

Public Sector Course Release 2024

Vector Solutions continuously adds and updates online courses across our public sector catalogs to ensure first responders and government professionals have access to the training they need to stay prepared and compliant. This document details courses released in 2024.

Click on a month to see course release details by catalog. Check back monthly to see newly released courses.

Search the course ID in parenthesis to easily identify the most up-to-date version for courses with identical names in the system.

Note: Retiring courses identified under a new or updated replacement course will be communicated in advance before they are removed from the system.

[January](#) | [February](#) | [March](#) | [April](#) | [May](#) | [June](#) | [July](#) | [August](#) |
[September](#) | [October](#) | [November](#) | [December](#)

December

[EMS](#) | [Law Enforcement](#) | [Professional Security](#) | [OSHA & Compliance](#) | [HR & Business Skills](#) | [Cybersecurity](#) | [Facilities Maintenance & Management](#) | [EDU](#)

EMS

Functional Communication Between EMS Clinicians and Patients (EMS – 2777173 CAPCE - 2777297) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Functional Communication for EMS Providers, CAPCE Functional Communication for EMS Providers

Effective communication is crucial for obtaining critical information about a patient's medical history and condition. This interactive online course addresses the challenges EMS clinicians face when communicating with patients, especially in crisis situations. The course covers therapeutic communication techniques, strategies for conducting effective patient interviews, and methods for building rapport with patients. Additionally, it explores ways to develop cross-cultural competence to ensure that clinicians can provide the best possible care to culturally diverse patients.

[< BACK](#)



Law Enforcement

Arrest Procedures (2780194) | 1-hour | NEW

Replacement for retiring courses: Arrest Procedures

Making an arrest is one of the most critical and legally complex tasks a law enforcement officer will undertake. This interactive online course covers the laws of arrest, current case law, arrest procedures, and contemporary issues related to this fundamental responsibility. Special emphasis is placed on the legal justifications, limitations, and requirements necessary for lawful arrests. By understanding these aspects, officers can minimize legal liabilities and ensure arrests are conducted properly and safely.

Duty to Intervene (780191) | 1-hour | NEW

Replacement for retiring courses: Witness to Excessive Force

With high-profile cases like Rodney King, George Floyd, and Tyre Nichols highlighting the devastating consequences of inaction, it's imperative that officers understand their legal and ethical responsibilities to prevent such incidents. This interactive online course addresses the critical issue of a law enforcement officer's duty to intervene when witnessing excessive force or misconduct by fellow officers. The course covers the definition of the duty to intervene, how to recognize excessive force, and the steps officers must take to de-escalate and address misconduct. Additionally, it explores the serious legal and civil consequences of failing to act and provides tools for self-regulation and intervention.

Law Enforcement Medical Emergency Aid (801573) | 1-hour | NEW

Replacement for retiring courses: Patrol - Basic Medical Procedures, Medical Emergency Response, Part I, Medical Emergency Response, Part II

Research has shown that a significant percentage of trauma-related deaths are preventable with timely intervention, making it essential for officers to act before EMS can safely arrive. This interactive online course addresses the critical need for law enforcement officers to be trained in Basic Life Support (BLS) to provide immediate medical care during active violence incidents. The course covers the identification and management of life-threatening injuries, including airway emergencies, severe bleeding, opioid overdoses, and anaphylaxis. By equipping officers with medical knowledge and skills, the course aims to enhance their ability to save lives in critical situations.

Managing Confrontation with Communication (746368) | 1-hour | NEW

Replacement for retiring courses: Managing Confrontation with Communication

Law enforcement officers deal with many different types of encounters. Some require the use of force, while others necessitate effective communication. Understanding and employing appropriate communication styles can be the key to de-escalating situations and avoiding the need for force. This interactive online course will explore various

methods to handle conflicts through active listening and de-escalation techniques, focusing on the importance of communication in mitigating interactions.

Medical Emergency Overview for Law Enforcement (2792479) | 1-hour | NEW

Replacement for retiring courses: Patrol - Basic Medical Procedures, Medical Emergency Response, Part I, Medical Emergency Response, Part II

By integrating medical training into law enforcement practices, this course addresses the shift towards expecting officers to be first responders in critical situations, enhancing survival chances and public trust. This interactive online course provides essential medical training for law enforcement officers, focusing on Basic Life Support (BLS) principles to enable immediate lifesaving interventions at emergency scenes. Officers will learn to stabilize patients, conduct primary assessments, and manage common medical emergencies until advanced medical teams arrive. Emphasizing the importance of scene safety and proper patient handover, the course equips officers with practical skills to handle medical situations effectively.

Missing Persons - Initiating an AMBER or Silver Alert (794833) | 1-hour | NEW

A missing person case is among the most urgent investigations you may encounter. This interactive online course focuses on the critical and time-sensitive nature of investigating missing person incidents, particularly those involving AMBER and Silver Alerts. Understanding the criteria for issuing AMBER and Silver Alerts, along with the procedures for gathering and processing necessary information, is essential for an effective response. The course covers the background and development of AMBER and Silver Alerts, the populations most likely to require them, and the investigative steps involved in such cases. Participants will also learn how to navigate the National Crime Information Center (NCIC) process, including the entry and release of alerts, as well as additional methods for notifying the public and other agencies.

Response to Mental Health Crisis Calls (751343) | 1-hour | NEW

Replacement for retiring courses: Mentally Ill Crisis Intervention

Every officer needs to be knowledgeable about mental health issues, the symptoms of common mental health diagnoses, and how to interact with people exhibiting those symptoms, especially in times of crisis. This interactive online course discusses mental health crisis calls, focusing on information that patrol officers can use to recognize and identify individuals in a mental health crisis and how to effectively de-escalate and manage the situation. This course pays special attention to officer safety factors, scene safety, and de-escalation techniques for managing individuals in mental health crises. By the end of this course, you will be able to identify common stressors that may cause a mental health crisis, recognize the signs of a mental health crisis, employ de-escalation techniques, and understand the resources available for those with mental health issues.

Restraint Devices and Legal Issues (744401) | 1-hour | NEW

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609

Replacement for retiring courses: Combat Handcuffing

Law enforcement officers must know when and how to use restraints, considering factors such as the subject's cooperation, special circumstances, the type of restraint, and agency policies. This interactive online course reviews essential procedures for using various law enforcement restraint devices. The legal liabilities and thorough documentation of restraint use are critical components of proper restraint application. Officers should only use approved restraints and techniques to avoid potential death, injury, or legal liabilities.

Risk Mitigation on Traffic Stops (746357) | 1-hour | NEW

Replacement for retiring courses: Danger on Traffic Stops

An officer's most common and dangerous public contact is through the traffic stop. Law enforcement officers know that there are no "routine" traffic stops, as each stop encompasses unidentified risks through every vehicle, bicycle, or pedestrian contact. A variety of reasons exist for law enforcement officers to stop a vehicle, but the most common is a traffic code violation. This interactive online course aims to educate officers on mitigating risks during traffic stops using statistical analysis and discussing various traffic stop tactics.

Traffic Stops and Racial Profiling (726912) | 1-hour | NEW

Replacement for retiring courses: Traffic Stops and Racial Profiling Module #1, Traffic Stops and Racial Profiling Module #2, Traffic Stops and Racial Profiling Module #3

With approximately 50,000 traffic stops occurring daily, these interactions are significant for public safety and crime prevention. While most traffic stops are viewed favorably by the public, unprofessional conduct and racial profiling remain concerns. This interactive online course delves into the critical aspects of traffic enforcement by law enforcement in the United States, focusing on the human factors and the implications of racial profiling during traffic stops. This course aims to educate participants on the importance of fair and professional traffic enforcement, highlighting the need for transparency and training to reduce racial disparities.

[< BACK](#)

Professional Security

Law Enforcement Medical Emergency Aid (801573) | 1-hour | NEW

Replacement for retiring courses: Patrol - Basic Medical Procedures, Medical Emergency, Response, Part I, Medical Emergency Response, Part II

Research has shown that a significant percentage of trauma-related deaths are preventable with timely intervention, making it essential for officers to act before EMS can safely arrive. This interactive online course addresses the critical need for law enforcement officers to be trained in Basic Life Support (BLS) to provide immediate

medical care during active violence incidents. The course covers the identification and management of life-threatening injuries, including airway emergencies, severe bleeding, opioid overdoses, and anaphylaxis. By equipping officers with medical knowledge and skills, the course aims to enhance their ability to save lives in critical situations.

Medical Emergency Overview for Law Enforcement (2792479) | 1-hour | NEW

Replacement for retiring courses: Patrol - Basic Medical, Medical Emergency Response, Part I, Medical Emergency Response, Part II

By integrating medical training into law enforcement practices, this course addresses the shift towards expecting officers to be first responders in critical situations, enhancing survival chances and public trust. This interactive online course provides essential medical training for law enforcement officers, focusing on Basic Life Support (BLS) principles to enable immediate lifesaving interventions at emergency scenes. Officers will learn to stabilize patients, conduct primary assessments, and manage common medical emergencies until advanced medical teams arrive. Emphasizing the importance of scene safety and proper patient handover, the course equips officers with practical skills to handle medical situations effectively.

[< BACK](#)

OSHA & Compliance

Confined Space Entry Awareness (2891161) | 0.35-hour | NEW

A confined space is defined as a work area which has all of the following characteristics: sufficient space for a person to fit within and perform work, limited means of entry and exit, and a design that was not intended for continuous worker occupancy. This course will provide general awareness on confined spaces, differentiate between a permit-required and non-permit required confined space, and describe the job roles and responsibilities involved in confined space entry.

[< BACK](#)

HR & Business Skills

Anti-Harassment Training for Supervisors and Managers – New York City and State (2891162) | 1-hour | NEW

Sexual harassment is a constant presence in America's workplaces. To prevent harassment, we need to understand it. For many people, sexual harassment is an emotionally-charged topic loaded with confusion and uncertainty. This interactive online course is designed to provide a comprehensive explanation of what sexual harassment is, how it can occur in the workplace, current legal positions, and how management can maintain a harassment-free workplace. Some of the topics that will be covered in this course include: behaviors that constitute sexual harassment, the

different types of harassment including abusive conduct, what constitutes a hostile work environment, and how to handle complaints. If you are a manager in New York this course includes specific references to New York requirements regarding Sexual Harassment reporting. This course is designed to be compliant with New York standards. This course is specifically for Managers and Supervisors that are currently working or have the potential to work in New York State and New York City.

