



ISTC Operational Guide for Training Programs

I. Purpose

To document operational guidelines in order to assure the quality of safety training programs which are presented by ISTC. This includes those programs approved for reciprocity by the Association of Reciprocal Safety Councils, Incorporated (ARSC, Inc). All personnel will comply with these guidelines, and with directives from the management of ISTC, as issued or revised.

II. Program Names

For the purpose of establishing uniformity, the reciprocal programs shall be called “Basic Orientation Plus®”, “Basic Orientation Plus – Refresher®” and Confined Space (additional programs may be added as approved for reciprocity) (Here after referred to as programs.) The ARSC, Inc. Board has established guidelines for reciprocal programs, which ISTC intends to follow to the best of its ability and interpretation. All training programs presented by ISTC will have specific names designed to differentiate them from one another, and make it easily discernable as to the course focus.

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

ISTC fully supports the concept and reality of training reciprocity. We feel that a properly designed, implemented, and maintained reciprocity agreement saves both the contractor membership and the local petrochemical industry time and money. More importantly, it allows us all to benefit from the training expertise of safety professionals in a broad spectrum of disciplines. This in turn enhances the safety of not only the workers, but also the community at large. For this reason, ISTC does not accept safety orientations for reciprocity unless they are formally governed by ARSC, Inc. guidelines.

ISTC membership in ARSC, Inc. is subject to all of the by-laws of ARSC, Inc.

IV. Program Requirements

A. ISTC Instructor Qualification Standards

The minimum standard is:

- High School Diploma or GED
- Experience in classroom instruction
- Health, Safety or Environmental experience
- OSHA 10 Hour

B. Programs

1. The programs developed by ARSC, Inc. and presented by ISTC will remain the sole property of the Association of Reciprocal Safety Councils, Inc. (ARSC, Inc.). All other programs developed and/or presented by ISTC remain the property of the authoring entity.
2. The “reciprocal programs”, in whole or in part, are not to be provided to contractors or organizations outside of the ARSC, Inc. membership. Non- reciprocal programs may be reviewed with the ISTC contractor membership on a case by case basis.



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3. The ARSC Curriculum Committee reviews the reciprocal program content at least annually. Program content shall be defined as video accompanied by all training materials developed by the ARSC organization for classroom or Computer Based Training (CBT) instruction (i.e. audio files, text and pictures). Non-reciprocal programs are reviewed as need by the ISTC management. ISTC presents the most current versions of all programs in their entirety, without omission of content. ISTC retains the right to add materials to any program to address local issues or enhance the content.
4. It is the responsibility of ISTC, its staff, and instructors to implement revised programs as approved and maintain security of the training materials.
5. All examination questions used in conjunction with ARSC, Inc. programs are validated through both peer review and academic review. The peer review validates program content. The academic review ensures that test questions do not discriminate against sex, race, color, creed or ethnic origin. A professional completes the academic validation with experience in the field of test development and validation.
6. The programs presented by ISTC are not intended to provide OSHA task specific required training.

C. Program Directives

1. The Programs shall be taught in English for the purposes of reciprocity. Successful completion of the program must be accomplished in written English. Any other test format (Spanish, oral, etc.) will not be acceptable in terms of the reciprocity agreement and may have validity only on a local level.
2. A minimum of seventy (70%) percent passing is required for all programs. ISTC uses a pass-fail format (P/F) based on a minimum of a seventy- percent (70%) achievement. Tests covering the subject matter presented shall contain a minimum of fifty (50) questions from the current test question pool for the Basic Orientation Plus® and/or Basic Orientation Plus Refresher® as designated by the current test question matrix. ISTC may increase but not decrease the course content and the number of test questions contained in the test. ISTC will determine appropriate numbers of test questions for other types of training on a case-by-case basis. Record retention requirements to evidence implementation of this section are addressed in section VI of this document.
3. The “Reciprocal Programs” are valid for a minimum period of one (1) year. Other programs may have different terms of validity. The training badge/card issued by ISTC indicates the validity of the training by listing the date the training expires on the badge/card next to the code for the training successfully completed. Regularly presented program codes are as follows:

Basic Plus Orientation®:	09 Basic Plus
Basic Plus Refresher®:	09 Basic Plus Ref
Confined Space	A09CSE

V. Security Procedures

A. Registration Procedures



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To ensure integrity of the programs and training operations, ISTC has developed the following written procedures outlining registration of attendees.

