

e-Learning Overview



Compliance Solutions

"Today's Training... Tomorrow's Solution"

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Section One: Company Information

Our mission is to deliver high quality, state-of-the-art training solutions at a price our clients can't afford to be without!

About Compliance Solutions

Compliance Solutions designs, develops and conducts Web-Based Training (WBT) and Instructor-Led Training (ILT) courses for our clients in the United States and abroad. Currently, we offer a library of over 60 courses with a specialized focus on the occupational health & safety and remediation markets. Our course library is being expanded, with the option for clients to custom program their own learning management systems to track employee performance and keep on top of a full suite of training programs with a click of a button.

Compliance Solutions offers a proprietary Learning Management System (LMS) technology solution that has been implemented to a blue chip client base. Since its first commercial release in 1997. Compliance Solutions is proud to have the distinction of being a "one of a kind" training firm, offering our clients a choice of Web-Based, Instructor Led and "Blended" learning environments. This final option combines our Web Based Training with Instructor Led Training to increase student retention and lower overall company expenditures. This approach solidifies key training ideas and still allows complete practical tests and scenarios delivered by an instructor. The result; A custom delivered, high impact, low cost solution to traditional training technologies. Our advanced LMS allows us to provide turnkey corporate e-Learning solutions that include custom course and content strategies tailored to your business objectives.

Compliance Solutions conducts Instructor Led training courses in 51 cities throughout the US. Our emphasis is on offering classes on a predictable, consistent schedule while still maintaining a reasonable cost matrix and availability. We have built a large following among clients who require just-in time training in the areas of regulatory compliance. Our most popular courses in this space include, HAZWOPER (Hazardous Waste Operations and Emergency Response), Confined Space Entry, DOT Hazardous Materials Transportation, Emergency Response, EPA Hazardous Waste Management, and OSHA Site Supervisor, just to name a few.

Compliance Solutions was founded in December of 1995 in Denver, Colorado. Compliance Solutions maintains a staff of approximately 45 professionals located in Denver, Colorado and strategically throughout the continental United States.

Detailed information about Compliance Solutions can be accessed by visiting our web site at <http://www.csregs.com>

Section Two: Compliance Solutions e-Learning

E-Learning Training Format

Compliance Solutions offers multiple delivery modalities, with primary emphasis on **web-based training** (WBT). Our course development team considers and includes in its development protocol; adult learning theory, motivational strategies, content presentation, learner participation or interactivity use of media, and student content retention and testing and follow through. It is our experience that this criterion is critical for the effectiveness of web-based training. Our Instructional Design criteria guidelines are based upon our specialized industry experience as well as guidance from leading experts such as **Robert Gagné, Brandon Hall, Barbara Seels, and Zita Glasgow.**

Adult learning theory	Adults learn best through self-directed learning (learning the material they need to know to do their job well), critical reflection (process by which adults reason and deduct information), and experiential learning (experiences represent a valuable resource to adults as they process and use information).
Motivational strategies	Courses engage users through a motivational technique: making it apply to their job, increasing the awareness level for staying safe in the work environment, coaching user throughout the course through prompted text, scenarios, and case studies.
Content presentation	The content addresses the instructional objectives and audience criteria. The content is presented in a logical, well-organized, engaging structure allowing users to learn the material.
Learner participation / Interactivity	There are opportunities for the user to think and respond in the courses. Users can be involved in a scenario throughout course (for example Safe and Defensive Driving), exercises (such as matching, multiple choice, drill and practice, graphic recognition- pointing out the incorrect/correct items in situation, etc.), and/or mini quizzes. Users might be asked to complete a form, print job aid, follow a link, etc.
Use of Media	High quality images are used to appropriately and effectively accent the content, illustrate a point, or serve as a function of their own. Animations such as Flash add motion or sound to course content, allowing users to interact with content, rather than being passive with the material.
Testing	Each course has a mastery quiz that evaluates the user on the course content and objectives. Throughout the courses there are exercises that test users' knowledge of the course sections.
Follow through	A wrap up summary and conclusion presents the user with a review of the information covered in the course and what the user should have learned in the program.

It is our belief that learning occurs when learners are motivated, encouraged, and presented with measurable objectives. Our e-Learning philosophy is based on sound instructional design; practical and relevant content presentation, interactivity, and evaluation. As we design e-Learning content, we consider the audience, length of time the learners will be taking a course, bandwidth limitations, technology, and overall content presentation.

Due to over a decade of experience in a relatively infantile industry, Compliance Solutions offers options no other single training firm in our field is able to offer. We have the capability to support curriculums that use our WBT courses as pre-requisites or adjuncts to **Instructor-Based Training** courses. This method of training (known in the industry as Blended Learning”) has proven to increase student retention by preparing the student with basic knowledge prior to the classroom environment, while decreasing participation costs and limiting capital outlay for travel, per-diem, hotel and overtime costs.

