

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 2nd 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).

- 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.

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.

- 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.

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.

D. 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

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.