1. All attendees must present a valid, US government or US state issued form of identification with photo, prior to badge/card issuance. Valid (un-expired) government or state issued identification is defined as US Passport, Military Card, State issued Driver's License, State issued Identification Card, Permanent Resident Alien Card. No other documents will be accepted without written waiver from the facility the student is attempting to enter. Training presented with a waiver from a Client Facility will not be reciprocal. ISTC has instituted a policy for social security verification on all students who check in to take training. All attendees must verify the authorization form allowing ISTC to perform the social security verification.
2. All employees are trained in identity verification methods including visual inspection; comparison with current *I.D. Checking Guide* and/or use of the Identichk Electronic Scanning System.
3. All attendees must verify the information consisting of: their name, identifying number, the date of the training, course identification and instructor/monitor name. All attendees must acknowledge the information is correct and thereby affirming their attendance to the indicated classes. Prior to entering the classroom the attendees should have a routing slip and valid photo in pic-viewer.
4. All employees are trained to verify reciprocal training from ARSC member councils in good standing via the delivering council's website. If training cannot be verified via the council website the training is not reciprocal.
5. All employees are trained in the procedure of identifying and transferring into our system a valid reciprocal Basic Orientation Plus® training prior to allowing a student to take the Basic Orientation Plus Refresher® program.
6. Members in good standing will be billed for all training charges incurred. All others (non-members, individuals, etc.) must pay in full at the time services are rendered. Payment may be made by cash, personal or company check, Visa, MasterCard, American Express or Discover.

B. Testing Procedures

The following written procedures have been developed to ensure the validity of ISTC's training. ISTC requires strict adherence to the testing, examination and security procedures set forth in this section.

1. A computer based training examination has been created that randomly selects the test questions for each student to limit cheating. This procedure shall meet the objective set in the reciprocity guidelines.
2. A system of creating different examinations have been established for group CBT and/or Onsite training to limit cheating. A minimum of two versions will be used in all group CBT and/or Onsite training classes. This procedure shall meet the objective set in the reciprocity guidelines.
3. Test grading shall be accomplished by electronic device when using the computer based training version and by the qualified instructor when used in group CBT and/or Onsite training. The trainee's Social Security number is to be used as a means to identify the score to the examinee. A "pass or fail" will be posted to the trainees' records.

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4. Examinations and answer keys for Basic Orientation Plus are stored electronically and only generated when used in group CBT and/or Onsite Training. A log indicating the number of exams generated, returned and destroyed is maintained. A log indicating the number of exams removed and returned is maintained.
5. All missed examination questions shall be reviewed. The computer based training module will give the student the correct answer to the question and/or review the material associated with the test question. The student will acknowledge upon successful completion of the test that all missed questions were remediated. This will be stored electronically with the students test record. The qualified instructor will review the material with the student in group CBT and/or Onsite training settings. When using a scantron answer sheet (group CBT and/or Onsite training) an acknowledgement statement will be signed by the trainee to ensure the concepts of the missed questions are clearly understood. The acknowledgement statement is on the answer sheet, and will be turned in to the Instructor, before an ISTC badge/card is issued.

Note: (The student identification is verified throughout all training processes via our pic-viewer program.)

6. Examination retest policies are as follows:
 - a. Trainees must normally retake the class failed before another test may be administered.
 - b. Trainees who fail an ARSC approved reciprocal program twice on the same day will not be approved as having a reciprocal passing grade and shall not be issued a badge with a reciprocal code. The student may retake the program the next day or at a later date and receive a reciprocal badge if the student passes the program without failing twice on that day.

Note: If a trainee fails one of the reciprocal programs, but then returns with a valid reciprocal badge/card from another safety training organization, an ISTC badge will NOT be issued on the merits of the other badge/card. The trainee has demonstrated a lack of proficiency on the prerequisite material required to work in the area as mandated by the local petrochemical industry.

7. Cheating Policy:

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



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Note: See ISTC Cheating Policy

8. "Test out" is not allowed on any program presented by ISTC.
9. ISTC maintains the security of the pool of validated test questions (including original disk and all previous version of test questions and programs) in a secure location.
10. Scantron sheets (used for group CBT and Onsite training only) shall contain the program name, trainee's name, social security number, pass or fail, instructor name and date of training. Computer Based Test reports shall contain the program name, trainee's name, social security number, pass or fail, instructor/monitor name and date of training.