Leadership Development: Building Resilience and Effective Conflict Management (2891165) | 0.34-hour | NEW

Do you know the qualities needed to become a good leader? Leadership is not the private reserve of a few charismatic people – it is a process that ordinary people use to bring out the best in themselves and others. This interactive online course will review effective verbal and written communication skills, relationship building, and active listening techniques. We will also discuss adapting communication styles, empathy and compassion in the workplace, as well as the importance of providing constructive feedback.

Leadership Development: Communication and Emotional Intelligence (2891170) | 0.43-hour | NEW

What does it mean to be a leader? In today's workplace, it means communicating effectively with your team, building trusting relationships using active listening techniques, showing empathy and compassion, and knowing how to give and receive constructive feedback. In this interactive online course, we discuss techniques for creating great leaders and important strategies to strengthen communication in your team.

Leadership Development: Strategic Thinking and Problem Solving (2891166) | 0.3-hour | NEW

If you are a leader or an aspiring leader, strategic thinking and problem-solving are critical skills that will help you make well-informed daily decisions for your team. This interactive online course will equip you with essential skills to think analytically and creatively. We will explore effective decision-making processes and techniques to help you be prepared to lead purposefully, adapt to change, and inspire your team to achieve meaningful objectives.

Motivational Ethics (2891164) | 1.75-hour | NEW

A lot of “good” people find themselves getting fired, or even getting arrested, and have to ask, “How did I end up here?” You likely didn’t wake up today and make a conscious decision to NOT steal a car or rob a bank. However, you already have made thousands of choices, and those choices will have an inevitable impact on your life, and the lives of others. This course shows how to recognize and understand HOW to be trustworthy, reliable, and honest in your professional and personal life. What determines your future

has everything to do with the choices you make. Understanding ethics can do more than help you decipher what is right or wrong. If you understand and apply the laws of ethics, then you can consciously make decisions that will inevitably lead you to become very successful.

[< BACK](#)

Cybersecurity

Cybersecurity Awareness for Employees: Classifying and Safeguarding Data for Corporate and Personal Use (955606) | 0.5-hour | [UPDATED](#)

This course highlights the importance of data protection by teaching employees how to classify and safeguard sensitive information, ensuring the security of personal data, business operations, and customer trust.

Cybersecurity Awareness for Employees: End-User Best Practices (955395) | 0.5-hour | [UPDATED](#)

We live in a busy, busy world. When it is so easy to connect to the internet and access vast amounts of information, it is easy to forget the dangers that lie in wait. From hotspots to password management, this interactive online course will walk you through end-user best practices. We will also discuss the importance of administrative rights, define types of physical attacks against privacy, and recommend ways to protect against malwares and viruses.

Cybersecurity Awareness for Employees: Security Awareness Essentials (955414) | 0.5-hour | [UPDATED](#)

In our digital world today, attackers seem to be lurking behind every click of the mouse or tap on the screen. Many people forget that they are the keepers of their own security safety and the security safety of the institutions for which they are employed. In this interactive online course, we learn about the who, what, how, and why of security attacks. We discuss the potential losses associated with a successful security breaches by hackers and will understand the different way in which those security breaches can occur. Finally, we cover important actions you can take within your organization to limit security risks.

Cybersecurity Awareness for Employees: Social Engineering (955200) | 0.5-hour | [UPDATED](#)

Social engineering is the art of extorting information from employees that can assist a hacker to breach the security of an organization and can be done by a human or it can be done digitally. In this interactive online course we will define phishing and identify common features, examples, and how to avoid phishing scams. We will also discuss identity theft and how to protect against it.

[< BACK](#)

Facilities Maintenance & Management

Rigging - Sling Materials and Hardware (2891163) | 0.35-hour | NEW

For a load to be lifted, it must be connected to the lifting device. The connecting link between the lifting device and the load often comprises wire ropes, chains, synthetic slings, and various rigging hardware, such as hooks and shackles. This course discusses rope and sling materials and the various end fittings and connectors for attaching them to other rigging equipment and loads.

[< BACK](#)

EDU

Due to judicial ruling on 1/9/2025, the 2024 Federal Title IX changes have been vacated. Consistent with the court's order, the 2024 Title IX regulations and these resources are not effective in any jurisdiction. Vector has reverted these titles to our previous version that is consistent with Title IX regulations through 2020 updates. The 2024 update release is no longer available to customers.

~~Title IX and Sexual Misconduct for K-12 (751056) | 1 hour | UPDATED~~

~~This course will help you develop the expertise needed to fulfill the requirements of Title IX in a K through 12 setting, and recognize what actions are required of K through 12 schools and their employees. It is our goal that by taking this course you will better understand your role in making schools a safe place for everyone—free of harassment and discrimination—through compliance with Title IX requirements.~~

~~Title IX in Higher Education: Sexual Misconduct (851069) | 1 hour | UPDATED~~

~~Sexual harassment is a significant issue not only in workplaces but also on university and college campuses, where specific policies and laws are in place to prevent it. Understanding sexual misconduct and knowing how to act upon encountering it are essential for these safeguards to be effective.~~

~~This course aims to educate faculty, administrators, and support staff about Title IX provisions related to sexual discrimination, harassment, misconduct, and assault. It will define sexual misconduct, provide examples, and demonstrate how to implement policies and procedures to ensure compliance with Title IX and relevant laws.~~

[< BACK](#)

[^ Top](#)

November

[EMS](#) | [Law Enforcement](#) | [OSHA & Compliance](#) | [HR & Business Skills](#) | [Office Productivity](#)

EMS

Back Injury Prevention (EMS – 2755652 CAPCE - 2755653) | 1-hour | UPDATED

Replacement for retiring courses: EMS Back Injury Prevention, CAPCE Back Injury Prevention

Providing emergency medical care comes with many challenges, often leading to excessive strain on providers' bodies. Patients present in various sizes and positions, sometimes requiring immediate adjustments for emergency interventions. Developing a strategy with provider safety as the priority is crucial, as improper moves or lifts can result in long-term consequences. This interactive online course reviews data on back injuries, how they occur, and prevention strategies, including exercises, posture, lifting techniques, and ergonomic considerations.

[< BACK](#)

Law Enforcement

Crimes Against Children Part 1 (2725150) | IADLEST NCP certified | 1-hour | NEW

Replacement for retiring courses: Crimes Against Children, Responding to Physical Child Abuse

This two-part course explores crimes against children, focusing on law enforcement's role and collaboration with other agencies involved in child victim cases. Part one emphasizes the history of child abuse, defining what constitutes abuse, and recognizing its signs. Part two covers interviewing techniques and investigation methods specific to crimes against children, addressing challenges and providing guidelines for effectively handling these cases. You will learn strategies for interacting with child victims to achieve successful prosecution.

Crimes Against Children Part 2 (2725152) | IADLEST NCP certified | 1-hour | NEW

Replacement for retiring courses: Crimes Against Children, Responding to Physical Child Abuse

This two-part course explores crimes against children, focusing on law enforcement's role and collaboration with other agencies involved in child victim cases. Part one emphasizes the history of child abuse, defining what constitutes abuse, and recognizing its signs. Part two covers interviewing techniques and investigation methods specific to crimes against children, addressing challenges and providing guidelines for effectively handling these cases. You will learn strategies for interacting with child victims to achieve successful prosecution.

Identifying and Understanding a Mental Health Crisis (751340) | IADLEST NCP certified | 1-hour | NEW

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609

Replacement for retiring courses: Mentally Ill Crisis Intervention

It is essential for every officer to be knowledgeable about mental health issues, the symptoms of common mental health diagnoses, and how to interact with people exhibiting those symptoms. This interactive online course discusses mental health with an emphasis on information that patrol officers can use to recognize and identify individuals with mental health issues or those in a mental health crisis. This course reviews common mental health conditions, the symptoms of those conditions, and available resources. You will learn how to identify a person in a mental health crisis and understand the resources available for those with mental health issues.

Understanding Hate Crimes (2724345) | IADLEST NCP certified | 1-hour | NEW

Replacement for retiring courses: Understanding Hate Crimes

The economic and political climates in the United States have historically contributed to a rise in violent activity by extremist groups and an increase in hate crimes. Hate crimes target individuals based on race, gender, religion, sexuality, or political affiliations, while extremist groups often carry out violent attacks against government entities and law enforcement officers. This interactive online course aims to equip law enforcement officers with the knowledge to understand extremist ideologies, recognize signs of extremist activities, and respond appropriately to hate crimes.

[< BACK](#)

OSHA & Compliance

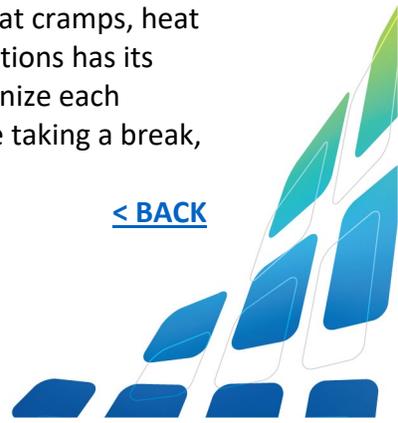
Anhydrous Ammonia Awareness | 0.32-hour | NEW

Anhydrous ammonia is a chemical compound composed of nitrogen and hydrogen that has been liquefied and compressed into a gas. It is used as fertilizer, in power plants, and as a refrigerant. This course describes what anhydrous ammonia is and how it is used in general industry. This course also discusses the permissible exposure limits of anhydrous ammonia, the personal protective equipment that should be worn when working with or around anhydrous ammonia, handling precautions, as well as emergency response procedures.