Compliance Solutions enjoys an enviable position in the Blended Learning market within the health and safety community due to our large geographically dispersed training staff and extensive course library coupled no other competitor is able to match. These advantages allow the company to develop programs that are not out of the economic reach of small to medium sized businesses. Once exclusive to large corporate training departments, our approach allows virtually any company to couple WBT content, traditional instructor presented training and learning management system technology to achieve blended learning approaches with individuals/organizations that are geographically dispersed.

By combining our internal development processes with our own proprietary web based course development tools (WBCDT) Compliance Solutions is able to produce "just in time" content, allowing us to respond rapidly to our customers regulatory needs in any area of health and safety.

Effectiveness

There are numerous articles available describing the efficacy and cost effectiveness of web based training. Web-based training is **location independent**.. Training can be made available to anyone, anywhere in the world, at any time of day, as long as there is access to the web. This is significant when trying to schedule and train remote personnel, especially when considering the exposure involved (from both an economic and risk-management standpoint) in mitigating environmental, health and safety and regulatory issues. WR Hambrecht & Company estimates that two thirds of training costs are travel related. They also state that **retention and comprehension rates improve from 25-60% when using web-based training as compared to traditional instructor based training**.¹

Brandon Hall indicates that **web-based training can result in time-savings** of up to 60% when compared to traditional classroom training delivery.² Dow Chemical indicated a savings of \$4-5 million in the first year of their WBT implementation and \$8-10 million in year 2.³ Ernst and Young reported that e-learning produced a 35% reduction in cost with improved consistency, when they took 2900 hours of classroom time and reduced it into 700 hours of blended learning (200 hours of distance learning and 500 hours in classroom). IBM reported that it achieved 5 times the training at 1/3 of the cost of traditional approaches using web- based training.⁴

¹ Urdan, T.A.; Weggen, C.C.; Corporate e-Learning: Exploring a New Frontier. W.R. Hambrecht + Co. Equity research. March 2000.

² Hall, B.; Return On Investment In Multimedia Training. Brandon-Hall.com 1955.

³ Thomas Weisels Partners: Riding the Big Waves: A White Paper on the B2B e -Learning Industry, January 8, 2000.

⁴ Thomas Weisels Partners: Riding the Big Waves: A White Paper on the B2B e -Learning Industry, January 8, 2000.

You can also go to <http://www.brandonhall.com/public/faqs2/index.htm> for frequently asked questions regarding WBT.

There are other advantages of web-based training from the learners' perspective. First, it is **learner-centric**. The learner takes an active part in the learning process through interactivities and exercises. A well-designed course can accommodate a student's learning style. A learner can go thru a topic at their own pace on their own schedule. They can review materials and concepts multiple times if the concept is difficult to grasp, or they can skip a topic where they have demonstrated competency or mastery. For the shy and the timid, the WBT approach can be less intimidating than a classroom.

With WBT, you are assured of a **consistent quality message delivery**. With WBT systems, **delivery can be monitored and tracked**, providing administrators improved capability to measure effectiveness and demonstrate regulatory compliance.

Evaluating training for effectiveness is a complicated subject. The Kirkpatrick Model is often considered the standard to use when evaluating training effectiveness. The four levels to assess training effectiveness are as follows:

- **Reaction:** How well the participants liked the program
- **Learning:** Assessment of the principle, factors and techniques that were understood and absorbed by the participants
- **Transfer:** Transfer of knowledge to the job
- **Results:** Evaluating impact on the organization (future H&S safety performance indicators- incident/accident; audit scores)

In Kirkpatrick's four-level model, each successive evaluation level is built on information provided by the lower level. Cost and complexity increase with each level. For a summary article on the Kirkpatrick evaluation model go to: <http://coe.sdsu.edu>.

A lot of anecdotal information is available to support the effectiveness of web-based training, and information on competency and completion rates are readily available, but as indicated in a recent study by Peter Bolton of Monash University, Australia, many organizations do not have the resources or capability to evaluate the effectiveness of training at Levels 3 and 4 of the Kirkpatrick model.⁵ Within the field of health and safety, the focus of much EHS training is behavior change or behavior reinforcement. Effectiveness of training is implied based on the measure that can be observed (safe workplace and safe practices). The difficulty in evaluating the effectiveness of the training initiative is in determining whether the outcome was driven by the training encounter, or whether other variables or factors played a more significant role in the re-enforcement of behavior. Determining what activities or actions had the most impact on the outcome is where the complexity lies. However, based on the above, we can state web based training has a positive influence on behavior and safety performance.

Education via the world of web-based training is evolving and improving daily. Web-based training will never replace Instructor or Classroom based training, however, this tool coupled with other blended learning techniques, has a definite place in the EHS trainer's arsenal.

