

## **9. CBT Lab (Computer Based Training)**

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*Monitors are to patrol the CBT lab at ALL times so as to observe any cheating, sleeping or other improper activities and to assist those with problems or questions. Monitors should not stand in a single area for periods of time; this enables the purpose of observing the full lab area. Monitors are to pay close attention to detail of programs trainees are taking assuring they have clicked into the correct program. Monitors should **NEVER** move any trainee from one computer to another. If a technical issue arises always call the technical dept prior to logging a trainee off of the computer. Trainees may not leave a program once it has started. If an emergency occurs and they need to leave they **MUST** raise their hand and inform a Monitor. If they get up from their seat during a program their courses are to be failed and they must be re-scheduled by their company. Trainee's taking multiple programs, may take a short break after completion of one program and prior to starting another one. Trainees are not allowed to leave for lunch if they're currently checked in for remainder courses unless their scheduling times permit them to.*

The CBT lab should be maintained in a "**Library Like**" atmosphere, at **ALL** times. Loud talking and boisterous behavior should be discouraged by ISTC employees and trainees. Hearing the audio is an important part of the multimedia presentation; ***headphones must be worn in such a way to hear the audio by all students.*** Trainees are **NOT ALLOWED** to wear their own personal headphones. Reasonable accommodations will be made for any student with difficulties wearing headphones; this must be requested prior to beginning a course.

Food and drink will not be allowed at ALL in the CBT lab(s). Students should be advised that these courses are self-paced and they are welcome to finish drinks/snacks prior to entering the lab area. Use of tobacco products including smokeless tobacco is prohibited.

Cell phone use is disruptive to training activities, it has a negative impact on other participants therefore is prohibited during any training activity; this includes telephony, text messages, games, email, photography, or any other use. ***All cell phones must be turned off or on silent and put away at ALL times while in the lab area.*** Training cubicles must be free of ALL papers and writing materials. ***Monitors should inform trainees of these rules prior to entering the lab if they notice these particular procedures are going to be violated.***

Boisterous or disruptive behavior of any kind which interferes with training activities will not be tolerated.

Disruptive students may be asked to leave classroom/CBT lab resulting in a failed score.

For trainees caught sleeping through the orientation

- One verbal warning should be given
  - On 2<sup>nd</sup> offense instruct trainee that they are fail tested due to them sleeping and follow the procedure below.
- a. Escort trainee out of lab area and explain to the trainee that we cannot allow them to sleep during the training. They will be fail tested for today and will need to contact their company to be rescheduled.
  - b. The trainee course should be marked as a FAIL TEST and all other courses marked NO SHOW in Training Check out.

***Note: If the trainee is taking a Basic or Basic Plus Refresher inform them that they **MUST** repeat the entire Basic Plus Classroom Orientation again. Management is the only one that can make an exception to this procedure.***

- c. A written report is required by the employee who handled the offense and should be submitted to the VP Operations of the location in which the offense was taken place.

## **A. Cheating Policy**

The use or the attempt to gain assistance in testing ,to capture or record training materials or test questions is strictly prohibited and shall constitute cheating and will be handled in accordance with the ISTC cheating policy. If trainee is caught cheating the below procedures should be followed: **Management is the ONLY one that can make an EXCEPTION to the below policy/procedure.**

- a. *If possible* confiscate any /all cheating material as evidence and attach to trainees routing slip.
- b. Escort trainee out of lab area and explain to the trainee that the cheating policy was violated.
- c. Trainees are to be made inactive and a note should be added in Primus immediately after the offense.

*Note: the notation should include the date and the initials of the employee who observed the violation and suspension for 30 day.*

- d. The trainee course should be marked as a FAIL TEST and all other courses marked NO SHOW in Training Check out.

*Note: if courses are C.O.D. a refund should be given for the remainder courses scheduled. NOT the failed course. REMEMBER if the trainee has taken a Basic or Basic Plus Refresher inform them that they MUST repeat the entire Basic Plus Classroom Orientation again.*

- e. A written report is required by the employee who handled the offense. The employee should complete the Cheating Policy form located on the ISTC intranet in the box labeled FORMS.
- f. Provide all required information then print and save the form.
- g. Send the form as an attachment in an electronic email to the Vice President of Operations of either location and President & CEO.

