in carts are emphasized. It is recommended that all employees take this course so they will at least be familiar with golf car safety in the event they are required to escort a member or transport themselves across club grounds. Duration: 12 minutes

GOLF CAR SAFETY (CLUB-CORE COURSE) – (SPANISH)

This course addresses how to safely operate a golf car at the club. The basics of driving a cart and hazards associated with accidents in carts are emphasized. It is recommended that all employees take this course so they will at least be familiar with golf car safety in the event they are required to escort a member or transport themselves across club grounds. Duration: 13 minutes

GOOD HOUSEKEEPING

There is a direct correlation between a clean, neat, and orderly workplace and a safe, successful organization. Poor housekeeping, on the other hand, creates hazards and invites accidents. Use this PowerPoint presentation to train your employees on good housekeeping techniques for a safer workplace. Duration: 18 minutes

HAZARD COMMUNICATION AND GHS - WHAT EMPLOYEES NEED TO KNOW

The main objective of this session is to teach you about hazard communication. By the time the session is over, you should be able to: Recognize hazardous chemicals; Understand the risks they pose; Interpret the information on chemical labels; Understand safety data sheets, or SDSs; Protect yourself from physical and health hazards; and Respond to emergencies. Duration: 29 Minutes.

HAZARD COMMUNICATION AND GHS - WHAT EMPLOYEES NEED TO KNOW (SPANISH)

El objetivo principal de esta sesión es enseñarle sobre la comunicación de riesgos. Al finalizar esta sesión, usted será capaz de reconocer las sustancias químicas peligrosas; entender los riesgos que representan; interpretar la información de las etiquetas de sustancias químicas; entender las hojas de datos de seguridad o SDS; protegerse de los riesgos físicos y de salud, y responder a las emergencias. Duración: 28 minutos

HEARING CONSERVATION (CLUB-CORE COURSE)

This course covers the importance of hearing protection on the job. It is intended for all employees who will be exposed to or work around loud noises on the job (e.g., mowers, string trimmers, leaf blowers, chippers). The course covers the general employee training information covered in federal OSHA Standard 1910.95. Duration: 10 minutes

HEARING CONSERVATION (CLUB-CORE COURSE) – (SPANISH)

This course covers the importance of hearing protection on the job. It is intended for all employees who will be exposed to or work around loud noises on the job (e.g., mowers, string trimmers, leaf blowers, chippers). The course covers the general employee training information covered in federal OSHA Standard 1910.95. Duration: 11 minutes

HEAT ILLNESS PREVENTION (CLUB-CORE COURSE)

This course is based on topic areas required by Cal/OSHA, as written in the state of California's Title 8, Section 3395, Heat Illness Prevention standard. The course explains heat illness, basics of how the body cools itself, the dangers of working in extreme heat areas, the symptoms and stages of heat illness, and what to do when a person shows signs of heat illness. Access to water and shade is also addressed, how much water should be consumed when working in the heat, and what types of activities and jobs pose a higher risk for heat illness. Covers ways to be proactive about preventing heat illness. Duration 32 minutes

HEAT ILLNESS PREVENTION (CLUB-CORE COURSE) – (SPANISH)

This course is based on topic areas required by Cal/OSHA, as written in the state of California's Title 8, Section 3395, Heat Illness Prevention standard. The course explains heat illness, basics of how the body cools itself, the dangers of working in extreme heat areas, the symptoms and stages of heat illness, and what to do when a person shows signs of heat illness. Access to water and shade is also addressed, how much water should be consumed when working in the heat, and what types of activities and jobs pose a higher risk for heat illness. Covers ways to be proactive about preventing heat illness. Duration 33 minutes

HOUSEKEEPER SAFETY

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

HOUSEKEEPER SAFETY (SPANISH)

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

LADDER SAFETY

This session covers all the key issues involved in working safely with ladders. This session includes information on portable ladders only. Duration: 21 minutes

LAUNDRY SAFETY

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

LAUNDRY SAFETY (SPANISH)

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

LIGHTNING SAFETY (CLUB-CORE COURSE)

