



Q. What is Industrial Safety Training Council (ISTC) doing to ensure the safety of customers and staff during the COVID-19 Pandemic?

ISTC management is working closely with local officials, industry professionals, and healthcare personnel to ensure we remain prepared to respond to the Coronavirus (COVID-19) as the situation evolves. ISTC has created a detailed plan to ensure all of our facilities remain safe for our customers, visitors, and employees.

- ISTC has transitioned to the distance learning platform (online training) with limited on-site courses available.
- Limited access to ISTC facilities is permitted. Visitors are screened via a documented questionnaire and temperature check.
- To accommodate social distancing:
 - 10 feet of distance is marked for those waiting in line.
 - Tenting has been provided outside to shield trainees from the external elements.
- Increased janitorial services to ensure all high traffic areas and equipment are thoroughly disinfected every hour (or as needed).
- Increased hand sanitizer and hand washing stations placed throughout all ISTC facilities.

Q. Is ISTC open for business?

ISTC has transitioned training operations to our ISTC Distance Learning platform (online training). This platform is operational and available to all of the facilities we currently support.

Q. Are there instructions for scheduling courses?

ISTC has authored a Quick Reference Guide, (QRG). This provides step-by-step instructions to assist contractors while scheduling courses and accessing the course once their employee is scheduled in the Distance Learning platform. The QRG can be found on our webpage at the following [link](#).

Q. Is there a Help Line?

ISTC has implemented a help line (available 24/7) to assist contractors with the ISTC Distance Learning platform as well as other FAQ's. The phone number is (409) 724-2565 ext. 0.

Q. Is the Basic Orientation Plus® and the Basic Orientation Plus Refresher® available on the ISTC Distance Learning Platform?

At this time, these courses are not available through the Distance Learning Platform.

Individuals needing the General Safety information will take 09WGSO online at this time. This will replace the 09BN/09BN1 (Basic Orientation Plus®) that we offer at our brick and mortar facility. This course is the ISTC version of the general safety course and is not reciprocal to other ARSC councils.

Q. How do participants obtain a badge?

ISTC has implemented express badging to Distance Learning participants. After completing the online course(s), participants need to visit an ISTC location to obtain their updated badge.

Q. Experiencing Background Check issues?

As a result of the Coronavirus (COVID-19) situation, all background vendors are experiencing delays completing background checks due to county/parish court closures. This challenge is not only impacting ISTC background vendors, but all background vendors across the country. As a solution, ISTC has developed a variety of alternatives to the traditional background check based on the state and county/parish. For more information on these options, please call the help line at (409)724-2565 ext. 0.



Q. Have there been changes to the Online Course Codes?

The following course codes have been modified. All other course codes remain the same.

Course Name	Online Course Code	Brick and Mortar Course Code
General Safety Orientation	09WGSO	09BN/09BN1
Confined Space	09CSW	A09CSE
ExxonMobil Onboarding	09MOBDL	09MOB
Benzene Awareness	09BENZ	A09BNZ
Firewatch Attendant	09FWAW	A09FWA
Elevated Work	09ELWW	A09ELW
Hydrogen Sulfide	09H2S	A09H2S
Lucite International-Beaumont	09WLUCITE	09LUCITE

Q. How to use a remote launcher?

Visit: https://www.istc.net/Icohere/Landing/IstcLmsLanding_DistanceLearning.php

Click on English

The trainee will type in their Social Security number

Click on "Continue LMS"

Click on the ISTC icon to access scheduled training (may have more than 1 tile)

Click start to begin course

Once the trainee passes/fails their course, their score will be uploaded into the trainee's history.

***If the Trainee gets out of the Remote Launcher for any reason and tries to get back in, they will need to enter the 'Retake Password', 85246, to get back into the course

**If Trainee fails the course, the client (employer) will need to reschedule the student (Step #1 above).

*** Minimum Requirement that your computer needs to run Remote Learning Portal.

- Browsers: The latest version of Firefox or Chrome is required. Other browsers (such as Internet Explorer, Edge, or Safari) are not recommended.
- At least a Minimal Broadband (Cable or DSL) Connection of 3Mbps Download Speed and 1Mbps Upload speed
- Turn Pop-up blockers off

Q. How can I have a course created and published online?

For more information on how to have a course published online, contact the Client Relations Department at (409) 527-3345.