*Note:* Any materials confiscated should be attached to the printed report and given to the VP of Operations of either location.

**At all times students are to be treated respectfully and cordially – this also applies when dealing with any problems. Enforce all policies but avoid being confrontational. If an issue cannot be resolved by explaining our policies contact your supervisor.**

## **B. Opening**

Opening the CBT Lab:

- a. Turn on all of the lights and open blinds – if required – Baytown location on central panel.
- b. Turn on all lab computers monitors and towers by pressing the “power” button located on the desktop computer unit.
- c. At the CBT Lab monitoring station, open the Shortcut to CBT log in for author ware. This is used to update course launcher for trainees to log into the program.
- d. Pull up Primus – this is used for verification of scores only. **Only ISTC employees are allowed to view Primus software. For security purposes temporary employees are not allowed access into the system.**

## **C. Checking In – Starting Classes**

When a student checks in to the CBT Lab you should:

- a. Greet the student by welcoming him/her.
- b. Ask for their driver’s license and routing slip to perform the following;
  - ❖ Verify the name matches the name on the routing slip
  - ❖ The picture on the license clearly resembles the student presenting the license
  - ❖ Verify the expiration date and validity of the license.
  - ❖ Confirm the scheduled course time and basic status.

**This is mandatory for any student taking courses at ISTC.**

**If a trainee has an approved waiver it must be written on top of the routing slip provided.**

**If a trainee is taking coached courses,** accommodations should be made so that the ISTC employee and the trainee are able to view the training without causing a distraction to other students.

**ONLY ISTC EMPLOYEES** are allowed to administer coached courses. *Temporary staffing employees are to monitor only.* Coached students should be seated in areas away from other students. ISTC employees are to stay with the student during the test at all times. The employee is **ONLY ALLOWED** to read the questions and answers ensuring that the student understands the material. **NEVER** provide answers or click choice options for students unless instructed by management.

❖ **If trainee request for answers to course questions:**

- One verbal warning should be given
  - On 2<sup>nd</sup> offense instruct trainee that they will be fail tested and follow cheating policy above
- c. Initial and write the time you escort them to an open seat on the routing slip.
  - d. Once they have a seat if the student is not comfortable with using a mouse monitors should explain the basic techniques so the student can use it properly.
  - e. All students shall be instructed on how ISTC's CBT courses will operate. The following script will be recited to prompt students:

*Before you begin training today you will be given a ten minute presentation that will explain our rules and regulations of the lab area. Please feel free to raise your hand for any additional assistance you may need. Please place your headset on. Monitors shall place the student in the ISTC CBT Lab instructions program based on the language of the classes they are taking (i.e., if a student is taking English classes, then he will listen to the instructions in English, if a student is taking Spanish classes he will listen to the instructions in Spanish).*

**NOTE:** *If a trainee is taking a web based program there will be additional instructions needed that have not been discussed throughout the orientation. Verify the trainee routing slip and if needed give more detailed instructions for those courses using the course list packet.*

- f. After the correct language option has been selected, have student type his/her social security number without dashes or spaces (***never type the social security number in for the student***)
- g. Select the orange oval icon. Monitor as well as trainee will confirm that the name listed is the correct name that matches the routing slip.
- h. Trainee will click the arrow in the bottom right corner to get started.
- i. After the trainee has completed the presentation select the exit in the bottom left corner to close out the program. Click yes to log out of the program window.
- j. Trainees will now have access to the course launcher.
- k. Have student type his/her social security number (***never type the social security number in for the student***) and select OK or hit the enter key.
- l. A prompt screen will appear with picture and classes to be taken called Course launcher. The class list displays the student's scheduled classes.

**Note:** *The trainee must have an updated course launcher picture if they have changed drastically in appearance or if taking a 09BN or 09BNI.*

- m. Trainees will click into the white area under the column TAKE class.
- n. Click next to any one of the listed course boxes to begin loading a course if a CORE program is not scheduled.