This course addresses the need for lightning safety, at-risk activities for lightning strike, how to protect yourself from lightning strike, where to find shelter from lightning, and why lightning is so dangerous. Some common misconceptions about lightning are exposed. The course uses animation and voiceover to illustrate how lightning occurs in an easy-to-understand format. There is a quiz, a scenario, and interactive games to reinforce retention of concepts. This course is intended for all employees. This course is based on information from the National Oceanic and Atmospheric Administration (NOAA), the National Weather Service (NWS), and other agencies. Duration: 27

LOCKOUT/TAGOUT (CLUB-CORE COURSE)

This course uses elements from the OSHA standard 1910.147. The course covers the importance of powering down machinery and process to lockout and tagout energized machinery. This course does **not** certify an employee to be classified as an Authorized Employee. The course also addresses safety hazards associated with machines and the basic importance of safety procedures and machine guarding. Duration: 19 minutes

LOCKOUT/TAGOUT (CLUB-CORE COURSE) – (SPANISH)

This course uses elements from the OSHA standard 1910.147. The course covers the importance of powering down machinery and process to lockout and tagout energized machinery. This course does **not** certify an employee to be classified as an Authorized Employee. The course also addresses safety hazards associated with machines and the basic importance of safety procedures and machine guarding. Duration: 19 minutes

MACHINE GUARDING

By the end of this training session, you will be able to understand the hazardous actions of different types of machinery, identify the hazards of working with machinery, identify machine safeguards and know how they work, and properly operate machines with guards. Duration: 2 minutes

MACHINE GUARDING (SPANISH)

By the end of this training session, you will be able to understand the hazardous actions of different types of machinery, identify the hazards of working with machinery, identify machine safeguards and know how they work, and properly operate machines with guards. Duration: 2 minutes

POOL/SPA SAFETY & LIABILITY (CLUB-CORE COURSE)

This course identifies potential safety hazards in the pool and spa areas of the club. This course also addresses basic guidelines for pool risk reduction and identifies ways to improve safety in water and spa areas. The course addresses the Virginia Graeme Baker Pool and Spa Safety Act (P&SS Act) and the need for compliance. Course includes a bank of quiz questions. Duration: 17 minutes

POOL/SPA SAFETY & LIABILITY (CLUB-CORE COURSE) – (SPANISH)

This course identifies potential safety hazards in the pool and spa areas of the club. This course also addresses basic guidelines for pool risk reduction and identifies ways to improve safety in water and spa areas. The course addresses the Virginia Graeme Baker Pool and Spa Safety Act (P&SS Act) and the need for compliance. Course includes a bank of quiz questions. Duration: 17 minutes

PORTABLE POWER TOOL SAFETY

By the end of the training session, you will be able to identify the hazards of portable power tools, take precautions against injury, use tool guards effectively, and understand common safety practices for specific types of tools. Duration: 14 minutes

PORTABLE POWER TOOL SAFETY (SPANISH)

By the end of the training session, you will be able to identify the hazards of portable power tools, take precautions against injury, use tool guards effectively, and understand common safety practices for specific types of tools. Duration: 15 minutes

PPE: PERSONAL PROTECTIVE EQUIPMENT (CLUB-CORE COURSE)

This course covers the basic protective equipment recommended for use in club-specific jobs. This course does not certify or address respirator use (usually requires in-person training for certification). This course is designed to keep employees safe when working around equipment that could pose a safety hazard. Emphasis is placed on protective eyewear, gloves, hats, and hearing protection. It is based on the OSHA Standard. Each club is unique, as are the job duties and the equipment required for those jobs. It is essential that this course is used as a baseline for PPE training and then supplemented by individual training on proper use of PPE by a site supervisor. Duration: 10 minutes

PPE: PERSONAL PROTECTIVE EQUIPMENT (CLUB-CORE COURSE) – (SPANISH)