Heat Stress Symptoms and Prevention | 0.33-hour | NEW

Heat stress can take a number of different forms, including heat rash, heat cramps, heat syncope (fainting), heat exhaustion, and heat stroke. Each of these conditions has its own signs, symptoms, and treatments. This course will help you to recognize each condition, and to know which ones require simple corrective actions, like taking a break, and which ones may require a trip to the hospital.

[< BACK](#)



HR & Business Skills

Strategies for Success in a Hybrid Workplace | 0.25-hour | NEW

Explore effective strategies for thriving in the evolving landscape of hybrid workplaces. As organizations embrace the combination of remote work and in-person office presence, gain insights into the advantages of this model for both employees and employers. Discover how flexibility, increased talent acquisition, enhanced productivity, reduced expenses, and improved business continuity contribute to the sustainability and success of hybrid workplaces. Learn key practices, from creating dedicated workspaces and maintaining routines to setting goals, engaging proactively, prioritizing communication, and embracing technology, that empower individuals to excel in this dynamic work environment.

Successfully Managing Remote and On-Site Teams | 0.25-hour | NEW

Explore the dynamics of successfully managing remote and on-site teams in today's evolving work landscape. Discover the benefits of a hybrid workplace, effective management strategies, and the importance of clear communication, social connections, training, and continuous assessment. Gain the skills to navigate the challenges of managing hybrid teams and create a productive and inclusive work environment.

[< BACK](#)

Office Productivity

Brain Bites - Microsoft Loop | 0.63-hour | NEW

Learn how using Microsoft Loop can enhance your team's communication, collaboration, and productivity. Are you interested in learning a new way to collaborate? Loop gives you the ability to share small pieces of content in a new format that is portable and easy to use. We'll show you how to navigate the Loop app, create sharable components, build and format pages, and develop and manage the workspaces your team needs for the organization of ideas, tasks, and specific projects. You'll learn how to access ready Loop components such as task lists and voting tables as well as page templates available for team decision making, brainstorming, meeting notes, and other uses that facilitate collaboration. You'll also learn how you can use Loop components in Teams, Outlook, Word for the Web, and in Whiteboard, enabling your team's work to be synchronized across multiple apps in real time.

What is Artificial Intelligence | 0.5-hour | NEW

Explore the foundational concepts and diverse applications of Artificial Intelligence (AI) as it expands across fields and industries. This course covers the distinctions between

Narrow AI and General AI, highlighting AI's role in tasks from voice recognition to complex problem-solving. Learners will examine machine learning techniques such as supervised, unsupervised, and reinforcement learning and explore the application of Artificial Intelligence in fields like healthcare and finance. Reflect on the ethical concerns surrounding AI, including bias and privacy issues and examine AI's potential for innovation and its impact on the evolving landscape of modern technology.

[< BACK](#)

[^ Top](#)

October

[EMS](#) | [HR & Business Skills](#) | [Water & Wastewater](#) | [Facility Management & Maintenance](#) | [Power & Utilities](#)

EMS

Child Abuse: An EMS Professional's Roles and Responsibilities (EMS - 861506 CAPCE - 655155)
| 1-hour | [UPDATED](#)

Despite extensive training in various medical emergencies, child abuse recognition is often underemphasized. This interactive online course aims to fill that gap by equipping EMS personnel with the knowledge to identify and respond to child abuse, which is linked to severe long-term health issues. This course serves as a primer for EMS professionals on recognizing, reporting, and addressing child abuse. By understanding child abuse patterns, appropriate responses, and reporting procedures, EMS professionals can play a crucial role in mitigating abuse and its long-term consequences.

Prehospital Pharmacology and Drug Administration (EMS – 2714835 CAPCE - 2743769) | 1-hour | [UPDATED](#)

Replacement for retiring courses: CAPCE Pharmacology & Drug Administration, EMS Pharmacology & Drug Administration, EMS Pharmacology, CAPCE Pharmacology

Pharmacology is an integral part of what an EMS clinician needs to know to be effective in the field. Administering the proper medications can greatly improve patient outcomes, but there are inherent risks, as inappropriate administration can cause harm or even death. A comprehensive understanding of prehospital pharmacology is essential for safe and effective treatment. This interactive online course introduces medications commonly used in the prehospital environment and covers legal considerations, the Six Rights of Medication Administration, routes of administration, special considerations, and various drug profiles.

HR & Business Skills

Adult Learning (2837110) | 0.25-hour | NEW

People learn in a variety of different ways. That is why it is critical to understand the basics of adult learning when training people at work. This course explains how people learn and lists specific principles of adult learning. It also covers different learning styles and the importance of active learning, explains how information is stored in and later retrieved from the brain, and gives tips for aiding that process.

Brain Bites - Sharing a Workspace (2837111) | 0.25-hour | NEW

Learn to safely share a workspace to keep you and your coworkers healthy. The spread of COVID-19 led many offices to institute new rules and guidelines. This type of event underscores the importance of a clean environment in which employees are considerate about sharing space. By the end of this course, you will feel confident about sharing a workspace effectively to keep you and your coworkers healthy and safe.

Change Management (2837113) | 0.5-hour | NEW

Change is a constant in today's world. Business organizations are continually looking to improve performance by upgrading equipment, changing the organizational structure or job roles, or implementing new processes or procedures. The success of any change depends greatly on employees embracing the change. This course discusses several skills and tools necessary for supervisors to lead successful changes.

Communication Skills for Supervisors (2837114) | 0.5-hour | NEW

Communication skills are frequently cited as the most important skills for supervisors. To be an effective supervisor, you must be able to communicate with all levels of the organization. Poor communication can have many negative consequences, such as poor performance due to lack of alignment on expectations, and conflicts between individuals. This module will cover some essential skills for communicating effectively, with a focus on communicating with your subordinates.

Co-worker Coaching (2837116) | 0.15-hour | NEW

Error is an innate part of all human activity. Error reduction tools enhance the ability to minimize errors, reduce frequency of errors, and reduce severity of errors. In this activity, you will explore the Co-worker Coaching human performance tool and discover its guiding purpose of positive control and its impact on performance in the workplace.

Interviewing the Right Way (2837117) | 0.5-hour | NEW

There is nothing more important in the hiring process than the interview. The interview is an exchange of information between the candidate and the interviewer. It provides the candidate with the opportunity to sell him/herself, and management with the opportunity to sell the position and the organization. The importance of selecting the BEST person for a position cannot be over emphasized. The interview provides an opportunity for you to brand your company in the eyes of the potential employee, and to determine if the candidate is the right fit. The interview is a crucial process, that if done correctly, will ultimately help move your business forward. But if done incorrectly, could be very damaging to your company. This interactive, online course will discuss the employment interview. It will cover the different types of interviews, and planning strategies to help you conduct successful interviews. This course will illustrate steps for conducting an interview, and provide examples of types of evaluations to use so you can choose the best person for the position.

Workplace Violence (HR/OSHA – 172 Water - 1311) | 1-hour | UPDATED

Workplace violence encompasses acts or threats of physical violence, intimidation, harassment, and other disruptive behaviors at the workplace. This includes everything from verbal abuse to physical assaults and even murder, affecting up to 23% of the global workforce. Employers are mandated by the General Duty Clause of the Occupational Safety and Health Act (OSH Act) to ensure a safe and healthy workplace for all employees. This interactive online course covers the responsibilities of both employers and employees in identifying, preventing, and protecting against workplace violence.

[< BACK](#)**Water & Wastewater****Workplace Violence (HR/OSHA – 172 Water - 1311) | 1-hour | UPDATED**

Workplace violence encompasses acts or threats of physical violence, intimidation, harassment, and other disruptive behaviors at the workplace. This includes everything from verbal abuse to physical assaults and even murder, affecting up to 23% of the global workforce. Employers are mandated by the General Duty Clause of the Occupational Safety and Health Act (OSH Act) to ensure a safe and healthy workplace for all employees. This interactive online course covers the responsibilities of both employers and employees in identifying, preventing, and protecting against workplace violence.

[< BACK](#)

Facility Management & Maintenance

Centrifugal Pump Operations and Maintenance (2837082) | 0.5-hour | **NEW**

Pump operations and pump maintenance are two closely interrelated topics. Poor mechanical pump maintenance will lead to a loss of hydraulic performance and what may appear to be operational problems. Operational decisions which cause the pump to operate outside of its preferred operation region can lead to physical pump damage which could be misinterpreted as a traditional maintenance issue. It is important to determine the root cause of a problem. This course will cover methods for monitoring pump hydraulic operation and methods for observing and maintaining the mechanical condition of a pump.

Mobile Compressors and Pneumatic Tools (2837079) | 0.47-hour | **NEW**

There are many types and sizes of compressors. One of the more common types is the mobile construction air compressor. These towable compressors are found at construction sites and are used to power pneumatic tools such as jackhammers, tampers, nail guns, and pumps. Operating these tools also requires some understanding and knowledge of how to operate the compressor that powers them. In this module, we will cover the principles of operation and the startup and shut down of a typical mobile compressor. We will also cover the operation and use of some common pneumatic tools.

[< BACK](#)

Power & Utilities

Mobile Compressors and Pneumatic Tools (2837079) | 0.47-hour | **NEW**

There are many types and sizes of compressors. One of the more common types is the mobile construction air compressor. These towable compressors are found at construction sites and are used to power pneumatic tools such as jackhammers, tampers, nail guns, and pumps. Operating these tools also requires some understanding and knowledge of how to operate the compressor that powers them. In this module, we will cover the principles of operation and the startup and shut down of a typical mobile compressor. We will also cover the operation and use of some common pneumatic tools.

Safety in Overhead Line Maintenance (2837080) | 1-hour | **NEW**

The purpose of this course is to teach basic safety principles and practices applicable to work on overhead lines. The principles stressed are proper attitude, preplanning, care and inspection of equipment, and creation of a safe work area. At the conclusion of this

course, participants should be able to recognize the electrical and structural hazards associated with overhead line maintenance and know what to do to avoid them. They should know how to identify, care for, inspect, and use the protective equipment necessary for working near energized lines and equipment. They should also know the correct procedures for working aloft, and they should understand how to perform a fast and safe pole top rescue.