*NOTE: Trainee's taking a CORE program must successfully complete the Core course prior to taking a site class. Note: If a student is taking any hosting site (for ex.09MO) these site core courses must be successfully completed prior to taking any additional training connected to the site.*

**Assistance should be limited to using the mouse to navigate throughout the courses and to defining what a word means. Monitors CANNOT read the question or reveal the answer.**

- o. At the completion of all classes, the 'Exit 'button will become active in the lower left corner.
- p. Click the 'Exit' button using the mouse to exit the course.
- q. Course launcher will appear and the trainee will select the "Done" access button. This will close course launcher completely.
- r. **Never allow trainees to leave without checking the routing slip prior to them leaving.** Monitors are to release students from the lab area.

**If a student does not pass an exam:**

Explain to the student that they did not pass (**please be as discreet as possible**) and that they will need to contact their company to be rescheduled *after they report to customer service.*

**If trainee has been checked in with a C.O.D payment and does not complete all of the training on the routing slip a CBT monitor MUST escort the trainee back to customer service for a refund. The refund MUST be given the same day the training was canceled.**

**IF the trainees have successfully passed the course:**

**Nederland:** Instruct students to take their routing slips to customer service Badge pickup.

**Baytown:** Instruct trainees to Badge pick up podium and follow *Customer Service Check-out Badge Pick* up procedures.

***NOTE: If a trainee has taken a BASF/BASFPA site specific the trainee must sign the form prior to leaving the lab area.***

- s. Workstations shall be maintained in a clean and orderly manner. Monitors should wipe down cubicle desk, key board, mouse, and headsets are to be wiped down with alcohol solution or sanitizer wipes after each use. **Monitor Screens should be wiped with water or pledge wipes ONLY.** Defective headsets should be replaced as needed.

#### **D. Closing**

- a. Make certain that all headphones have been cleaned. Each chair should be sprayed with refreeze weekly. All station cubicle desk and keyboards should be dusted and wiped thoroughly.
- b. All computer monitors and towers are turned off. To turn off a computer, click the Windows Start button, click Shut Down (make sure that "Shut Down" is selected in the Shut down Windows box) and click the "Ok" button.
- c. Close any open window shades – if required – Baytown lab does not have windows.
- d. Turn off all of the lights in the CBT Lab if required.
- e. All fail test routing slips are placed in an envelope and dated and brought to Customer Service at the end of the day and filed in daily routing slips envelope.
- f. All BASF/ BASFPA forms are alphabetized daily in blue desk sorter folder labeled BASF FORMS. ***Every Friday afternoon all forms are removed from sorter and delivered to Accounting Department.***

#### **E. Other Things to Note**

- a. Make a note of all computer problems. Create a help desk ticket to notify the technical dept of all computer issues.
- b. Never log a trainee out of a program if a blue screen or any type of error message appears on the monitor during or at the very end of the trainees program. This enables the database to record the test score. Always

confirm that the score has been recorded by calling the technical department before logging the trainee off the blue screen.

c. Trainees that have attended the basic plus classroom version and have not successfully been Pic- viewed by the instructor will have an error message that will appear in course launcher. Always allow the instructor to check the trainee out.

d. For identification purposes trainees that are allowed to take breaks in between programs must be kept on the course launcher profile screen

Triple “S” craft evaluations are also available at I.S.T.C. for Triple “S” employees only. Below is a list of what’s available and the codes. Let the student know that once they select an answer they cannot change it.

<u>Craft</u>	<u>Code</u>		
TS Carpenter	TSCARP	TS Ironworker	TSIRON
TS Crane Operator	TSCRAN	TS Forklift Operator	TSFORK
TS Back Hoe Operator	TSBACK	TS Millwright	TSMILL
TS Cement Worker	TSCEME	TS Craft Helper	TSCRAF
TS Boilermaker	TSBOIL	TS Insulator	TSINSU
TS Pipe Fitter	TSPIPE	TS Tank Builder	TSTANK

If a student has one of the 3 following codes, you will need to provide him/her with the appropriate worksheet to complete the course.