This course covers the basic protective equipment recommended for use in club-specific jobs. This course does not certify or address respirator use (usually requires in-person training for certification). This course is designed to keep employees safe when working around equipment that could pose a safety hazard. Emphasis is placed on protective eyewear, gloves, hats, and hearing protection. It is based on the OSHA Standard. Each club is unique, as are the job duties and the equipment required for those jobs. It is essential that this course is used as a baseline for PPE training and then supplemented by individual training on proper use of PPE by a site supervisor. Duration: 11 minutes

PPE—HAND PROTECTION

By the end of the training session, you will be able to identify hand hazards, choose appropriate gloves for work tasks, know the limitations of hand protection, and use and care for protective equipment. Duration: 29 minutes

PPE: HAND PROTECTION (SPANISH)

Este curso de entrenamiento de seguridad en línea se centra en peligros potenciales de mano en el lugar de trabajo y la protección de mano que los empleados necesitan usar en el trabajo. Duración: 31 minutos

RECORDKEEPING—INJURY AND ILLNESS

By the end of this training session, your employees will understand which employers are affected by recordkeeping standards, appropriate recordkeeping forms, how to handle reporting to the government, employee rights regarding recordkeeping, and injury and illness recording criteria. Duration: 29 minutes

SLIPS, TRIPS, AND FALLS EMPLOYEE (CLUB-CORE COURSE)

This course covers the basic safety hazards that can exist within the club grounds. Whether in the kitchen or in the club office, Slips, Trips and Falls covers basic safety hazards found in the workplace and how to prevent them. Specifically, this course covers non-skid flooring and appropriate use, encourages the use of non-skid footwear, encourages fall safety, shows how to properly climb a ladder, and explains how to fall “properly” if necessary. There are club-based

scenarios and photos. This course is appropriate for all employees and is recommended that it is included all training groups. Slip, trip and fall hazards can occur anywhere in your club. Duration: 18 minutes

SLIPS, TRIPS, AND FALLS EMPLOYEE (CLUB-CORE COURSE) – (SPANISH)

This course covers the basic safety hazards that can exist within the club grounds. Whether in the kitchen or in the club office, Slips, Trips and Falls covers basic safety hazards found in the workplace and how to prevent them. Specifically, this course covers non-skid flooring and appropriate use, encourages the use of non-skid footwear, encourages fall safety, shows how to properly climb a ladder, and explains how to fall “properly” if necessary. There are club-based scenarios and photos. This course is appropriate for all employees and is recommended that it is included all training groups. Slip, trip and fall hazards can occur anywhere in your club. Duration: 19 minutes

WELDING AND CUTTING SAFETY FOR CONSTRUCTION WORKERS

The objectives of this session are to discuss important safety points about welding and cutting. By the end of the session, you will be able to identify the major safety and health hazards, know the different welding processes, select appropriate personal protective equipment, or PPE, and implement controls needed to prevent or control fires. Duration: 22 minutes.

WELDING AND CUTTING SAFETY FOR CONSTRUCTION WORKERS (SPANISH)

The objectives of this session are to discuss important safety points about welding and cutting. By the end of the session, you will be able to identify the major safety and health hazards, know the different welding processes, select appropriate personal protective equipment, or PPE, and implement controls needed to prevent or control fires. Duration: 23 minutes.

WORKING IN COLD CONDITIONS

Cold conditions present hazards that may seriously impact worker health and safety. In this training program, employees will review the hazards posed by cold conditions and learn valuable methods for preventing illness and injury and responding appropriately to any health or safety incidents that may arise. Duration: 28 minutes

WORKING IN COLD CONDITIONS (SPANISH)

Cold conditions present hazards that may seriously impact worker health and safety. In this training program, employees will review the hazards posed by cold conditions and learn valuable methods for preventing illness and injury and responding appropriately to any health or safety incidents that may arise. Duration: 28 minutes

WORKING SAFELY NEAR POWER LINES

The main objective of this session is to help you understand how important it is to work safely near power lines. This session is intended for general construction workers. At the end of the training session, you will be able to understand the major causes of power line-related

accidents, identify dangers associated with power lines, find out what Occupational Safety and Health Administration, or OSHA, regulations say about power line safety, learn preventive measures to stay safe, and get some tips on what to do in case of an emergency. Duration: 20 minutes.