Transmission and Distribution: Care and Testing of Tools and Equipment (2837049) | 1-hour | **NEW**

For their safety, lineworkers need to know how to inspect and care for the tools and equipment they use every day. Understanding the routine tests that are periodically performed on protective equipment enables lineworkers to have confidence in the equipment. This interactive online course will cover care, inspection, and testing of tools and equipment commonly used in transmission and distribution maintenance work. It will describe the purpose of and procedures for performing dielectric tests, acoustic emissions tests, and visual inspections of various tools and equipment. It will also cover basic guidelines for keeping tools and equipment in safe operating conditions.

Transmission and Distribution: Focus on Distribution (2837075) | 1-hour | **NEW**

The transmission part of a transmission and distribution system supplies electricity to substations and individual service areas. While the job of the distribution part of a T&D system is to take this electricity and supply it to individual consumers at a voltage they can use; doing this job properly requires the use of a variety of electrical devices and an intricate system of distribution lines. This interactive online course will teach you about the components that make up a typical distribution system. You will learn how to recognize individual components and gain a basic understanding of the jobs they perform.

[< BACK](#)

[^ Top](#)

September

[EMS](#) | [OSHA & Compliance](#)

EMS

Assessment and Treatment of Submersion Injuries (EMS – 2717642 CAPCE - 2717652) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Assessment and Treatment of Submersion Injuries (861468), CAPCE Assessment and Treatment of Submersion Injuries (655118)

This interactive online course provides essential knowledge for pre-hospital care personnel on the assessment and treatment of submersion injuries, which are a major cause of accidental death globally, especially in children. You will learn the latest science and evidence-based guidelines, following current NHTSA standards, to reduce mortality and morbidity associated with drowning incidents. The course covers definitions and classifications of drowning, the pathophysiology of drowning and submersion injuries, and modern prevention methods. By the end of this course, you will be able to identify factors leading to drowning, apply effective treatment and prevention strategies, and mitigate personal risk during rescue operations. (CAPCE CEH Category Basic/Advanced)

Geriatric Assessment Challenges (EMS – 861483 CAPCE - 655134) | 1-hour | [UPDATED](#)

Every EMS encounter begins with an assessment, and certain populations, such as geriatrics, require specific strategies due to underlying challenges. While it is important to consider potential challenges like hearing impairments and chronic health conditions, assumptions based solely on age can lead to inadequate assessments and poor patient outcomes. This interactive online course is designed to address the physical, environmental, and mental health challenges that often complicate the assessment of geriatric patients, along with techniques and communication strategies to improve interactions and outcomes. By discussing the challenges and techniques of geriatric assessment, this course aims to enhance the skills necessary for more effective and positive patient encounters. (CAPCE CEH Category - Basic/Advanced)

Infectious Disease Control (EMS – 2721953 CAPCE - 2721955) | 1-hour | [UPDATED](#)

Replacement for retiring courses: 1105 - EMS Infectious Disease Control, CAPCE Infectious Disease Control

This interactive online course addresses the inevitable exposure to infectious diseases EMS providers face, from basic first aid to inserting an IV catheter, focusing on bloodborne pathogens like HBV, HCV, and HIV. You will learn to recognize, prevent, and protect against the spread of these pathogens and viral hemorrhagic fevers through the proper use of PPE and understanding national standards. Additionally, the course covers preventing needlestick injuries, exposure therapies, and the role of EMS in public health initiatives to control infectious outbreaks. (CAPCE CEH Category - Basic/Advanced/Operational)

Medical, Ethical, and Legal Issues (2280) (EMS – 1589 CAPCE – 2280) | 1-hour | [UPDATED](#)

A guiding principle in emergency medical care is to first do no harm; acting in good faith and following local protocols and standards of care reduces the risk of legal action. This interactive online course addresses the ethical and legal issues that EMS clinicians encounter on the job, emphasizing the importance of awareness for the safety and

wellbeing of both patients and providers. Recognizing these issues is crucial to preventing civil and criminal liabilities. This course covers key topics including scope of practice, standards of care, negligence, battery, consent, and documentation, and emphasizes the importance of seeking legal advice as protocols vary by state and county. (CAPCE CEH Category - Operational/Management)

[< BACK](#)

OSHA & Compliance

First Aid - Alcohol and Drug Overdose (2803121) | 0.25-hour | NEW

Alcohol and drug overdoses are serious situations at work. They can lead to poor job performance, workplace violence, severe injuries, and even death. In this course, you'll learn some common types of drugs that can be overdosed on, symptoms of alcohol and drug overdoses, best practices for interacting with someone who's overdosed on alcohol or drugs, and first aid to help the person who's overdosed.

First Aid - Animal and Human Bites and Scratches (2803124) | 0.5-hour | NEW

People can receive bites or scratches from small animals, larger animals including livestock and large predatory animals, and even other humans. All of these may be situations that require at least simple, basic first aid, and in some cases they may require additional emergency medical care. In this course, you'll learn the basics of what to do if someone is bitten or scratched by a small animal, livestock, a larger predatory animal, or another person.

First Aid - Automated External Defibrillator (AED) (2803127) | 0.53-hour | NEW

In some first aid situations, the victim's heart will be beating too quickly or in an irregular manner. In cases like these, an automated external defibrillator, also known as an AED, can be used to shock the person's heart back into a normal rhythm. In this course, you'll learn when and how to use an AED, including an automatic AED and a semi-automatic AED.

First Aid - Bleeding Emergencies (2803128) | 0.53-hour | NEW

Did you know that the %231 cause of preventable death after an injury is bleeding? There are certain cases when a person is bleeding that are always emergencies. These include extreme blood loss, amputations, abdominal evisceration wounds, sucking chest wounds, and internal bleeding. This course explains the importance of calling for emergency medical assistance in these situations and lists the appropriate steps of first aid to provide.

First Aid - Breathing Emergencies (2803129) | 0.25-hour | NEW

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609

People can have difficulty breathing for many reasons; these can be universally referred to as breathing emergencies. Breathing emergencies can be caused by choking, a punctured lung, an allergic reaction, exposure to chemicals or other toxins, asthma, and other causes. In this course you'll learn more about the causes of breathing emergencies, symptoms of breathing emergencies, how to provide first aid, and you'll get guidance on calling for emergency medical assistance.

First Aid - Broken Bones and Dislocations (2803131) | 0.25-hour | NEW

Broken and dislocated bones are a common injury in all walks of life, including at the workplace. By following safe work practices, properly guarding hazards, and wearing appropriate PPE, these injuries can be avoided. However, in some cases, broken bones will still occur. In this course you'll learn some different types of broken bones and dislocations and how to provide first aid for them. You'll also get some guidelines for when it's necessary to summon emergency medical assistance to transport the person for additional medical care after first aid is provided.

First Aid - Burns (2803136) | 0.37-hour | NEW

Burns are a common occurrence in life, including at work. These may be something as simple as a sunburn or as frightening as a radiation burn. Burns are generally discussed in terms of their severity—first degree, second degree, and third degree. In this course, you'll learn how to prevent burns from occurring at work, how to recognize the degree of a burn, how to provide first aid for different degrees of burns, and how to provide first aid for special types of burns, including electrical burns, burns from chemical spills, and thermal (heat) burns.

First Aid - Cardiopulmonary Resuscitation (CPR) (2803140) | 0.25-hour | NEW

If a person's not breathing and their heart is not beating, they can die or suffer permanent brain damage very quickly. In situations like this, it's important to know how to perform cardiopulmonary resuscitation, or CPR. This course explains when and how to perform cardiopulmonary resuscitation. The proper process for providing Hands-Only CPR is also explained.

First Aid - Dehydration (2803142) | 0.28-hour | NEW

Dehydration can be a serious health concern and if severe enough, can even be fatal. This course explains ways to stay properly hydrated, explains how people get dehydrated and symptoms of dehydration, and explains first aid techniques for mild and severe dehydration.

First Aid - Diabetic Emergencies (2803145) | 0.5-hour | NEW

Diabetes is a disease that is becoming increasingly more common in the United States and in other parts of the world. As a result, the chances that you or a coworker may suffer from a diabetes-related health emergency have increased as well. In this course, you'll get a basic idea of what diabetes is, learn how to recognize symptoms of a diabetes-related health crisis, and will learn some tips for providing first aid to a person suffering from a diabetic emergency, including both high blood sugar (hyperglycemia) and low blood sugar (hypoglycemia).

First Aid - Eye Injuries (2803146) | 0.3-hour | NEW

A person's eye can be injured easily while on the job. As a result, safety glasses or similar eye and face protection is important when appropriate. In addition, however, workers should know how to provide first aid for eye injuries suffered at work. This course covers first aid for eye injuries from chemicals, cuts and scratches, and for objects embedded in the eye, and provides general procedures for using safety showers and safety eyewashes.

First Aid - Fire Ant Bites and Stings (2803147) | 0.25-hour | NEW

Fire ants are aggressive ants that sometimes bite and sting. This course explains where in the U.S. fire ants are most commonly found and, within those regions, the types of areas you're most likely to find them. It gives tips for bite/sting prevention, and discusses first aid procedures for bites and stings, including first aid for people who are allergic to the bites and stings.

First Aid - Flying Insect Stings (2803148) | 0.25-hour | NEW

Flying insects, such as bees, wasps, hornets, yellow jackets, and even so-called "killer bees" are common throughout the United States. In most cases, they aren't aggressive and they don't seek to sting humans. However, when stings do occur, they're typically minor and require only limited first aid. In other cases, however, especially if the person who's stung is allergic to the sting, or if the person is stung many times, the situation can be quite severe or even potentially fatal. In this course, you'll learn how to avoid being stung by flying insects, what to do if someone has been stung and is having a mild reaction, and what to do in the event of a severe reaction to a flying insect sting, including what to do if the stung person is allergic.

First Aid - Head Injuries and Concussions (2803150) | 0.18-hour | NEW

Did you know that work-related traumatic brain injuries account for 20-25% of work-related trauma? Head injuries are common at work. In some cases, they can be quite minor, but in others, they can be very serious or even deadly. In this course, you'll learn some tips for avoiding head injuries, how to recognize a concussion, how to provide first aid for minor and more serious head injuries, and how to provide first aid if the person has lost consciousness.