<u>Code</u>	<u>Worksheet</u>
TSCRAN	Crane Operator Worksheets A & B
TSCARP	Carpenter Worksheet A
TSIRON	Ironworker Worksheet A

The students will use these worksheets to complete certain test questions on these craft evaluations. No other disciplines listed above require a worksheet. Upon completion of any Triple “S” craft evaluations, Primus will not show a grade for this program. Employees are to pass the training once the trainee has completed the test. Results of the test will go straight to Triple S. (***THESE ARE NOT PASS/FAIL COURSES***). No badges or certificates will be issued for these craft evaluations.

### **F. Basic Plus Class Testing Procedures**

- a. Id each student entering the lab from the class.
- b. Click on English
- c. When ISTC login Page appears click in the social box
- d. Allow trainee type their social
- e. Click the orange button
- f. Click the arrow in the right lower corner.
- g. Allow the trainees to view the 10min instruction video for the CBT lab
- h. Click the exit at the bottom left corner(not shown)
- i. A pop up will appear “Do you want to close this program” “ YES or No”
- j. Trainee’s will click yes
- k. Course launcher will appear. Trainee’s will click in the box again to type there social
- l. Click ok

***Note: If the trainee clicks finished then the computer reboots causing the trainee to have to wait two minutes until it reboots. If the trainee types in the wrong social the screen will read, this trainee has not attended the classroom portion of the basic plus. Reboot to type the correct social.***

m. Course launcher profile will appear. Trainees have to click beside basic plus in the white area that states “Take Class”.

n. The Survey will appear. **Trainee’s must complete all parts of the survey prior to going further.**

o. Click the done on the survey screen.

- p. Course launcher appears again trainees will click in the box before typing in their social.
- q. Click the orange key
- r. Click the arrow at the bottom of the screen for the test to appear.

### **G. Operator Qualification Courses**

ISTC offers Pipeline Operator Qualification Training via the web. Students may not take notes during any of these programs. The following procedures shall be used to access the program and start a student:

- a. Instruct students/trainee that their login ID will be their first name with their first initial of last name and the password will be the trainee's social security number. Normally their login id will be on the routing slip. Ex: Wrenette Stewart the login would be Wrenettes If a trainee is a Jr. or Sr. the suffix will be at the end for ex. Wrenettesjr. Students must click the forward arrow key to proceed through the orientation. Click this key until you see the return to main menu screen. This will allow the system to record that you have completed the section. All sections must say completed before taking the final test. When you complete the last section of the orientation please raise your hand and a monitor will assist you in taking the final exam
- b. Allow the student to log into Overnight to begin the classes.
- c. The trainee will be prompted to a screen that shows the icons: run course and home.  
Note: The final test button will remain hidden until all sections have been completed.
- d. Click the run course key and instruct trainees to place on headsets.
- e. Once the student finishes the last section of the orientation and it states completed they will raise their hand so the monitor can assist them.
- f. At this time the Proctor will then confirm that the word completed is located beside each section.
- g. Trainees will be given instructions below prior to taking exam.

On the final test you will be given one opportunity to answer the questions. Each time a question is missed the 100% rate will decrease in the right lower section of the screen. This is how you will know if you missed the question. Once the test is complete you will click the forward arrow key 3 times. The results will record when you are brought to the main page. If you click out of the program before the exam is scored it will be considered as a failed score. If you click the back arrow key it will be considered a fail test and you must repeat the test again at your own cost not the companies. The total cost for a retest is 22.00. If you fail the course you will have to take the entire course over again like any course offered at ISTC.

- h. After confirming the trainee understands the instructions the ISTC Proctor's will type in the password code of **25846** to allow trainee to take the course.

### **H. Web based Courses**

The following are the guidelines to follow for trainee's taking web based courses. Trainees should be given specific instructions on how to navigate throughout the different council courses, length of course, and amount of test questions available for courses scheduled.

