

A complete
solution for
compliance



Environmental, Safety & Health

The Cost of Non-Compliance

OSHA performed almost 39,000 workplace inspections for fiscal 2008 with penalties totaling more than \$101 million.

Company officials can be held criminally liable and subject to civil and criminal penalties for safety violations and failure to inform/train employees on workplace hazards.

OSHA will conduct over 37,000 workplace inspections by the end of fiscal 2009.

The risk of not complying with federal regulations is a high price to pay for today's enterprises. Whether your organization operates in an office, production environment or the field, violations, fines and plant shutdowns can have a significant impact on business and the bottom line. Today's organizations strive to maintain a culture where employees feel motivated and productive. A safe and healthy work environment also helps reduce costly turnover.

Organizations have been using our ES&H library to address these environmental Safety issues since 1998. Our ES&H solution offers hundreds of hours of approved courseware, in addition to a robust and flexible infrastructure and a proven methodology and implementation process. SkillSoft has a depth of expertise in environmental safety, health and transportation regulatory compliance that ensures effective training and readiness.

Learning resources are designed for a range of needs, from workers requiring rigorous training and certification, to business professionals that might only need general awareness or periodic training on special topics. Beyond the benefit of ensuring organizational compliance, the SkillSoft solution helps organizations manage safety and related costs across the organization.

Widest Range of Capabilities

"By adopting online learning, we've been able to truly make safety training a part of the PBRK culture."

RICK HEATH
Training Coordinator
PBR's Knoxville Facility

Trusted courseware

ES&H courseware includes more than 200 courses with content validated by independent organizations, covering issues across pressing subjects for today's organization, including OSHA, EPA and DOT hazardous materials. The content is written to an eighth-grade reading level and has audio capability, which helps support users who have a lower reading proficiency. The ES&H collection includes courseware in six languages, including Latin American Spanish.

Books24x7® On Demand Platform

Users can instantly search and access a deep and broad collection of unabridged content from the world's leading authorities in business, technology and other fields.

Learner management, tracking and enabling technology

The Leaderquest solution offers a proven compliance learner management solution called the SkillSoft Academy, which offers features such as custom demographic labels (e.g. job function, department), curriculum assignments, scheduling, tracking and reporting.

The SkillSoft Academy helps organizations ensure compliance by allowing specific and consistent training requirements to be set and tracked to completion for different customer defined learner groups (e.g. divisions, departments, teams and job functions). Automated retraining functionality alerts learners, supervisors and training administrators to training status via an e-mail notification system, allowing immediate review of training status for planning and compliance purposes through flexible and robust reporting.

SkillSoft Academy platform

The SkillSoft Academy platform manages blended curricula of e-learning courses along with records of other types of training such as classroom, video or on-the-job training, so all training records can be managed in one system. The environmental safety and health courseware can be delivered and tracked through the SkillSoft Academy or SkillPort® platforms and has a proven track record with third-party learning management systems.

Learning design

Courses are self-paced and designed specifically to address the three established adult learning styles: auditory, visual and kinesthetic. All courses have clear, tangible learning objectives that are met through an engaging presentation of information, practice opportunities and evaluation.

All content is reviewed and approved by subject matter experts. Frequent practice opportunities reinforce learning and provide timely feedback. Guidance strategies include the use of practical examples, case studies and graphical representations. Course assessments assist in validating learning. Job aids and SkillBriefs offer practical tools to use during or after online training and with classroom sessions.



Course Review

Intrepid, a leading provider of learning and learning technology research, evaluated our courses and made the following comments:

"Learners will find the navigation and orientation intuitive and will have little difficulty going through the courses in a linear fashion."

"The text is readable and the screens are well laid out; visual clues are consistent with standard Web practice."

"More than one extra resource is available in each course."

"Several forms of relevant explanations and examples are used."

"There are several assessments. The course administrator may allow pre-test and/or test-out options. Mandatory knowledge feedback sections within the course require the learner to reach a particular mastery of the material before proceeding to the next section."

Examples of Multi-Modal Learning in Action

Actual Scenarios	Courseware	Books24x7 On Demand Platform	Platform & Customization
New equipment and processes are installed as part of a factory's modernization project...	Courses such as <i>"Lockout/Tagout Awareness," "Hearing Conservation"</i> and <i>"Carcinogen Safety"</i> are assigned to address new processes and hazards that affect employees.	Online books such as <i>"Compliance Audits: Essential Checklists for OSHA, EPA and Other Key Agencies"</i> are used to cover all the bases with the factory's compliance program.	Courseware and custom training content are deployed rapidly and uniformly throughout SkillPort® to address just-in-time training needs.
After reviewing recent data in a corporate office, lost time injuries are on the increase...	Courses such as <i>"Industrial Ergonomics," "Back Safety"</i> and <i>"Ergonomics Awareness"</i> are assigned to help circumvent the increase of repetitive motion injuries in the workplace. Job aids and checklists help workers identify and report potential problems.	Online books are accessed, including <i>"OSHA Compliance Manual: Application of Key OSHA Topics,"</i> a straightforward resource explaining OSHA's workplace guidelines for safety, inspection, training, ergonomics and more.	Once specific risk areas are identified, courses are modified to include company-specific information. The SkillSoft Academy is used to manage training including courseware, procedures, on-the-job training, exams, etc. The courseware and technology conform to Section 508, AICC and SCORM standards.

Reduce the Risk of Fines

Services and customization

The experienced support and implementation staff from Leaderquest will ensure efficient implementations and rollouts. Subject matter experts are available to answer learner questions. A range of tools and services help customize and blend training with current initiatives and facilitate acceptance of the solution. Custom courseware solutions can be created using the SkillStudio™, Dialogue™ products or our team of custom solution professionals.

Tangible results

PBRK, the Knoxville division of the company PBR, a manufacturer of automotive brake components, selected the ES&H solution in 2001 and has achieved significant results:

- PBRK is saving approximately \$100,000/year in overtime costs alone.
- Courses helped PBRK achieve 100 percent compliance in OSHA training.
- PBRK delivered ISO 14001 training to almost 500 employees and contractors in less than one and a half months.
- Safety and health managers dramatically reduced the time spent on training-related tasks, freeing them to focus on other HR responsibilities and specific safety issues.

Compliance and Safety Officers Are Asking:

How do I reduce the risk of fines and site shutdowns?

How do I lower the incidence of injuries and the cost of workers' compensation claims?

How do I ensure employees are knowledgeable about potential hazards in their work environment?

How do I ensure my training records are adequate and my training is consistent and up-to-date?

How do workers find the time to learn and build critical skills in a fast-paced, manufacturing environment?

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