First Aid - Head, Neck, Back, and Spine Injuries (2803154) | 0.17-hour | NEW

Injuries to the head, neck, back, or spine can be especially dangerous because they can involve damage to the brain or spine, leading to death or permanent paralysis. This course describes the potential severity of these injuries, lists some tips for recognizing potentially serious injuries to the head, neck, back, or spine, and provides first aid tips for these situations.

First Aid - Heart Attacks and Cardiac Arrest (2803155) | 0.25-hour | NEW

Heart attacks and cardiac arrest are both health emergencies involving the heart. They are relatively common in America and they can lead to death if the person doesn't get rapid first aid followed up by prompt medical care. This course explains what heart attacks and cardiac arrest are, how to recognize their symptoms, how to provide first aid, and the importance of summoning additional medical care for people suffering heart attacks and cardiac arrest.

First Aid - Initial Steps (2803156) | 53-hour | NEW

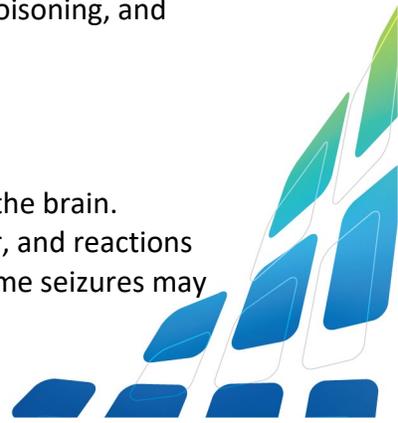
It's not always clear what to do in a situation that requires first aid. Especially if it's an emergency situation. This course spells it out, providing guidelines for what to do in an emergency first aid situation, and the order in which to do them. The course introduces a method called "DR. ABC" that stands for looking for danger before responding; checking to see if the victim is responsive; checking to see if the victim's airway is clear; checking to see if the victim is breathing; and checking to see if the victim's circulatory system is working. The course also explains the purpose (and limits) of emergency first aid, and the importance of summoning emergency medical assistance. Finally, it provides some general legal information about providing first aid.

First Aid - Poisoning (2803157) | 0.25-hour | NEW

The word "poison" is a general term used to describe a substance that can cause illness or death. Poisons can include many things, including medicines, drugs, household products, workplace chemicals, plant and animal toxins, and gases. Poisons can be ingested, inhaled, injected, or absorbed into the body. This course explains what poisons are, lists some common poisons, gives tips for preventing exposure to poisons, explains the importance of contacting a Poison Control Center in the event of a poisoning, and explains first aid procedures for poison exposures.

First Aid - Seizures (2803158) | 0.25-hour | NEW

A seizure is caused when there is sudden, abnormal electrical activity in the brain. Causes of seizures include diseases, such as epilepsy, brain injuries, fever, and reactions to drugs. Although most seizures are brief and cause no lasting harm, some seizures may



be prolonged, presenting both immediate danger and long-term effects. In this course, you'll learn about the symptoms and causes of seizures as well as first aid to provide a person experiencing a seizure.

First Aid - Shock (2803160) | 0.17-hour | NEW

When a person goes into shock, it can be a very serious and even fatal health situation. As a result, this course will explain some reasons people go into shock, list some symptoms of shock, explain first aid to provide to someone in shock, and note the importance of calling for qualified medical assistance to aid someone in shock.

First Aid - Snake Bites (2803162) | 0.25-hour | NEW

Bites from snakes of any type can be hazardous and require first aid. This is especially true with bites from poisonous snakes. This course focuses on first aid for bites from the four most common poisonous snakes in the United States: rattlesnakes, water moccasins, coral snakes, and copperheads. Information focuses on snake identification, bite prevention, and proper first aid.

First Aid - Spider Bites (2803165) | 0.25-hour | NEW

Spider bites are typically minor issues, but they can be more serious. And that's especially true in the U.S. if the spider is a black widow, a brown recluse, or a hobo spider. In this course, you'll learn basic first aid for minor spider bites. In addition, you'll learn what black widows, brown recluses, and hobo spiders look like; where in the U.S. they tend to live; the kind of areas they're commonly found in; why they tend to bite and how to avoid their bites; proper PPE to wear when in an area they may live in; symptoms of their bites; first aid for their bites; and the importance of calling for qualified medical care if one of these three spiders has bitten someone.

First Aid - Sprains and Strains (2803167) | 0.18-hour | NEW

Sprains and strains aren't the most serious injury a person can experience at work, but they are among the most common. This course explains what sprains and strains are, explains the RICE method for treating sprains and strains, and gives tips on when a person with a strain or sprain should seek additional medical care.

First Aid - Stroke (2803170) | 0.2-hour | NEW

A stroke is a serious medical issue requiring emergency medical assistance. This course explains some causes and types of strokes, lists common stroke symptoms, introduces the American Stroke Association's F.A.S.T. method for identifying stroke symptoms and calling for first aid, and provides first aid procedures.

First Aid - Unconsciousness (2803173) | 0.25-hour | NEW

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609

People can lose consciousness for many reasons. This course explains some of the most common reasons, explains the importance of calling for qualified medical assistance, and gives tips for providing first aid.

[< BACK](#)

[^ Top](#)

August

EMS

Geriatric Behavioral Emergencies (EMS – 2717836, CAPCE - 2717839) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Geriatric Behavioral Emergencies, CAPCE Geriatric Behavioral Emergencies

Understanding geriatric behavioral emergencies is crucial for EMS responders to ensure that these incidents are not dismissed as normal age-related changes, leading to a lack of essential care. This interactive online course equips responders with the knowledge to recognize and properly treat behavioral emergencies in elderly patients. By covering the causes of behavioral changes, differentiating between disorders, and discussing medical and legal considerations, the course prepares responders to manage these emergencies effectively. Techniques for assessing, calming, and treating geriatric patients with behavioral issues, including handling potentially suicidal or violent situations, are also emphasized.

Immunology and Immunological Emergencies (EMS – 2717706, CAPCE - 2717708) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Immunology, CAPCE Immunology

This interactive online course offers a comprehensive overview of immunology, emphasizing the functions of the immune system and their critical role in health and disease. You will learn to recognize and manage immunodeficiency and infectious diseases, understand the mechanisms of immune responses, and address immune-related conditions like anaphylaxis and autoimmune disorders. The course will cover the distinction between various pathogens, the anatomy involved in immune function, and the implications for treatment and safety in prehospital care. By the end, you will be equipped to identify immune-related symptoms and make informed treatment decisions.

Pharmacology Special Considerations (EMS – 2675809, CAPCE - 2675810) | 1-hour | **UPDATED**

Understanding the nuances of medication administration across diverse patient demographics is paramount. Special populations, including pediatric, geriatric, and obstetric patients, present unique challenges due to their distinctive physiological and anatomical characteristics. This interactive online course delves into the intricacies of medication administration for special patient populations, including pediatric, geriatric, and obstetrical patients. You will explore the critical anatomical and physiological differences that influence pharmacokinetics and pharmacodynamics in these groups, enabling them to adjust medication dosing, administration, and monitoring effectively. By understanding the complexities of drug administration in special populations and developing communication strategies for discussing medication management with patients and caregivers, you will enhance your ability to ensure safe and effective treatment outcomes while considering legal and ethical considerations in pharmacology.

Thoracic Emergencies (EMS – 1611476, CAPCE - 1611478) | 1-hour | [UPDATED](#)

Understanding thoracic injuries is crucial for EMS professionals due to the chest's vital organs and the potential for life-threatening conditions. This interactive online course delves into the mechanisms, signs, and symptoms of both blunt and penetrating thoracic injuries, emphasizing their high fatality rates and the importance of timely, effective treatment. You will learn to identify and manage common and severe chest injuries, improving your ability to deliver the traumatized patient to definitive care.

[^ Top](#)

July

[Fire](#) | [EMS](#) | [HR & Business Skills](#) | [EDU](#)

Fire

High-Rise Safety Inspection (2648081) | 1-hour | [UPDATED](#)

Replacement for retiring course: 4802 - High Rise Fire and Life Safety Inspection

High-rise buildings pose a complex challenge for the safety inspector. The high-rise safety inspector must be knowledgeable and proficient at the application and interpretation of their local codes. This interactive online course provides a comprehensive exploration of high-rise buildings, covering their historical evolution, architectural elements, and safety considerations. You will gain insights into the unique challenges of high-rise fires, drawing lessons from past incidents and applying relevant portions of model codes such as the International Building Code® and the National Fire Protection Association's (NFPA) Standard 101®. By the course's conclusion, you will be equipped with the knowledge and skills necessary to conduct thorough safety

inspections of high-rise structures, contributing to the prevention of tragedies and the promotion of occupant safety.

[< BACK](#)

EMS

Hypothermia Assessment and Treatment | 1-hour | UPDATED

Hypothermia is a medical illness that has impacted people's health for several centuries. Advancements in assessments, treatments, education, and technology have dramatically improved and now provide modern medical professionals with the ability to accurately and effectively treat patients diagnosed with a hypothermic condition. This interactive online course delves into the complexities of hypothermia and its various medical implications, providing a comprehensive understanding of terminology, historical context, and contemporary EMS practices. You will explore anatomy, physiology, pathophysiology, assessment techniques, treatment modalities, and transportation protocols relevant to hypothermia cases. By examining patient statistics and case studies from reputable agencies like the American Heart Association and the Centers for Disease Control and Prevention, you will gain valuable insights to enhance your problem-solving skills and confidence in managing hypothermic patients effectively.