#### **03- Corpus Christi (Coastal Bend)**

**Member id #:** 11009

**Username:** istc11009

**Password:** davidross

#### **To start Course**

- a. Follow standard ISTC's CBT check in procedures for trainee.
- b. The trainee will enter their social security number.

- c. Click on the ***SUBMIT*** tab located at the bottom side of the screen.
- d. Select the ***Scheduled*** tab under the status column.
- e. Course will begin. To navigate through the orientation click on the ***PLAY or NEXT*** button to go forward.

**To Exit course and record course score**

*To start the final test a cover screen will appear that provides the required score needed to successfully pass the course.*

- f. Trainees will click the box that states, ***“Begin Test”***.
- g. The social security verification box will appear.
- h. The trainee will enter their social and select ***OK*** option to continue.
- i. Once the test is completed a score data box will appear showing the trainee’s final score. Write this score on the routing slip for the trainee.
- j. Click Close and ***ALT -F4*** twice to return to ISTC’s Course launcher.

**07 -Contractors Safety Council of Texas City**

Member id #: 0300    User Email: [patty@istc.net](mailto:patty@istc.net)    Password: webreg2

**To start Course**

- a. Follow standard ISTC’s CBT check in procedures for trainee.
- b. The trainee will enter their social security number in the bottom left corner of the screen.
- c. Click on the ***Submit***.
- d. Trainees will continue to click on the, ***“Next”*** to navigate throughout the orientation.

**To Exit course and record course score**

- a. To start the final test a trainee will click the ***Next*** to take the final test.
- b. The social security verification box will appear. The trainee will enter their social and select ***OK***.
- c. Once the test is complete a confirmation box will appear with the trainee’s score. Write this score on the routing slip for the trainee.
- d. Click the ***Close*** in the top of the box.
- e. Click ***“Exit Training”***.
- f. Hold down the ***ALT -F4*** twice to leave the Texas City web page and to return to ISTC Course Launcher.

**08-New Orleans –GNOIEC**

Username: istc                      Password: Nederland                      Account# 1700

**To start Course**

- a. Follow standard ISTC’s CBT check in procedures for trainee.
- b. Trainee will enter their social number in the lower portion of the CBT Login and Click ***Submit***.
- c. Click on the box labeled ***“Click here to Begin Training”***.
- d. On ***scheduled training courses*** locate the correct course and click on ***scheduled***.
- e. Select ***START***.

**To Exit course and record course score**

- f. Once the orientation is completed trainee will click on ***“Final Test”***.
- g. A confirmation box will appear with the score for the test. Write this score on the routing slip for the trainee.
- h. Hold down ***ALT-F4*** twice to leave GNEOIC website and return to ISTC course launcher.

**10- Regulatory Training Center**

*Security alert notifications pop up before and throughout these programs. Click on the “YES or Continue” to proceed to all programs.*

**Username:** safety

**Password:** training

### **To start Course**

- a. Follow standard ISTC’s CBT check in procedures for trainee.
- b. In tester log in box enter the above username and password in all lower case letters.
- c. The trainee will enter their social and click the **Login**.
- d. Trainees will select the **course** they are scheduled to take.
- e. Click the “**RED Play button**” or on the “**ARROW**” to begin the module.
- f. Trainee will click on the “**Next**” button to go forward and complete the program.

### **To Exit course and record course score**

- g. Once the course is completed click the “**Exit**” button.
- h. Select the “**OK**” button to get back to the course description screen.
- i. To start the final test the trainee must click “**TAKE EXAM**” beside the module that was completed.
- j. Once the trainee has completed the test a grey box will appear confirming that the trainee has completed the final test. Press the “**OK**”.
- k. The trainee will have the option to review all test questions and answers prior to selecting “**DONE**”. Selecting this option will record the score as is.
- l. The box will appear with a pass or fail status. Trainees will have an option to correct and review any wrong answers. Write pass or fail score on the routing slip for the trainee.
- m. Select the **OK** inside of the **EXIT box** once the corrections have been made.
- n. Click “**Leave**” at the bottom left of the screen. A log out option will appear in the top right corner click “**Log Out**”. In the bottom of the next screen click the “**Exit Tester**” option .On *RTC* log in screen click the Alt F4 twice to bring you back to ISTC course launcher.