C. Badge/Card Issuance

1. Every ISTC badge/card shall contain a photo image of the attendee. Photos will be updated at least annually or if there is a significant change in appearance (i.e. weight loss or gain, hair length, facial hair, etc.). Hats and sunglasses must be removed for photographs.
2. The date on the badge/card shall reflect the date of the program(s) training expiration date.
3. All reciprocal training programs that have been successfully completed shall be listed on the badge with the appropriate designated code.
4. A positive means of identification (as described in Section V.A.1) shall be presented by the trainee at the time of check in.
5. Replacement badges/cards will be issued at a cost of \$10.00 each. Individuals and non-members will be required to pay via cash, check, or credit card, before a badge/card is issued. An additional \$5.00 will be charged for social security verification if the student has not been verified previously.

VI. Record keeping

1. ISTC acts as the record retention agent for all programs taught by ISTC. Records shall be maintained in accordance with ISTC policy. The daily compilation of records shall be filed according to ISTC procedures.
2. At a minimum, training records shall include the program name, trainee's name, identifying (social security or approved passport) number, pass/fail score, instructor name and date of successful completion of the program.
3. ISTC maintains all class rosters in electronic format. The roster contains the program name, date of training, trainee's name, identifying (social security or approved passport) number and instructor's name.
4. A separate training record shall be maintained for each trainee. The trainee's Social Security number shall identify the record.
5. ISTC subscriber companies are allowed to access their employee training records via the on-line lookup feature through the ISTC website or they may request a written report.



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6. ISTC's Board of Directors has set policy that all training records shall be kept indefinitely, which exceeds the reciprocal policy of five (5) years.

VII. Auditing

A. General Audit Guidelines

1. All Members signatory to the reciprocity agreement are required to implement audit guidelines contained in this section.
2. The audit schedule included in the ARSC, Inc. Common Guidelines are minimum requirements. ISTC may conduct more frequent and informal internal audits to ensure operational integrity.
3. The purpose of the audit procedure is to ensure program quality, integrity, and consistency of presentation.
4. The audit is designed to evaluate program content, operational procedures, security measures, and methods of instruction and examination.
5. The self-audit form developed by ARSC, Inc. shall be used by ISTC as a mechanism to complete the internal self audit process.
6. Personnel assigned to perform internal audits, and ARSC, Inc. audit teams, shall be given the full cooperation of the ISTC staff and instructors.

B. Self-Audit Guidelines

1. ISTC will conduct at least one (1) formal self-audit annually at all ISTC locations.
2. One self-audit shall be forwarded to the ARSC, Inc. Administrator for verification and review annually.
3. The self-audits shall address topics discussed in VII (A) (4) of the Common Guidelines, and all specific operational procedures of ISTC.
4. The President & CEO of ISTC shall be the responsible management representative to sign the self-audit and implement any corrective action deemed necessary by the self-audit process.

C. Formal Reciprocity Audit Guidelines

1. A formal audit of ISTC shall be conducted at least once every two (2) years and as directed by the ARSC, Inc. Board of Directors for reciprocity requirements.
2. An Auditor or Audit Team Leader and Audit Team members shall be selected under the direction of the Audit Committee Chairperson.
3. The formal audit shall be announced to ISTC thirty (30) days prior to the audit. The notification will be addressed to the President & CEO of ISTC.
4. The audit team shall conduct a closing conference with the President & CEO and ISTC Staff Members as designated by the President & CEO to discuss audit results.
5. Audit results shall be forwarded to ISTC, the ARSC, Inc. Audit Chairperson and the ARSC, Inc. Administrator.



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6. A procedure for audit follow-up shall be established for the formal audit and be coordinated by the audit team leader.
7. Areas that require corrective action shall be identified and a corrective implementation schedule shall be established between the auditor and President & CEO of the audited member.
8. The ARSC Administrator shall ensure the corrective action implementation schedule has been followed.
9. The President & CEO shall be required to sign off on the corrective action implementation plan.
10. The ARSC Administrator shall report any uncorrected deficiencies to the Audit Committee Chairman who will advise the ARSC, Inc. Board of Directors.
11. The procedures listed in common guidelines section III shall be followed when dealing with non-compliance of a member.