Pediatric Cardiac Emergencies | 1-hour | UPDATED

Replacement for retiring course: *CL-A419 -CAPCE Pediatric Cardiac Emergencies (Advanced), *1841 - EMS Pediatric Cardiac Emergencies (Advanced), *CL-B419 - CAPCE Pediatric Cardiac Emergencies (Basic), *1885 - EMS Pediatric Cardiac Emergencies (Basic)

Children's hearts are structurally and physiologically different from adults, resulting in distinct presentations, risk factors, and treatment considerations. Rapid recognition and appropriate management of these time-sensitive conditions are crucial to improving outcomes and preventing devastating consequences. This interactive course delves into the intricacies of managing cardiac emergencies in the pediatric population. You will gain insights into the epidemiology, anatomical variations, and congenital cardiac defects affecting pediatric patients, enabling you to conduct comprehensive assessments and provide timely interventions. By the course's conclusion, you will be equipped with the knowledge and skills necessary to recognize, manage, and facilitate optimal care for pediatric cardiac emergencies in the prehospital setting, emphasizing the importance of effective communication and seamless transition of care.

Prehospital Considerations for Burn Treatment (EMS – 2664004 CAPCE – 2676697) | 1-hour | UPDATED

Replacement for retiring course: 1802 - EMS Emergency Care for Electrical Burns, CL-A200 - CAPCE Emergency Care for Electrical Burns, 1620 – EMS Pediatric Burns Advanced, 6620 - CAPCE Pediatric Burns Advanced

Burn care is a specialty that presents many difficulties for any age of the patient, but particularly for pediatric patients where weight ranges can easily change the necessary care. This interactive online course provides a comprehensive overview of prehospital considerations for burn treatment, catering to both BLS and ALS personnel. You will delve into the complexities of burn care, including pediatric patients, gaining insights into skin anatomy, burn depth assessment, and TBSA categorization. By the course's conclusion, you will be equipped to assess and treat burn injuries effectively in the field and hospital settings, with a focus on understanding mechanisms of injury and implementing appropriate interventions for pediatric emergencies.

[< BACK](#)

HR & Business Skills

California SB 553 Workplace Violence Prevention Definitions and Requirements (2764221) | 0.25-hour | **NEW**

This course will examine the legal expectations spelled out in SB 553 and the responsibilities the legislation places on employers. After taking this course, you should know what violence in the workplace is, understand how to respond to it, be familiar with how to report it, and identify the legal obligations that an employer has to keep workers safe.

[< BACK](#)

EDU

Title IX and Sexual Misconduct for K-12 (EDU) (751056) | 1-hour | **UPDATED**

This course will help you develop the expertise needed to fulfill the requirements of Title IX in a K through 12 setting and recognize what actions are required of K through 12 schools and their employees. It is our goal that by taking this course you will better understand your role in making schools a safe place for everyone—free of harassment and discrimination—through compliance with Title IX requirements.

Course updates reflect the new Title IX rule effective August 1, 2024.

Title IX in Higher Education Sexual Misconduct (EDU) (851069) | 0.4-hour | **UPDATED**

Sexual harassment is a significant issue not only in workplaces but also on university and college campuses, where specific policies and laws are in place to prevent it. Understanding sexual misconduct and knowing how to act upon encountering it are essential for these safeguards to be effective. This course aims to educate faculty, administrators, and support staff about Title IX provisions related to sexual discrimination, harassment, misconduct, and assault. It will define sexual misconduct, provide examples, and demonstrate how to implement policies and procedures to ensure compliance with Title IX and relevant laws.

Course updates reflect the new Title IX rule effective August 1, 2024.

[< BACK](#)

[^ Top](#)

June

[Fire](#) | [EMS](#) | [HR & Business Skills](#)

Fire

Effective Fire Inspections at Places of Assembly (2648076) | 1-hour | UPDATED

Replacement for retiring course: Assembly Occupancy and Life Safety Inspection

Fire inspections are an essential part of preventing and eliminating fire hazards in places of assembly. This interactive online course provides comprehensive insights into fire inspections, emphasizing their crucial role in preventing destructive fires and ensuring public safety. You will learn about the development of fire codes, modern standards, and the technical knowledge required to be an effective inspector. By the end of the course, you will be equipped to conduct thorough inspections, identify common and uncommon code violations, and differentiate between hazards that require immediate action and those that can be addressed within standard time frames. Additionally, the program will cover inspection challenges specific to assembly uses with high occupant capacity, offering guidance for effective inspection practices in these settings.

School Fire and Life Safety Inspection (2648080) | 1-hour | UPDATED

Replacement for retiring course: School Fire and Life Safety Inspection

The prevention of fire and the rapid evacuation of children and adults in schools is an important and necessary concern for fire inspectors. This interactive online course provides a comprehensive overview of fire inspection procedures and standards, with a specific focus on schools as critical community spaces. You will gain insights into the historical and contemporary factors influencing fire safety standards and regulations,

including the impact of past fires and evolving behavioral safety standards. By the course's conclusion, you will be equipped to effectively communicate the historical and current impacts on fire codes, navigate the fire inspection process, identify common hazards in school settings, and develop corrective action statements in accordance with applicable NFPA codes.

[< BACK](#)

EMS

Assessment, Treatment, and Transport of Morbidly Obese Patients (EMS - 861467 CAPCE - 655117) | 1-hour | UPDATED

Replacement for retiring courses: EMS Assessment, Treatment and Transport of Morbidly Obese Patients (Advanced), CAPCE Assessment, Treatment and Transport of Morbidly Obese Patients (Advanced)

More than 2 in 5 adults in the US have obesity. This interactive online course delves into the complex issue of obesity, focusing particularly on morbid obesity and its implications for emergency medical services providers. You will learn to define terms like overweight, obese, and severely obese, understand the causes and health consequences of obesity, and explore assessment challenges and treatment strategies specific to obese and severely obese patients. Additionally, the course covers lifting, moving, and extrication complications associated with caring for these patients while emphasizing the importance of respecting their dignity and maintaining the standard of care.

Intraosseous Infusion (EMS - 2668082 CAPCE - 2668085) | 1-hour | UPDATED

Replacement for retiring courses: EMS Intraosseous Infusion Advanced, CAPCE Intraosseous Infusion Advanced

Intraosseous infusion (IO) is an advanced medical procedure that allows for medications, fluids, and blood products to be directly injected into the bone marrow space. This interactive online course delves into the critical skill of intraosseous infusion, a method of vascular access vital for administering fluids and medications when standard intravenous access is challenging or unavailable. You will gain a comprehensive understanding of the history, anatomy, indications, contraindications, complications, and equipment associated with intraosseous cannulation. By the course's conclusion, you will be proficient in recognizing when and how to perform intraosseous infusion effectively, making it an essential aspect of emergency medical care for both pediatric and adult patients, particularly in critical scenarios such as cardiac arrest.

Bleeding and Shock (EMS - 1611454 CAPCE - 1611459) | 1-hour | UPDATED

Replacement for retiring courses: EMS Bleeding and Shock Basic, EMS Bleeding and Shock Advanced, CAPCE Bleeding and Shock Basic, CAPCE Bleeding and Shock Advanced

Time is critical when responding to patients suffering from blood loss or shock. This course focuses on the importance of the circulatory system in relation to blood loss and shock. You will learn how to identify and treat various forms of external and internal

bleeding, as well as recognize the signs and symptoms of shock. The course covers the structures and functions of the circulatory system, how to take a blood pressure measurement, and the steps for controlling bleeding. Additionally, you will gain an understanding of the different forms of shock, the emergency medical care required, and the distinction between Basic Life Support (BLS) and Advanced Life Support (ALS) interventions.

Functional Approach to Physical Fitness (EMS - 2627864 CAPCE - 2627867) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Functional Approach to Physical Fitness for Emergency Responders, CAPCE Functional Approach to Physical Fitness for Emergency Responders

A recent study showed that, in one year alone, there were over 65,000 injuries to Fire and EMS personnel while on duty. This interactive online course delves into the critical importance of functional fitness for first responders, highlighting its role in injury prevention amidst the physically demanding nature of emergency response work. By exploring the distinction between functional training and traditional fitness regimens, you will gain insights into how to tailor exercise routines to better prepare for the practical challenges encountered on the job. Through demonstrations of core strengthening, flexibility exercises, and functional fitness techniques tailored to emergency responder tasks, attendees will emerge equipped with the knowledge and tools to enhance their physical preparedness for the rigors of duty, ultimately reducing the risk of line-of-duty injuries and fatalities.

Patient Assessment (EMS - 2601856 CAPCE - 2601879) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Patient Assessment Basic (1790), EMS Patient Assessment Advanced, CAPCE Patient Assessment Basic (2210), CAPCE Patient Assessment Advanced

Emergency scenes can be calm or chaotic. Developing an efficient system for analyzing a scene and patient in the prehospital setting ensures critical issues are not overlooked. This interactive online course is designed to equip healthcare professionals with a structured and efficient method for patient assessment in prehospital settings. You will learn key components such as scene size-up, ensuring scene safety, forming a general patient impression, and mastering the crucial elements of airway, breathing, and circulation. The course covers primary and secondary assessments, gathering pertinent patient history, and ongoing assessments, providing a comprehensive foundation for making informed decisions in the field and contributing to the definitive management of patients in various healthcare settings.

Patient Restraint for EMS Providers (EMS - 2649585 CAPCE - 2659587) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Understanding and Restraining Patients with Excited Delirium, EMS Understanding and Restraining Patients with Excited Delirium (Advanced), CAPCE Understanding and Restraining Patients with Excited Delirium, CAPCE Understanding and Restraining Patients with Excited Delirium (Advanced)

EMS providers encounter patients who are combative or violent but require medical treatment and transportation. Frequently, these types of situations include a component of alcohol or substance, mental health issues, or some combination of those factors. This interactive online course delves into the complexities of patient restraint for EMS providers when encountering combative or violent patients requiring medical attention. Emphasizing the importance of empathy, composure, and careful decision-making, participants will learn about the various types of restraint, indications for their use, and ongoing care for restrained patients. Additionally, legal and ethical considerations surrounding patient restraint, including potential negative outcomes and liability issues, are explored to ensure patients' and providers' safety and well-being.

