

I. Check-Out(Badge Pick-Up)

All participants should present a routing slip to the check-out employee before they are issued a badge at the check-out station. Routing slips are alphabetized by last name, stapled together by letter, and stored in an envelope daily. That envelope is sent to accounting at the end of the month and boxed for storage with a 3 month minimum of storage.

Badges print automatically when the participant is done with training for many courses that we offer, however, there are many badges that will not print automatically.

A badge will not print automatically when:

- **No social security verification or background check has been ordered on the participant.**
Attempt to transfer a 09SSV from the Participant's training history in Primus. If no 09SSV is found, you will have to schedule one for the Participant under their company's Entity ID number. If a PO # was used for the training taken, use the same PO# when ordering the 09SSV. If training taken was COD, the 09SSV must be marked COD and paid for before issuing a badge.
- **The social security verification is not complete.**
Contact the Background Department for further information.
- **Background check is in error status.**
Contact the Background Department for further information.
- **The participant has an owner exception/waiver in their history.**
Have an approved employee print a special badge.
- **If the participant has two core programs (09BN and 09OST) in their valid training history**
Have an approved employee print a special badge.
- **Participant has taken a web based course offered by another safety council**
View the Participant's training history in the course's originating safety council's web site and PASS/FAIL the course in ATLAS.
- **Badge printer has run out of badges or print ribbon.**
Replace badges or print ribbon and press ok on printer.

If any of the above issues do not contribute to the reason a badge was not printed:

Check within the Audit Trail program saved in your web browser's bookmarks for notation as to why no badge was printed and contact the appropriate department to have the issue resolved.

The Audit Trail program should always be consulted before contacting the Customer Service Supervisor or appropriate department.

- A. Types of Badges
- B. Web based Courses
- C. Scored Coursing (manual process)

- D. Checkout Procedures
- E. Failed Classes

A. Types of Badges

It is the responsibility of the CUSTOMER SERVICE REPRESENTATIVE working in badge pickup to verify that the participant should be receiving the badge that has printed. Color, Photo, and Course Codes should be checked on every badge. All badges issued **MUST** have a clear recognizable picture of the participant. If the Participant's appearance has changed (length/color of hair, glasses, weight) a new picture should be taken.

1. ARSC Reciprocal Badge **WHITE**

ARSC Reciprocal badges are issued in compliance with the current ISTC procedures and the "ARSC Common Guidelines". All ARSC Reciprocal badges are white and **MUST** have a current Basic Plus or Basic Plus Refresher from ISTC or another ARSC Reciprocal Safety Council on the front of the badge.

2. Non-Reciprocal Badge **YELLOW**

No valid Basic Plus or Basic Plus Refresher. When a Basic Plus or Basic Plus Refresher class is not valid or not required, the badge will automatically print as a yellow badge. This indicates that a valid Basic Plus or Basic Plus Refresher is not in the Participant's training history or that the participant has taken a coached class. A yellow badge should not be released with any Site Specific codes that require Basic Plus or Basic Plus Refresher unless an Owner Exception has been issued.

3. Spanish Badge **YELLOW**

Spanish classes are not ARSC Reciprocal; therefore they are printed on a yellow badge. Site Specific courses taken in Spanish should **NEVER** be combined on a badge with English classes unless an Owner Exception is provided.

4. Owner Exception Badge

These can be issued in a variety of colors depending on the waiver. Owner Exceptions are specific requirements that have been waived or modified by an Owner Site Facility for a period of time. A member of the Site's Safety Department or approved personnel will indicate what the exception is for and how long the badge will be active. If an Owner Site Facility has waived the identification requirements for a participant the badge will ALWAYS be yellow. **The site specific course for the Owner Site Facility that has issued the exception is the only course to be put on the badge along with any Non-Reciprocal version of ARSC courses that the participant has taken.** Identification waivers are NOT issued for participants taking ONLY an ARSC Reciprocal course. Please see Non-Reciprocal scheduling procedures for this process.

5. Temporary Badge **BLUE**

Blue badges are issued for Site Specific courses that allow a background check to be ordered but not graded before gaining entry to the site. A noticeable expiration date will be printed on the bottom of the front of the badge. Once the badge is expired the participant cannot be issued a second badge without permission from the Background Department. It is mandatory for the participant to turn in their blue badge in order to pick up a permanent badge for free. When issuing a temporary badge, the participant should be informed that the purpose of the temporary badge is due to their background check not being complete. Always inform them that their company will notify them when the background screen is

complete and when they are eligible to pick up their permanent badge. Employees should never provide information concerning a background screen to participants over the phone. Participants with questions concerning their background screen results should be directed to contact their company. If a Participant's temporary badge has expired and his background check is still pending, call the Background Department; **do not turn the participant away.** The Background Department will determine if the participant can be issued another temporary card.