## **12- Baton Rouge Safety Council**

### **No Login Necessary**

*Security alert notifications pop up before and throughout these programs. Click on the “YES or Continue” to proceed to all programs.*

### **To start Course**

- a. Follow standard ISTC’s CBT check in procedures for trainee.
- b. Trainee will enter their social security number and select the Login.

*Note: If a trainee has never taken a Baton Rouge course the system will ask the trainee to enter their social, first name, and last name. Confirm the information provided is correct and choose the login button.*

- c. Locate the requested course select **the course** that the trainee is scheduled to take.

*Note: Make sure to choose the appropriate course.*

- d. Trainee will click the “**Start Course**” to begin the training.

### **To Exit course and record course score**

- e. A screen will be provided informing trainee of required score. Trainee will click on the **Continue** to begin final test.
- f. Once the trainee completes the final test question the system will provide the pass or fail score. Write the score on the trainee routing slip.  
*This score will disappear automatically in approximately ten seconds.*
- g. Select the **Close** in the top right corner of the screen. When the grey box appears indicating if you want to close the window click **YES**.

## 14-West Texas Safety Council

### No Login Necessary

#### To start Course

- a. Follow standard ISTC's CBT check in procedures for trainee.
- b. Trainee will enter their social security number in and press the **enter key**.
- c. Confirm the trainee name and allow trainee to click on "**Begin Training**" located in the blue box.
- d. Inside of the status column the trainee will click on **scheduled**
- e. Trainees will choose the box labeled **NEXT** to continue the program.

#### To Exit and record course score

- f. The course score requirement will be provided prior to beginning test. Trainees will select the "**Green TEST button**" to take the final exam.
- g. In the social security box trainees will confirm if the information listed is correct and click the **OK**.
- h. Once the test is complete a grey box will appear that states "**SENDING SCORE TO SERVER**". **DO NOT click out of the course until the score is posted.** Write the trainees score on the trainee routing slip.
- i. Click "**Close**" at the top of the page.

## 19- HASC Houston Area Safety Council

### No Login Necessary

#### To start Course

- a. Follow standard ISTC's CBT check in procedures for trainee.
- b. The trainee will enter their social security number in the box that states, "**TRAINEE ID**".
- c. Under the course description select the **course**.
- d. Click **Launch** at the bottom left of the screen.
- e. To complete the course trainees will click on the **Next** to complete the program.

#### To Exit and record the course score

*Majority of the courses will have review questions in the Houston council. Review In the top right in the two progress boxes the bottom box will be yellow if you are on the courses review questions. If the bottom box is red you are on the final test.*

- f. Trainees will get to a page that indicates the beginning of the FINAL TEST.
- g. Click the Next icon
- h. Once the final exam is completed a summary page will appear providing the score. Write the trainees score on the trainee routing slip.
- i. Hold down ALT-F4 twice to leave HASC website and return to ISTC course launcher.

## 20- Tennessee Valley Council

Username: ISTC      Password: ARSCSAFE

#### To start Course

- a. Follow standard ISTC's CBT check in procedures for trainee.
- b. In the **tester log box** monitors will enter the above username and password:
- c. In the social security box the trainee will enter their social security number and click the **Login**.
- d. Under the presentation column in the course description box the trainee will select **View Course**.

#### To score and exit course

- e. After the trainee has completed the course they will select the **Exit** box (where the arrow is pointing in the top right corner).
- f. If they are completely finished with the course an exit presentation box will appear click the **EXIT NOW**.
- g. Agree to exit by selecting the **OK** in the grey box.
- h. Select the **Take Exam**.

- i. Trainees will have the option to go over there answers after clicking the **OK**. Trainee will select **Done** to proceed with scoring the exam.
- j. A score indication box will appear. Write this score on the trainee's routing slip and click **OK** then **Leave** to exit.
- k. Trainees will select **Log out** and then click the **EXIT TESTER** option.
- l. Hold down ALT-F4 twice to leave TVTC website and return to ISTC course launcher.

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