⁵ Bolton, P.; McKeown, T.; Results of The Monash University e- Learning survey; available at www.brandon-hall.com

Areas of Expertise

Compliance Solutions considers all areas of ESH to be our core competency. With respect to Compliance Solutions, our competency is in the e-learning space as it pertains to educational design and compliance issues. We take ESH content provided to us by subject matter experts and apply the discipline of adult learning theory to guide us in course development to yield a creative, effective and informative web based delivery. Using Gagne's nine events of learning instruction, our creative designers develop a learning event to yield training results within even the most challenging internet environments. It should be noted that all training can be developed and implemented to run under either a corporate, high-speed intra-internet or in remote locations that may only provide minimal bandwidth access.

Events
Gain Attention
Inform Learner of Objectives
Stimulate Recall of Prior Learning
Present Stimulus Material
Provide Learner Guidance
Elicit Performance
Provide Feedback
Assess Performance
Enhance Retention and Transfer

Figure 3: Gagne's Nine Events of Learning Instruction (source: <http://ide.ed.psu.edu/idde/9events.htm>)

Content Currency

Compliance Solutions continually monitors the regulatory environment to assure that courseware is maintained current. Through our regulatory tracking service and our partner network, we monitor areas where we provide course content to identify regulatory changes. On a semi-annual basis, we review course content for accuracy and operability.

Course Library

Environmental, Safety & Health

Bloodborne Pathogen Series

- Bloodborne Pathogens for Emergency Responders
- Bloodborne Pathogens for Healthcare Workers

Chemical Safety Series

- Chemical Safety

- Chemical Safety (Spanish)
- Confined Spaces
- Hazardous Waste Management
- Respiratory Protection

Electrical Safety Series

- Electrical Safety Awareness
- Electrical Safety Awareness for Emergency Responders

Environment, Safety, & Health @Work Series

- 8- Hour OSHA HAZWOPER Annual Refresher Training (English and Spanish)
- 24-Hour OSHA HAZWOPER Occasional Site Worker Training (English and Spanish)
- 40-Hour OSHA HAZWOPER Initial Training (English 32 hour on-line combined with 8-hour classroom instruction- Spanish scheduled for late 2006 school year)
- Accident and Record-keeping Guidelines (OSHA Record-keeping)
- Accident Investigation (Introduction)
- Design for Environment
- Drug Free/Alcohol Free Workplace (DOT required training under 40 CFR 382)
- Emergency Response to Terrorism: Basic Concepts
- Environment, Safety, and Health At Work - Contractor Edition
- Environment, Safety, and Health At Work - Manufacturing Edition
- Environment, Safety, and Health At Work - Office Edition (New Employee Orientation)
- Environmental Management Systems
- EPA Hazardous Waste Management Certification (under 40 CFR 262.34 and 265.16)
- Fire and Emergency Response Training: Wardens
- Fire Extinguisher Safety
- Incident Command
- Laboratory Safety
- Managing Workplace Environment, Safety, and Health
- Medical Emergency Response for the Workplace
- Personal Protective Equipment
- Preventing Workplace Violence

Ergonomics Series

- Ergonomics For Light Manufacturing
- ergo-Tool Self Assessment
- Office Ergonomics: Making My Office Work for Me

Hazardous Materials Transportation Series

- DOT Hazardous Materials Transportation Certification (under 49 CFR 172.704)
- Hazardous Materials, Transportation - Classification
- Hazardous Materials, Transportation - General Awareness
- Hazardous Materials, Transportation - Loading and Unloading
- Hazardous Materials, Transportation - Marking, Labeling, and Placarding
- Hazardous Materials, Transportation - Packaging
- Hazardous Materials, Transportation - Shipping Papers
- IATA Transportation of dangerous Goods Certification

Mechanical & Physical Safety Series

- Electrical/Hazardous Energy Control
- Fall Protection
- Hearing Conservation: Protecting Yourself from Hearing Loss
- Introduction to Machine Guarding for General Industry
- Laser Safety
- Machine Guarding
- Powered Industrial Truck Safety
- Radiation Safety
- Radioisotope
- Safe and Defensive Driving
- Vacuum Technology - Part I and Part II

Standard Pricing

Compliance Solutions provides an easy to understand matrix that is designed to reward those customers who entrust an increasing percentage of their training business with Compliance Solutions. Remember, our business was founded on the philosophy that occupational training does not have to be expensive to be effective.