WORKING SAFELY NEAR POWER LINES (SPANISH)

The main objective of this session is to help you understand how important it is to work safely near power lines. This session is intended for general construction workers. At the end of the training session, you will be able to understand the major causes of power line-related accidents, identify dangers associated with power lines, find out what Occupational Safety and Health Administration, or OSHA, regulations say about power line safety, learn preventive measures to stay safe, and get some tips on what to do in case of an emergency. Duration: 22 minutes.

WORKING SAFELY OUTDOORS

The main objective of this session is to provide you with the information you need to work safe outdoors. By the time the session is over, you will be able to identify outdoor hazards; take proper precautions to prevent injury or illness; and apply effective first aid in the event of an injury or exposure. Duration: 32 minutes.

WORKING SAFELY OUTDOORS (SPANISH)

The main objective of this session is to provide you with the information you need to work safe outdoors. By the time the session is over, you will be able to identify outdoor hazards; take proper precautions to prevent injury or illness; and apply effective first aid in the event of an injury or exposure. Duration: 31 minutes.

WORKPLACE SAFETY FOR EMPLOYEES

At the end of the training session, you will be able to understand why safety is such a important workplace issue, identify the requirements of OSHA and the law, know what our safety policy requires, and take an active role in promoting workplace safety and health. Duration: 27 minutes

WORKPLACE SAFETY FOR EMPLOYEES (SPANISH)

Al terminar esta sesión de capacitación, usted podrá comprender las razones por las cuales la seguridad es un tema tan importante en el lugar de trabajo, identificar los requisitos de la OSHA, conocer los requisitos de nuestra política de seguridad, y desempeñar un papel activo en la promoción de la seguridad y la salud en el lugar de trabajo. Duración: 35 minutos

WHAT IS CYBER SECURITY

A recent study predicts that cybercrime damage will cost \$6 trillion annually by 2020, up \$3 trillion from 1 year ago. This course provides an overview of cyber security and why it is important for each and every one of us. You'll learn the history and statistics of cyber attacks, who is responsible, why someone would commit a cyber crime, and who is a target.

TYPES OF CYBER THREATS

What is the cyber-criminal after? How do cyber crimes start? This course covers cyber attack methods, as well as the different types of cyber threats you may encounter, including malware, viruses, Denial of Service (DOS), and Advanced Personal Threats (APT).

ANATOMY OF A URL: HOW TO IDENTIFY WEB LINKS

The Anatomy of a URL: How to Identify Web Links course provides an overview of a URL, how you can identify various components of a URL to verify if you can trust clicking on one or not, and how to identify malicious web links. You'll also learn about Tiny vs. Long URLs, as well as anchors and destinations.

E-MAIL SECURITY: RECOGNIZING A CYBER ATTACK

From phishing to pre-texting to baiting, this E-mail security course provides you with an overview of E-mail security and how you can identify if an E-mail you received is an attempt to access your device in part of a cyber-attack.

SAFE WEB BROWSING: IDENTIFYING MALICIOUS WEB PAGES

The Safe Web Browsing: Identifying Malicious Web Pages course covers safe Web browsing practices and shows you how to identify safe web pages. You'll learn to spot indicators and examples of malicious Web pages.

CREATING AND USING PASSWORDS

In this Creating and Using Passwords course, you will learn about the importance of passwords in order to protect your personal information. You'll get a better understanding about why passwords are important, password dos and don'ts, password examples, password best practices, and tips for managing passwords.

PROTECTING AND SECURING YOUR DATA

This Protecting and Securing Your Data course is an overview of how you as a user can take additional steps in protecting and securing your data from cyber criminals. You'll learn about firewalls, virus vs. malware protection, and how to secure your internet equipment.

MOBILE DEVICE BEST PRACTICES

This Mobile Device Best Practices course is an overview of the recommended best practices for securing your mobile device from a cyber attack. You'll learn about firewalls, Wi-Fi security, and Bluetooth.