Pediatric Respiratory Emergencies: Upper and Lower Airway for the First Responder (EMS - 1318497 CAPCE - 1318498) | 1-hour | [UPDATED](#)

Replacement for retiring courses: EMS Pediatric Respiratory Emergencies: Upper Airway for the EMT, EMS Pediatric Respiratory Emergencies: Upper Airway for the Paramedic (Advanced), EMS Pediatric Respiratory Emergencies: Lower Airway for the Paramedic (Advanced), CAPCE Pediatric Respiratory Emergencies: Upper Airway for the EMT, CAPCE Pediatric Respiratory Emergencies: Upper Airway for the Paramedic (Advanced), CAPCE Pediatric Respiratory Emergencies: Lower Airway for the Paramedic (Advanced)

Although pediatric patients typically make up only about ten percent of all EMS calls, breathing difficulty is a common chief complaint. This interactive online course delves into the complexities of pediatric respiratory emergencies, offering insights into their causes, pathophysiology, and management. You will learn to navigate the unique challenges posed by respiratory distress in pediatric patients, including the importance of accurate assessment and interpretation of caregiver input. By the end of the course, you will be equipped to identify primary causes of cardiac arrest in pediatric patients, explain respiratory distress pathophysiology, and describe the assessment and management of pediatric respiratory emergencies in both the upper and lower airways.

[< BACK](#)

HR & Business Skills

Brain Bites - Prioritizing Tasks (2723848) | 0.43-hours | [NEW](#)

Gain control of your workload and your day! The truth is, many of us are overwhelmed with too much to do, and not enough time to do it. It's easy to get bogged down and lose track of what our priorities are, and what we should and should not be spending time on. In this course, you will follow along with Savvy as they learn how to prioritize tasks and conduct a time audit. Savvy and Jemeshia will also work through the process of setting SMART goals, both at a high level and at more detailed levels. Once goals are established, you'll learn how to create a to-do list and prioritize the tasks on it. But a to-do list is not enough. You'll also learn how to protect your time and build your team by delegating tasks and learning to say no when appropriate. By the end of this course, you'll be able to balance your workload, and hopefully your stress levels, by effectively prioritizing your tasks.

Communication for Inclusion (Employees and Managers) (2730629) | 0.72-hours | NEW

This course focuses on the importance of considering impact, not intent, when engaging with identity terminology and self-identification. Microaggressions are defined and explored, with an emphasis on the impact of unchecked microaggressions as well as on strategies for recipients, senders, and bystanders who want to mitigate the harm that microaggressions cause. The course ends by discussing microaffirmations and the way they can be used to counteract the negative impact of microaggressions.

Engagement with Diversity (Employees and Managers) (2730628) | 0.4-hours | NEW

This course focuses on how employees define and engage with diversity, using the iceberg model to illustrate how some aspects of diversity are not readily observable. It examines how diversity resistance, reactions to difference, assumptions, and the ladder of inference can negatively impact the workplace, while providing practical strategies, such as intentional exposure to difference, to help course takers engage more comfortably with diversity.

Myths about Merit, Fit, and Leadership (2730634) | 0.25-hours | NEW

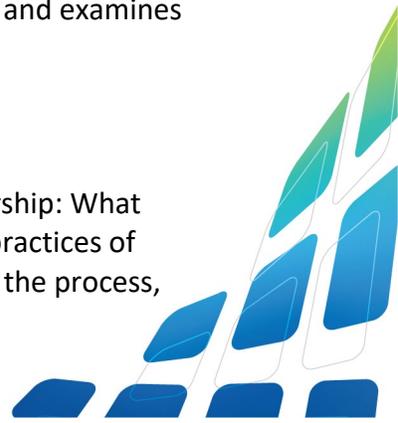
This course explores four common myths around hiring, retention, and advancement in the workplace, as well as strategies for combating these myths. The myth of the meritocracy favors candidates with similar credentials and hinders non-traditional candidates from advancement. The myth of bad fit can mask the role of unconscious bias in evaluation. The myth of the ideal leader makes it harder for non-traditional candidates to establish credibility when they step into a leadership role, and the myth of the single leadership style denies the value and success of more collaborative, less abrasive leadership styles. In addition to helping course takers identify the four myths, this course provides practical ways to level the playing field for all candidates.

Skills for Hiring (Managers and Recruiters) (2730633) | 0.5-hours | NEW

This course addresses practical steps that recruiters and hiring managers can take to ensure that their organization attracts and retains diverse candidates. It defines microaggressions and helps course takers recognize them while providing practical ways to counter the harm they cause. This course identifies three guidelines and ten strategies companies should use for diversity-competent hiring searches and examines what those strategies look like in real scenarios.

Smart Leadership: Leaders, Model the Way (2723856) | 3-hours | NEW

This interactive online course is presented in two modules: Smart Leadership: What Leaders Do and Smart Leadership: Model the Way. Introducing the five practices of exemplary leadership - model the way, inspire a shared vision, challenge the process,



enable others to act, and encourage the heart. It sets the stage and uses actual case examples from real people who have achieved remarkable success. Finding your voice and serving as a role model for your constituents is critical to becoming an authentic leader. If you can't find your voice, you'll end up with a vocabulary that belongs to someone else, mouthing words that were written by some speechwriter, or mimicking the language of some other leader who's nothing like you.

Stronger Together: Delegation and Task Management (2723843) | 0.5-hours | NEW

YOU CAN'T DO IT ALL! It's time to delegate. Delegation is perhaps the most important skill for a manager of people to learn and master. You can't do everything yourself, and you'll go crazy if you try! At the same time, delegation is challenging and it takes both commitment and an investment of time to get it right. The good news is, once you start delegating well, you'll be surrounding yourself with capable and empowered team members. This course follows the story of child prodigy, Brianca, and “Play All Day,” the toy company she started with children like herself. Brianca learns quickly that the only way to accomplish her goals is to delegate well to those around her. Watch and learn as the “Play All Day” team grows together into a high-functioning team where each member feels valued and important. The course finishes with a bonus module on task management tools to help you keep track of your team's work. By the end of this course, you'll be inspired to go forth and delegate!

The Influence of Unconscious Bias (Employees and Managers) (2730630) | 0.63-hours | NEW

This course defines and examines unconscious bias as a challenge workers from all identity groups must face. Course takers will unpack a variety of commonly-held myths surrounding people with disabilities, women, and LGBTQ members of the workplace while identifying clear and specific strategies for counteracting these damaging assumptions and creating a welcoming hiring process and workplace.

The Influence of Unconscious Bias In Decision Making (Managers and Recruiters) (2730631) | 0.75-hours | NEW

This course examines the role that unconscious bias plays in recruiting and hiring decisions. It examines a number of myths and stereotypes related to women, people of color, people with disabilities, and people who identify as LGBTQ. It also offers practical steps employers can take to confront and mitigate both covert and unconscious bias when making personnel decisions, and it establishes the value and benefit of creating a diverse workplace.

[< BACK](#)

[^ TOP](#)



May

[Fire](#) | [EMS](#) | [OSHA & Compliance](#) | [HR](#) | [Office Productivity](#) | [Project Management](#)
| [Facilities Management & Maintenance](#)

Fire

RT-130: Annual Wildland Fire Safety Refresher | 8-hours | UPDATED

This Wildland Fire Safety Refresher course provides firefighters' the opportunity to review both the fundamentals of wildland firefighting and critical hazards and safety strategies in wildland operations. Wildland fires pose a risk both to communities and to the firefighters who work to protect them. This module provides an overview of recent issues and incidents in wildland firefighting and reviews the fundamentals of safety in wildland firefighting operations.

Understanding Discrimination and Harassment in Fire and EMS (2634686) | 1-hour | NEW

Discrimination and harassment have serious consequences for first responders as well as public safety and trust. Implicit biases and social norms perpetuate these behaviors as stereotypes subconsciously influence decision-making. This interactive online course addresses the critical issue of discrimination and harassment within Emergency Medical Services (EMS) and fire departments, recognizing the detrimental effects on team cohesion and individual well-being. You will gain a comprehensive understanding of various forms of discrimination, including systemic racism and microaggressions, along with their impact on workplace dynamics. Additionally, the course highlights the unique challenges faced by LGBTQIA+ individuals in these settings and provides strategies for creating an inclusive environment that fosters respect and equality for all personnel. Legal obligations and relevant laws are also discussed to guide Fire and EMS departments in preventing and addressing discrimination and harassment effectively.

[< BACK](#)

EMS

Abdominal Trauma (EMS – 1575417 CAPCE – 1575424) | 1-hour | UPDATED

Abdominal trauma patients make up a significant number of prehospital emergencies. Care for a patient with abdominal trauma can range from simple interventions like keen observation, intravenous fluid maintenance, and transport to serious hemorrhage control, protecting eviscerated organs, and rapid transfer to advanced trauma centers. This interactive online course equips Basic Life Support (BLS) and Advanced Life Support (ALS) personnel with the necessary knowledge and skills to effectively manage abdominal trauma patients. The course delves into medical terminology, human

anatomy, and physiology related to the abdominal and pelvic region. By the end of this course, you will be able to perform comprehensive assessments, identify injuries, and implement appropriate interventions, ultimately ensuring optimal patient care within your scope of practice.

Dementia: Overview, Assessment, and Care (EMS – 861487 CAPCE - 655139) | 1-hour | UPDATED

Replacement for retiring courses: EMS Dementia (Advanced), CAPCE Dementia (Advanced)

Dementia is not actually a specific disease. It is a collection of symptoms and can be caused by a number of disorders that affect the brain. The true incidence of dementia is not known because many patients with early dementia avoid medical assessment and cover their symptoms well. Additionally, early behaviors or memory loss may be considered normal for aging or due to other conditions. This interactive online course provides comprehensive insights into dementia, covering its definition, symptoms, prevalence, and impact on daily life. You will gain an understanding of the various types of dementia and conditions that may mimic its symptoms, equipping you with the knowledge needed for accurate diagnosis and effective management. Additionally, the course explores techniques for assessing and caring for dementia patients, including medication management strategies, ensuring that you are well-prepared to provide optimal support to this vulnerable population.