Level 1 Courses: All courses are Certification classes and vary in time from 4 hours to 32 hours to complete. Courses are priced as follows:

8-Hour OSHA HAZWOPER (Hazardous Waste Operations and Emergency Response) Required Annual Refresher 29 CFR 1910.120	\$125.00
24-Hour OSHA HAZWOPER (Hazardous Waste Operations and Emergency Response) Occasional Site Worker Training 29 CFR 1910.120	\$395.00
40-Hour OSHA HAZWOPER (Hazardous Waste Operations and Emergency Response) Initial Training (includes 8 hours of hands-on training.) 29 CFR 1910.120	\$495.00
EPA Hazardous Waste Management Training (40 CFR 262.34 and 265.16)	\$595.00
DOT Hazardous Materials Transportation Training (49 CFR 172.704)	\$195.00
OSHA Site Supervisor Training (29 CFR 1910.120)	\$195.00
Confined Space Entry Training (29 CFR 1910.146)	\$195.00
IATA Dangerous Goods Transportation	\$195.00

Level 2 Courses: (Average course length in this area is 45 minutes. These courses are developed to address specific subject matter. A Certificate of Completion will be issued at the conclusion of the course.) **All courses in this area are individually priced at \$39.95 per course.**

Accident and Record-keeping Guidelines (OSHA Record-keeping)	Environment, Safety, and Health At Work - Office Edition (New Employee Orientation)	Introduction to Machine Guarding for General Industry
Accident Investigation (Introduction)	Environmental Management Systems	Laboratory Safety
Bloodborne Pathogens for Emergency Responders	Ergonomics For Light Manufacturing	Laser Safety
Bloodborne Pathogens for Healthcare Workers	erg-Tool Self Assessment	Machine Guarding
Chemical Safety	Fall Protection	Managing Workplace Environment, Safety, and Health
Chemical Safety (Audio)	Fire and Emergency Response Training: Wardens	Medical Emergency Response for the Workplace
Chemical Safety (Spanish)	Fire Extinguisher Safety	Office Ergonomics: Making My Office Work for Me
Confined Spaces	Hazardous Materials, Transportation - Classification	Personal Protective Equipment
Design for Environment	Hazardous Materials, Transportation - General Awareness	Powered Industrial Truck Safety
Drug Free/Alcohol Free Workplace (DOT required training under 40 CFR 382)	Hazardous Materials, Transportation - Loading and Unloading	Preventing Workplace Violence
Electrical Safety Awareness	Hazardous Materials, Transportation - Marking, Labeling, and Placarding	Radiation Safety
Electrical Safety Awareness for Emergency Responders	Hazardous Materials, Transportation - Packaging	Radioisotope
Electrical/Hazardous Energy Control	Hazardous Materials, Transportation - Shipping Papers	Respiratory Protection
Emergency Response to Terrorism:	Hazardous Waste Management	Safe and Defensive Driving

Basic Concepts		
Environment, Safety, and Health At Work - Contractor Edition	Hearing Conservation: Protecting Yourself from Hearing Loss	Vacuum Technology - Part I and Part II
Environment, Safety, and Health At Work - Manufacturing Edition	Incident Command	

Discount Pricing

Compliance Solutions offers several levels of discounts for on-line training. All programs are based on a sliding scale weighted on the total number of annual registrations per company. All corporate pricing purchases up to 25 registrations require pre-payment. All licenses are valid for a period of 1 year from the date of purchase. For larger accounts (over 25 licenses per year) Compliance Solutions will bill the company on a monthly basis for 1/12 of the contract total.

Level 1 Training Course Discounts

5-10 Registrations	10 % off the total contract cost
11-20 Registrations	15 % off the total contract cost
21-50 Registrations	25 % off the total contract cost
51-over Registrations	45 % off the total contract cost

Level 2 Training Course Discounts

5-10 Registrations	5 % off the total contract cost
11-20 Registrations	10 % off the total contract cost
21-50 Registrations	20 % off the total contract cost
51-100 Registrations	30 % off the total contract cost
100-over Registrations	45 % off the total contract cost

Entire Course Library Access (Library Card)

Compliance Solutions has a special pricing program for companies that are interested in access to our entire library. The "Library Pass" allows access the use of any course in our library (by access Level) for a period of 1 year from the date of purchase. Licenses are limited to the user who registers for the seat and are not transferable for any reason.

Level 1 Library Card:	\$795.00 (Save \$1205.00 per user)
Level 2 Library Card:	\$895.00 (Save \$982.65 per user)
Level 1 and 2 Library Card:	\$1490.00 (Save \$2387.65 per user)

Customized Content Development

Compliance Solutions is able to design and customize course content, web sites and even provide access to a client's own LMS (Learning Management System). Depending on the needs of a client, we can add company specific safety information (HSP's and HAZCOM Programs for example) and develop a look and feel that matches your corporate intra or internet presence. For companies that are interested in a more hands-on approach, our LMS can be configured with Supervisor access allowing you to track and monitor all of your employees training and regulatory expirations. We can even set up your employees to be notified by email when their courses need re-certification or renewal. Our philosophy behind customizing your training is to make a customer for life. Let us show you how!