HR EMPLOYMENT

ACTIVE SHOOTER ON-SITE: WHAT EVERY EMPLOYEE SHOULD DO (MULTIMEDIA)

When it comes to workplace shootings there are measures you can take to not only limit the damage but also to save precious lives both before and during these traumatic incidents. Because most incidents are over within minutes, you need to be prepared to react to the situation with speed. During this session we'll talk about how you, as an employee, should react to and prepare for an active shooter in your workplace. Duration: 22 Minutes

ATTENDANCE MANAGEMENT—WHAT SUPERVISORS NEED TO KNOW

The objective of this training session is to help you manage attendance effectively. At the end of the training session you will be able to recognize the serious problems created by absenteeism and lateness, identify causes of attendance problems, understand the requirements of our attendance policy, control absenteeism and lateness in your department, and encourage punctuality and good attendance. Duration: 21 minutes

BUSINESS ETHICS - WHAT EMPLOYEES NEED TO KNOW

The main objective of this session is to create awareness of ethical issues in business and ensure that you always know the ethical course of action to take on the job. By the time this session is over, you should be able to recognize the importance of business ethics, understand the requirements of the law and our ethics policy, identify ethical problems on the job, and make ethical decisions. Duration: 24 minutes

BUSINESS ETHICS - WHAT EMPLOYEES NEED TO KNOW (SPANISH)

The main objective of this session is to create awareness of ethical issues in business and ensure that you always know the ethical course of action to take on the job. By the time this session is over, you should be able to recognize the importance of business ethics, understand the requirements of the law and our ethics policy, identify ethical problems on the job, and make ethical decisions. Duration: 24 minutes

COACHING FOR SUPERIOR EMPLOYEE PERFORMANCE—TECHNIQUES FOR SUPERVISORS

The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand the techniques involved in successful coaching, and use coaching effectively to improve employee performance and help employees grow and develop. Duration: 27 minutes

DISASTER PLANNING—WHAT EMPLOYEES NEED TO KNOW

The objective of this training session is to prepare you to deal with workplace disasters and other emergencies. At the end of the training session, you will be able to identify different types of workplace disasters, understand the requirements of our emergency response plan, carry out emergency response assignments effectively, and evacuate quickly and safely in an emergency. Duration: 24 minutes

DISASTER PLANNING—WHAT SUPERVISORS NEED TO KNOW

The objective of this training session is to prepare you to deal with workplace disasters and other emergencies. At the end of the training session you will be able to recognize the types of workplace disasters you may face, understand the requirements of our emergency response plan, satisfy employee training requirements, and carry out emergency response duties effectively. Duration: 23 minutes

DIVERSITY (AND DISCRIMINATION) IN THE WORKPLACE (CLUB-CORE COURSE)

This course gives an overview of the discrimination policies in effect at the time of its writing. The course is intended for all employees and is not a managerial-level course. The course is designed to give all employees basic information on the discrimination policies in place on the federal level within the EEOC and DOL. Some state policies are more detailed than the federal level. These state- and county-specific policies should be provided to your employees to supplement this course. It is strongly recommended that you provide each employee with a written statement about your club-specific discrimination policy and talk them through that policy during your new-hire orientation. The course provides photos and discrimination scenario examples within each policy. Duration: 12 minutes

DIVERSITY (AND DISCRIMINATION) IN THE WORKPLACE (CLUB-CORE COURSE) – (SPANISH)

This course gives an overview of the discrimination policies in effect at the time of its writing. The course is intended for all employees and is not a managerial-level course. The course is designed to give all employees basic information on the discrimination policies in place on the federal level within the EEOC and DOL. Some state policies are more detailed than the federal level. These state- and county-specific policies should be provided to your employees to supplement this course. It is strongly recommended that you provide each employee with a written statement about your club-specific discrimination policy and talk them through that policy during your new-hire orientation. The course provides photos and discrimination scenario examples within each policy. Duration: 12 minutes