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ARSC AUDIT CHECKLIST

DATE: _____

MEMBER OR SATELLITE LOCATION BEING AUDITED: _____

NO.	AUDITED AREA	Y/N – N/A	COMMENTS	REFERENCE Common Guidelines
ARTICLE II - PURPOSE				
1	There is no evidence of any upgrades or changes to ARSC labeled programs?			Article II Section 1
2	Are all ARSC programs implemented in their entirety as approved by the ARSC Board of Directors?			Article II Section 2
3	Is the security and integrity of ARSC training materials, records and data maintained?			Article II Section 2
4	Are all ARSC programs developed by ARSC and assigned an ARSC code or name being represented as the sole property of ARSC?			Article II Section 4
5	Are other programs (not BOP or BOPR) approved as ARSC reciprocal programs identified with capital letter A plus the council code in front of the name of the program?			Article II Section 5
6	Are only programs with ARSC codes being represented as reciprocal? Are members using the correct reciprocal code numbers?			Article II Section 6
7	Are test questions being used in conjunction with ARSC programs from the current test question pool?			Article II Section 7
8	Is the program in use the most recently approved version? Revision Date: _____			Article II Section 8
9	Is there a written and implemented procedure for assuring control of program material and old versions of same?			Article II Section 9
10	Is all training and delivery of ARSC programs for reciprocal and non-reciprocal purposes done under the full and complete control of the member council?			Article II Section 10
11	Is there an instructor qualification outline document?			Article II Section 11

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NO.	AUDITED AREA	Y/N – N/A	COMMENTS	REFERENCE Common Guidelines
	ARTICLE III – PRESENTATION OF PROGRAMS			
12	Are ARSC programs presented in their entirety as approved no additions?			Article III Section 1
13	Are the Programs taught in English only for reciprocity?			Article III Section 2
14	Are the Programs only tested in written English without coaching or assistance for reciprocity?			Article III Section 2
15	Does non-reciprocal training have a unique code and course title that does not conflict with a reciprocal code and reciprocal course title?			Article III Section 2
16	Does member have a written and implemented procedure to complete a log/roster consisting of their name, identifying number, date of training and course identification?			Article III Section 3
17	Is a minimum of a seventy percent (70%) passing score required for all ARSC reciprocal programs with full remediation of all missed test questions?			Article III Section 4
18	Do tests covering subject matter for the Basic Orientation Plus® and Basic Orientation Plus-Refresher® programs contain a minimum of fifty (50) questions from the validated test question pool?			Article III Section 4
19	Are the current BOP and BOPR tests constructed as required by the current test question matrix?			Article III Section 4
20	Does the member have a written and implemented program that ensures that all first time students have had the Basic Orientation Plus® before being eligible for the Basic Orientation Plus-Refresher®?			Article III Section 5
21	Are the BOP and BOPR programs valid for one year?			Article III Section 6
22	Does member have at least one instructor current and on staff that has successfully completed the ARSC Train the Trainer course for the Basic Orientation Plus® 2010 Revision?			Article III Section
23	Has the member ensured that all other instructors delivering the Basic Orientation Plus® has been trained by an instructor who has completed the			Article III Section 8



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NO.	AUDITED AREA	Y/N – N/A	COMMENTS	REFERENCE Common Guidelines
	ARSC Train the Trainer?			
	ARTICLE IV - REGISTRATION			
24	Does the member have a written and implemented procedure for registration of students for reciprocal training?			Article IV Section 2
25	Does the procedure define the:			
	a. Validation of documents?			Article IV Section 2
	b. Photo of the student?			Article IV Section 2
	c. Method of verifying records from other members?			Article IV Section 2
	d. A method of assuring the student who takes the training is the student shown on the badge?			Article IV Section 2
26	Does the member have a written and implemented procedure for training all personnel responsible for identity verification?			Article IV Section 3
27	Does the member provide web access to other ARSC members to verify the reciprocal training and review a photo of the student trained?			Article IV Section 4
28	Does the member require valid ID as defined by the ARSC Common Guidelines before completing the badging process?			Article IV Section 5
29	Does member follow the exception process in Article IV, Section 5 at their location only?			Article IV, Section 5
30	Is the trainee ID shown as required (a minimum of two times, once at registration and once at testing or prior to badge/card imaging)?			Article IV Section 5 & 6
	ARTICLE V - TESTING			
31	Does member have a method for assuring control of test questions, results of tests and old versions of same?			Article V Section 1
32	Are the methods in #31 periodically reviewed?			Article V Section 1
33	ARSC pool of validated test questions:			
	a. Is the pool secured at all times?			Article V Section 2
	b. Is the latest version in use?			Article V