6. Office Safety GREEN

Green badges are issued to participants who have taken the Office Safety course. These badges should only have the Office Safety course code and the Site Specific course code that has approved the participant to use the office safety course as a core class instead of a Basic Plus or Basic Plus Refresher. This class taken alone is available for any participant to take.

B. Web Based Courses

ISTC allows participants to take courses offered by other safety councils and receive the codes for these courses on an ISTC badge upon completion. All web based training scores must be verified using the host safety council's website before changing a course status in Check-Out. If a score cannot be confirmed, please contact the course's host safety council for further instruction.

C. Scored Coursing (manual process)

ISTC offers courses that do not score automatically at the end of the test. The employee at checkout will be in charge of scoring these courses manually. **NEVER** manually score a course without verifying that the course has been passed or failed.

1. Click on the course in question to highlight it
2. Click the Change Status button
3. Choose the new course status
 - Pass
 - Fail
 - No-show
 - Incomplete
4. Click the Change Value button

D. Check-Out Procedures

- a. Log into ATLAS and go to the Customer Service tab
- b. Scan the routing slip or type in the last six digits of the Participant's social located on the routing slip. If the participant does not have a routing slip, have them type in their full social security number.
- c. Once the participant shows on the Customer Service list, double click their name.
- d. Claim the case
- e. Check all notes and adhere to them
- f. Verify that all courses on the screen are on the routing slip
- g. Verify that all courses have been scored (PASS/FAIL/NOSHOW)
 - Manually score any web based courses at this time. Always verify scores in the originating safety council's website.
 - If courses are not scored but participant said they took the course, use the CBT Score viewer to confirm. If a course score cannot be confirmed contact the IT Department to see if a bookmark was created for the program. If no bookmark was created, the course has not yet been taken. If it is possible that the participant took the course but the score did not record, contact the Customer Service Supervisor for procedures.

- h. Verify that all courses have been paid for if COD
 - DO NOT mark the COD as paid if a payment has not been made. The only exception to this is if a payment has been taken in Miscellaneous using the Payment Receipts program. If this is the case, verify the payment before marking paid.
 - If the participant chooses not to finish training for courses that are COD, no-show the courses that they do not want to take and then refer back to the Refund Procedures. ALL COD COURSES THAT ARE NOT TAKEN ON THE DAY OF PAYMENT MUST BE REFUNDED!
 - If a participant has COD courses and leaves ISTC with unfinished training, the courses not taken need to be no-showed and a note informing accounting of the refund needed must be placed in the Payment Receipts program.
- i. Verify that courses taken are on the badge and that all previous courses taken meet all course requirements.
- j. If a participant has taken any of the following classes issue a handout for the course:
 - Motiva site specific 09ST- Motiva Lifesaving rules card
 - Flint Hills On boarding 09FHR-OB- Handbook and rules card
 - TOTAL site specific 09FI- Total Safety Handbook with sticker & Golden Rules Handbook
 - Bayer Polymers Baytown 09BYB/BYBU -Bayer Baytown Chemical List
 - Exxon Mobil Baytown Olefins Permit Recipient 09EMBOPR- round green sticker with the month and year of expiration hole punched.
 - ExxonMobil Baytown Olefins Confined Space Entrant 09EMBOPE- round yellow sticker with the month and year of expiration hole punched.
 - OCI site specific 09OCI- OCI Lifesaving rules card
 - Valero Meraux 08VALMX/08VMALKY- White safety booklet
 - 09ET- Energy Transfer sticker and Business card
 - If the participant has taken an ISTC Basic Plus or Basic Plus Refresher course they should receive an ISTC sticker
- k. Click the Check-out button
 - If the courses have to be manually scored, click Check-out & Print Badge button and have the participant step to the side and wait for the badge to print.
- l. Give the Participant their badge
- m. File the routing slip

VERIFY that all no-showed or failed courses do not appear on the badge. If a participant fails a course that is still current on their badge, the failed score overrides the non-expired course. **YOU MUST REMOVE** failed courses from the badge by special printing if a participant has failed a course but the previous course taken is still showing on the badge.

E. Fail Tests

A course cannot be rescheduled by an ISTC employee without receiving approval from the Participant's company or permission from the Customer Service Supervisor. If a participant fails a course, have them finish all other courses they are scheduled for unless the failed course was a pre-requisite. If no other courses are needed, check them out using the procedures above and have them call their company to get rescheduled.

If a participant fails Basic Plus or Basic Plus Refresher, they **MUST** take the complete BASIC PLUS class before receiving a badge or taking further training.