EMPLOYMENT LAW FOR SUPERVISORS—WHAT YOU SHOULD AND SHOULDN'T DO

The main objective of this session is to provide basic guidelines for compliance with important federal employment laws. By the time this session is over, you should be able to recognize that your job is directly affected by a variety of important employment laws, identify the requirements of these laws, use your knowledge to assist in compliance, and interact fairly and correctly with employees. Duration: 29 minutes

ESSENTIAL HR: FOR THOSE WHO HAVE RECENTLY ASSUMED HR RESPONSIBILITIES

The main objective of this session is to introduce you to your new responsibilities as an HR specialist and to help you learn more about your job and the organization. By the time this session is over, you will be able to understand HR priorities; learn more about the organization; identify the requirements of employment laws and workplace policy; make ethical decisions; and perform job responsibilities successfully. Duration: 29 minutes.

GROUNDS FOR TERMINATION—WHAT MANAGERS AND SUPERVISORS NEED TO KNOW

The main objective of this session is to discuss legal grounds for termination. By the time this session is over, you should be able to identify the employment laws that affect termination, recognize legitimate reasons for terminating employees, and prevent wrongful discharge and discrimination lawsuits. Duration: 21 minutes

HIRING LEGALLY

This training presentation will explain how you can help ensure that we follow legal hiring practices when we hire new employees. At the end of the training session, you will be able to identify requirements of fair employment laws, follow the organization's EEO policy, evaluate job applicants based on job-related criteria, and conduct all phases of the hiring process to avoid discrimination. Duration: 23 minutes

HOW TO MANAGE CHALLENGING EMPLOYEES

The main objective of this session is to help you manage challenging employees more effectively. By the time the session is over, you should be able to identify challenges associated with supervising difficult employees, manage your own feelings effectively, create a positive work environment for all, and respond positively to challenging employees and treat them fairly. Duration: 20 minutes

HOW TO PREVENT AND RESPOND TO BULLYING AT WORK

The main objective of this session is to help you understand bullying at work so that you can help prevent it and respond effectively to it if it occurs. By the time the session is over, you should be able to: Understand why workplace bullying is a problem; Recognize bullying when it occurs in the workplace; Understand what motivates bullying; Identify common characteristics of bullies; Take steps to help prevent bullying at work; and know what to do if you are bullied or witness bullying. Duration: 31 Minutes.

PREVENTING WORKPLACE VIOLENCE—WHAT EMPLOYEES NEED TO KNOW

This presentation will help you to identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and recognize and respond to terrorist threats. Duration: 27 minutes

RECORDKEEPING - INJURY AND ILLNESS

By the end of this training session, you will understand which employers are affected, recordkeeping forms, reporting to the government, employees recorded, employee rights, and injury and illness recording criteria. Duration: 29 minutes

SEXUAL HARASSMENT EMPLOYEE (CLUB-CORE COURSE)

This course covers the basic sexual harassment classifications as based on the Equal Employment Opportunity Commission (EEOC) guidelines. The course takes a proactive approach to preventing sexual harassment and gives club-based scenarios to reiterate learning. This training is recommended for all employees. Duration: 14 minutes

SEXUAL HARASSMENT EMPLOYEE (CLUB-CORE COURSE) – (SPANISH)

This course covers the basic sexual harassment classifications as based on the Equal Employment Opportunity Commission (EEOC) guidelines. The course takes a proactive approach to preventing sexual harassment and gives club-based scenarios to reiterate learning. This training is recommended for all employees. Duration: 15 minutes

VIOLENCE IN THE WORKPLACE—HOW TO PREVENT AND DEFUSE FOR SUPERVISORS

This presentation will help you identify the causes of workplace violence, spot the signs of potential violence, follow required security procedures, respond effectively to violent acts, and recognize and respond to terrorist threats. A failure to address hazards could result in the finding of a violation of the OSH Act. Duration: 28 minutes