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NO.	AUDITED AREA	Y/N – N/A	COMMENTS	REFERENCE Common Guidelines
				Section 2
	c. Is the original disc secured at all times?			Article V Section 2
34	Are tests and answer keys secured at all times?			Article V Section 3
35	Is only the exact number of tests and score sheets required for number of students to be tested removed from the secured area?			Article V Section 3
36	Are records of discarded and/or replace examinations maintained?			Article V Section 3
37	Do the tests and /or score sheets include:			
	a. Corresponding answer sheet/exam numbers (if used)?			Article V Section 4
	b. The program name, student's name and unique identifying number?			Article V Section 4
	c. The test score or pass or fail indication?			Article V Section 4
	d. Instructor name?			Article V Section 4
	e. Date of successful completion of the program?			Article V Section 4
38	Does the member have a retest policy?			Article V Section 5
39	Is there a minimum of two (2) examination versions being used simultaneously per classroom?			Article V Section 6
40	Is a system of rotating or creating different examinations for each training session established and in place to limit cheating and to ensure students shall not have identical tests next to one another?			Article V Section 6
41	Are written procedures implemented regarding electronic devices and note taking in the program and testing areas for all ARSC courses to limit cheating?			Article V Section 7
42	Is the use of electronic devices (including cell phones) and notes permitted in any area where ARSC test questions are exposed?			Article V Section 7
43	Is there a written policy to address reviewing all missed test questions with students who achieve a passing score?			Article V Section 8



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NO.	AUDITED AREA	Y/N – N/A	COMMENTS	REFERENCE Common Guidelines
44	Is evidence maintained that all missed test questions are remediated to one hundred (100) percent?			Article V Section 8
45	Is there a written procedure in place to address cheating?			Article V Section 9
46	Is there evidence that test out has occurred?			Article V Section 10
47	Is there a written policy prohibiting test out?			Article V Section 10
ARTICLE VI - BADGES				
48	Does the member use pre-printed badge stock that contains any ARSC information?			Article VI Section 1
	a. If yes, is badge stock stored and maintained in a secure manner?			Article VI Section 1
	b. If yes, is there a written policy implemented to ensure that badge inventory is secure and accounted for?			Article VI Section 1
49	Does every badge issued for reciprocal purposes contain a photo of the student?			Article VI Section 2
50	Are photos updated if appearance has changed or at least annually?			Article VI Section 2
51	Is all headwear (hats, scarf's, etc.) and sunglasses required to be removed for photograph?			Article VI Section 2
52	Is the program or programs listed on the card?			Article VI Section 3
53	Is the code designated for the member being audited being used?			Article VI Section 3
54	Is the expiration date reflected on the badge one year from the date of completion of the reciprocal program listed?			Article VI Section 4
55	Is the date shown in month and year?			Article VI Section 4
56	Is this a location that utilizes the Common Badge?			Article VI Section 5
	a. If yes, are the Guidelines being followed?			Article VI Section 5
ARTICLE VII - RECORDKEEPING				
57	Are there records meeting the required time span			Article VII



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NO.	AUDITED AREA	Y/N – N/A	COMMENTS	REFERENCE Common Guidelines
	of a minimum of five (5) years?			Section 2
58	Does the training record contain:			
	a. Student's name?			Article VII Section 3
	b. Social security number?			Article VII Section 3
	c. ARSC member specific code number(s) or course name?			Article VII Section 3
	d. Test score (pass or fail)?			Article VII Section 3
	e. Date of the training?			Article VII Section 3
	f. A class roster (if appropriate) with the name of the instructor showing all students who took the course?			Article VII Section 3
59	Does the class roster include:			
	a. Course name?			Article VII Section 4
	b. Course date?			Article VII Section 4
	c. Student's name?			Article VII Section 4
	d. Student's unique identifying number?			Article VII Section 4
	e. Instructor's name (unless it is a CBT program)?			Article VII Section 4
60	Are reciprocal training records accessible to and verifiable by ARSC members via electronic means?			Article VII Section 5
	ARTICLE VIII - AUDITS			
61	Has a self-audit been conducted annually or more and is on file with the ARSC? Date of last self-audit?			Article VIII Section 2
	ARTICLE IX – SATELLITE & SUITCASE TRAINING			
62	Does the member have any satellite location(s)?			Article IX Section 1
63	Does the member conduct suitcase training?			Article IX Section 2



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NO.	AUDITED AREA	Y/N – N/A	COMMENTS	REFERENCE Common Guidelines
64	Is there a documented check-out/check-in procedure program in place for all ARSC training materials used in suitcase training activities?			Article IX Section 3
65	Is program and badge security maintained at all times?			Article IX Section 3
	ARTICLE X – ARSC DATA AND INFORMATION			
66	Is there a single source database for aggregation of ARSC training records, information regarding students and information about member councils? (Development of this type database is prohibited)			Article X Section 1



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ARSC AUDIT CHECKLIST

Verification Signatures

Reciprocal Program _____ Edition: _____

Member Organization Name: _____

Signature of Member Organization Representative: _____

Date Audit was conducted: _____ Submission Date: _____

Audit team leader: _____ Date: _____

Audit team member: _____ Date: _____

Received by ARSC Administrator and Filed: _____