WORKERS' COMPENSATION—WHAT SUPERVISORS NEED TO KNOW

The objective of this training session is to explain your workers' compensation program. At the end of the training session you will be able to recognize the purpose and benefits of workers' compensation, complete reports and help workers file claims, maintain contact with employees on leave and ease their return to work, and help prevent workplace accidents and keep workers' comp costs down. Duration: 21 minutes

LEADERSHIP FOR EMPLOYEES

CONFLICT RESOLUTION FOR EMPLOYEES

Identify causes of conflict, recognize the effects of conflict, communicate effectively to avoid conflict, resolve conflicts successfully, and mediate conflicts and manage recurring conflict. Duration: 24 minutes

E-MAIL BEST PRACTICES FOR ALL EMPLOYEES

The main objective of this session is to talk about how you can deal most efficiently and effectively with e-mail on the job. Duration: 24 minutes

LEADERSHIP FOR MANAGERS AND SUPERVISORS

COACHING FOR SUPERIOR EMPLOYEE PERFORMANCE: TECHNIQUES FOR SUPERVISORS

Coaches play a very important role in the success of a sports team. They develop and motivate players. They work hard to bring out the best in each player and to unify their players into a winning team. Coaching in the workplace has basically the same purpose and involves similar techniques. This session covers effective techniques you can use every day to coach your employees to higher levels of performance, which means greater success for you, your employees, and your department. Duration: 26 minutes

HOW TO MANAGE CHALLENGING EMPLOYEES

In this training session, we're going to cover the types of problems you might face with challenging employees and provide you with effective supervisory strategies for handling these difficult workers. Duration: 30 minutes

LEADERSHIP SKILLS: WHAT NEW MANAGERS AND SUPERVISORS NEED TO KNOW

This training session covers what it means to be an effective leader and provides you with the information you need to develop first-class leadership skills. Duration: 25 minutes

SERVICE: CUSTOMER SERVICE

CUSTOMER SERVICE SKILLS—HOW WE CAN ALL IMPROVE

The main objective of this session is to suggest ways we can all help improve the service we provide to our customers. By the time this session is over, you should be able to recognize that we all have customers and share responsibility for customer satisfaction, understand what customers expect from you, handle customers' problems effectively, and help improve overall customer satisfaction. Duration: 23 minutes

HANDLING CUSTOMER COMPLAINTS

Effective complaint handling is one of the most important aspects of providing excellent service. The objective of this online training course is to help trainees handle customer complaints successfully. At the end of this training session, trainees will be able to view customer complaints as opportunities and identify problems that prompt complaints. Duration: 20 minutes

MAKING CUSTOMERS FEEL SPECIAL

Everyone likes to feel special. People like to feel that others value them and think they are important. But making customers feel special involves more than just professional, courteous service. As important as that is, it's just not enough to really connect with customers and make them feel that we make that extra effort just for them, because they really are very important to us. When customers get that feeling from doing business with us, they want to come back and deal with us again so that they can feel that way again. Duration: 21 Minutes.

PHONE SKILLS

The main objective of this online employment training course is to cover the basic phone skills needed to be a successful customer service representative. At the end of this training session, trainees will be able to answer the phone professionally and effectively, handle transfers and holds successfully, make the most of opportunities to call customers, and take phone orders accurately and efficiently. Duration: 25 minutes

FOOD SERVICE SAFETY

KITCHEN SAFETY

The main objective of this session is to review kitchen safety rules and procedures designed to keep you safe on the job. By the time this session is over, you will be able to identify kitchen hazards; follow safe work practices to prevent accidents; prevent foodborne illness; act effectively in an emergency; and apply appropriate first aid for kitchen injuries. Duration: 23 minutes.

KITCHEN SAFETY (SPANISH)

The main objective of this session is to review kitchen safety rules and procedures designed to keep you safe on the job. By the time this session is over, you will be able to identify kitchen hazards; follow safe work practices to prevent accidents; prevent foodborne illness; act effectively in an emergency; and apply appropriate first aid for kitchen injuries. Duration: 22 minutes.

PREVENTING FOOD CONTAMINATION

The main objective of this session is to help you prevent food contamination. By the time the session is over, you will be able to identify foodborne hazards; follow hygiene rules; handle food service items safely to prevent contamination; receive, store, and cook food properly; cool, thaw, reheat, and dispose of food safely; and wash dishes and equipment correctly. Duration: 40 minutes.

PREVENTING FOOD CONTAMINATION (SPANISH)

El objetivo principal de esta sesión es ayudar a prevenir la contaminación de alimentos. Para el momento en que la sesión finalice, usted debería ser capaz de identificar los peligros transmitidos por los alimentos, seguir las normas de higiene, manipular los elementos de servicio de alimentos de forma segura para evitar la contaminación, recibir, almacenar y cocinar los alimentos adecuadamente, dejar enfriar, descongelar, recalentar y desechar alimentos en forma segura, y lavar los platos y el equipo correctamente. Duración: 37 minutos.

SERVING ALCOHOL RESPONSIBLY

The main objective of this session is to help you serve alcohol responsibly under any circumstances. By the time the session is over, you will be able to understand why serving alcohol responsibly is so important; identify effects of alcohol consumption; recognize intoxication when you see it; identify factors that affect intoxication; prevent intoxication and underage drinking; refuse service successfully; and document and report incidents involving intoxication and refusal of service. Duration: 22 minutes.

HOSPITALITY & GUEST MANAGEMENT

FRONT DESK OPERATION

The main objective of this session is to help you maintain high quality front desk operations. By the time the session is over, you will be able to interact efficiently and effectively with guests; provide the highest quality service; handle all your duties professionally and successfully; resolve any problems or complaints quickly and cordially; and encourage guest satisfaction and loyalty. Duration: 30 minutes.

GUEST MANAGEMENT

The main objective of this session is to help you improve your guest management skills. By the time the session is over, you will be able to understand the importance of guest management; identify requirements for effective guest management; integrate guest management responsibilities into your job; and assist the organization in managing guests well to assure satisfaction and loyalty. Duration: 30 minutes.

HANDLING CUSTOMER COMPLAINTS

Effective complaint handling is one of the most important aspects of providing excellent service. The objective of this online training course is to help trainees handle customer complaints successfully. At the end of this training session, trainees will be able to view customer complaints as opportunities and identify problems that prompt complaints. Duration: 20 minutes

HANDLING MONEY

The main objective of this session is to help you handle money correctly on the job. By the time the session is over, you will be able to understand why handling money properly is important;

avoid money-handling errors; follow money-handling procedures; and handle money skillfully on the job. Duration: 22 minutes.

HOUSEKEEPER SAFETY

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

HOUSEKEEPER SAFETY (SPANISH)

The main objective of this session is to make you more aware of workplace hazards and to suggest simple ways you can prevent accidents and injuries. By the time this session is over, you will be able to recognize workplace hazards; identify the precautions you need to take; and prevent accidents and injuries on the job. Duration: 23 minutes.

HOW TO BE A GREAT RESTAURANT SERVER

The main objective of this session is to help you become a truly great restaurant server. By the time the session is over, you will be able to understand what diners expect from you; welcome diners and take orders properly; serve meals correctly; monitor tables effectively; handle problems and complaints satisfactorily; and conclude meals successfully. Duration: 30 minutes.

LAUNDRY SAFETY

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

LAUNDRY SAFETY (SPANISH)

The main objective of this session is to make sure you understand the hazards involved in your job and the precautions you need to take to keep safe and healthy. By the time the session is over, you will be able to identify laundry hazards; prevent exposure to infectious materials; avoid musculoskeletal disorders, or MSDs; prevent heat stress; take precautions against slips, trips, and falls; and avoid harmful exposures to other safety and health hazards. Duration: 21 minutes.

PERSONAL HYGIENE AND GOOD GROOMING

The main objective of this session is to emphasize the importance of personal hygiene and good grooming on the job. By the time the session is over, you will be able to understand the importance of personal hygiene and good grooming on the job; identify necessary personal hygiene habits; identify good grooming habits; and present a positive, professional image at work. Duration: 33 minutes.

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