Mental Health for Emergency Responders (EMS – 2604694 CAPCE - 2604697) | 1-hour | UPDATED

Replacement for retiring courses: EMS Mental Health for Emergency Responders, CAPCE Mental Health for Emergency Responders

Emergency responders work at a high level of uncertainty, a high potential for interpersonal tension, and a high frequency of seeing human tragedy. All of these are stressors that can take a toll on your mental health. This interactive online course provides a realistic exploration of life as an EMS provider, challenging the common media portrayal of constant heroic and adrenaline-filled events. You will dive into the beliefs and stereotypes surrounding EMS providers that may hinder them from seeking necessary support, along with strategies to change or reframe these beliefs. The course also addresses the signs and symptoms of stress in EMS providers, offering resources and methods to protect mental health and obtain help when needed. By the course's conclusion, you will be equipped to navigate the unique aspects of an EMS career and foster a supportive workplace culture.

Myths and Realities of Drug-Seeking Behavior (EMS – 2598114 CAPCE - 2598876) | 1-hour | UPDATED

Replacement for retiring courses: 1807 - EMS Myths and Realities of Drug Seeking Behavior (Advanced), CAPCE Myths and Realities of Drug Seeking Behavior (Advanced), EMS Myths and Realities of Drug Seeking Behavior (Basic), CAPCE Myths and Realities of Drug Seeking Behavior (Basic)

The motivations behind drug-seeking behavior are intricate, arising from an interplay of biological, psychological, and social factors. This interactive online course aims to dispel common myths surrounding drug-seeking behavior through contemporary research, empowering EMS providers to assess and treat patients exhibiting such behavior with compassion and non-judgmental care. In this course, you will gain a comprehensive understanding of substance use disorders and drug-seeking behaviors. Key concepts such as drug dependence, tolerance, and addiction will be defined, and commonly abused medications sought by drug seekers will be explored. By the course's conclusion, you will be well-equipped to navigate challenging encounters and reduce the stigma associated with drug-seeking behavior in the prehospital setting.

Opioid Overdose & Naloxone Administration (EMS – 1393590 CAPCE - 1393595) | 1-hour | **UPDATED**

Opioid overdose is on the rise in the US. The CDC estimates that 130 people in the US die every day from an opioid overdose. This interactive online course provides essential knowledge to address the opioid epidemic, a critical public health crisis. The course covers the development of the opioid epidemic, identification of common opioid drugs, understanding their effects, and recognizing signs of opioid overdose. It also delves into the indications, mechanism of action, and administration of naloxone for treating opioid overdose and how to manage naloxone administration alongside other interventions. As opioid overdoses continue to pose a life-threatening emergency, EMS providers should be well-equipped to respond effectively and save lives by the end of this course.

Patient Lifting, Moving and Transport (EMS – 2610066 CAPCE - 2610070) | 1-hour | **UPDATED**

Replacement for retiring courses: 1457 - EMS Patient Lifting, Moving and Transportation, CAPCE Patient Lifting, Moving and Transportation, EMS Safe Transportation of the Pediatric Patient, CAPCE Safe Transportation of the Pediatric Patient

A 2018 study done by NIOSH showed that more than 28% of injured EMS workers were injured while transferring, carrying, or lifting a patient. This interactive online course addresses the increasing demands and challenges faced by EMS personnel in responding to emergency calls and providing patient care. With a focus on patient lifting, moving, and transportation, the course emphasizes the need for continuous training in these critical areas. You will learn about scene safety considerations, standard precautions, and PPE recommendations. The course delves into hazards associated with patient handling, identifies various assistive devices and equipment, and provides essential principles and safety considerations for lifting, moving, and transporting patients. By the course's conclusion, you will be equipped with the knowledge and skills to navigate complex patient lifts and moves, ensuring consistent and successful outcomes in every patient encounter.

Shock and Shock Management (EMS – 2596673 CAPCE - 2596873) | 1-hour | **UPDATED**

Replacement for retiring courses: EMS Shock and Shock Management, CAPCE Shock and Shock Management

Shock is a crucial concept in healthcare and understanding the patient's health. Shock is a true emergency and, simply put, is the process of dying. This online interactive course delves into the critical concept of shock in healthcare. You will gain a comprehensive understanding of how the body utilizes and transports oxygen to cells, exploring compensatory mechanisms designed to address oxygen delivery issues. By identifying the stages and types of shock, assessing patients for shock, and developing treatment plans, you will be well-equipped to anticipate the clinical progression of shock and effectively manage this life-threatening condition.

Understanding Discrimination and Harassment in Fire and EMS (EMS – 2634797 CAPCE - 2634800) | 1-hour | NEW

Discrimination and harassment have serious consequences for first responders as well as public safety and trust. Implicit biases and social norms perpetuate these behaviors as stereotypes subconsciously influence decision-making. This interactive online course addresses the critical issue of discrimination and harassment within Emergency Medical Services (EMS) and fire departments, recognizing the detrimental effects on team cohesion and individual well-being. You will gain a comprehensive understanding of various forms of discrimination, including systemic racism and microaggressions, along with their impact on workplace dynamics. Additionally, the course highlights the unique challenges faced by LGBTQIA+ individuals in these settings and provides strategies for creating an inclusive environment that fosters respect and equality for all personnel. Legal obligations and relevant laws are also discussed to guide Fire and EMS departments in preventing and addressing discrimination and harassment effectively.

[< BACK](#)

OSHA & Compliance

Confined Spaces in Construction - Construction Worksite Safety | 0.44-hours | NEW

Part of your job may involve entering and working in confined spaces. If you must work in a confined space, your life may depend on being properly informed about the hazards in the space and being properly prepared to protect yourself from those hazards. This course will help to reinforce your understanding of the hazards associated with confined spaces and what you can do to protect yourself from them.

Electrical Safety General Awareness | 0.25-hours | NEW

Spark discussion with your team on effective ways to recognize, evaluate, and avoid electrical hazards. Topics covered include personal protective equipment related to electrical safety, OSHA requirements for working on equipment, and electrical injuries such as shocks, burns, electrocutions, and falls.

Safe Work Permits | 1-hour | NEW

This course summarizes the various components of the Safe Work Permit process that should be used within a facility or organization for work being performed by construction and maintenance contractors and employees. The Safe Work Permit process is based around a written form and is a communication tool used to inform employees of safety requirements. Maintenance and construction type activities can then be coordinated with appropriate personnel within the facility to help avoid safety concerns and potential conflicts. The Safe Work Permit can be critical for the success of a site safety program and can be applied to a variety of facilities, including manufacturing facilities, construction sites, etc.

Warning Signs and Labels | 0.4-hour | NEW

This course discusses warning signs and labels, including the types of signs and tags, hazardous product labels, and shipping labels.

[< BACK](#)**HR****Anti-Harassment Training for All Employees - New York City and State (2697351) | 1.5-hours | NEW**

Recent news stories of the implications of workplace harassment has awakened the nation to a pervasive problem. What we have learned is that harassment comes in many forms. Through real-life scenarios, this interactive course will illustrate to all staff members how to recognize inappropriate behavior such as sexual harassment, bullying, and gender discrimination as well as acceptable ways to address and report unwelcomed conduct. This training, combined with your company's policies and commitment to combat all forms of workplace harassment, meets the training requirements for all of New York, including New York City.

Increase Your Listening Power (Effective Communication) | 1-hour | NEW

Employees, projects, and even entire businesses fail because they don't communicate effectively. Communication can mean the difference between a raging success and a catastrophic failure. Examine the difference between truly successful businesses and those that are just average, and clear communication is part of the foundation. A great communicator can explain, motivate, unite, and inspire teams to achieve more than they thought possible.

Persuasion: The Art of Communication | 1.35-hours | NEW

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609

PROPRIETARY & CONFIDENTIAL



All communication is persuasion! This course teaches you to communicate well and persuade effectively. There are many reasons why we communicate – to inform, to share our viewpoint, to educate, and to sell. Communications guru Barbara Evers would argue that all these forms of communication are in fact forms of persuasion. In this course Barbara Evers and Wofford Jones walk through tips and techniques to take advantage of when you need to communicate and persuade.

Smart Management: Successfully Transitioning from Team Member to Manager | 1-hour | **NEW**

Successful transition and successful leadership depends on identifying effective strategies for building a team around you as leader and manager. This interactive online course focuses upon the challenges and key strategies for transition from the position of team member to the role of team leader.

During this course, we will explore key theories of career development and transition within the corporate environment, as well as theories about team dynamics and the role of leaders. We will also discuss challenges related to the transition from team member to team leader, and strategic and tactical solutions for successful transition within a corporate team. Career development plans, including how to create them, modify them, and apply them to different career scenarios will also be discussed.

[< BACK](#)

Office Productivity

Brain Bites: Microsoft Teams Meetings (2705076) | 0.57-hours | **NEW**

Maximize your meetings with Microsoft Teams.

If someone told you you'd be comfortable collaborating and meeting virtually in less than 30 minutes, would you believe them? Believe it! Bigger Brains has a way for you to learn Teams for virtual meetings that are just as easy and collaborative as your in-person gatherings. Thanks to its features and ease of use, Microsoft Teams is quickly becoming the dominant meeting platform for businesses of all sizes. Don't be left behind! We'll take a look at the major features of Teams meetings, including its deep integration with Microsoft Outlook and collaboration tools like Microsoft Whiteboard and PowerPoint.

Brain Bites micro-learning courses are information-rich and convey important topics with an engaging mix of video and animation. With 5-minute video lessons and 30-minute-or-less courses, Brain Bites are the perfect tool to educate today's busy workforce.

Email Basics (2628056) | 0.5-hours | NEW

Almost 145 billion emails are sent every single day. They are easy to send and virtually instantaneous. Emailing has become one of the most common ways for people to communicate with friends and family, as well as co-workers and customers. While email is simple and familiar, there are important rules to follow to ensure that messages are clear, polite, and effective. This course will outline those rules so that every email sent is a professional one.

Mastering Excel 365 - Intermediate (2022) (2705078) | 3.53-hours | NEW

Learn many of Excel's tools for analyzing and sharing your data.

Microsoft Excel is the most popular data analysis tool in the workplace, so using it effectively is a crucial skill for any business professional. In this course you'll learn great tools to modify your data and refine your workbook. Excel expert Kathy Jones will also show you how to nest functions and modify and format charts.

You'll even learn to enhance your visualizations by adding sparklines, pictures, and SmartArt. And if you need to work with others, you'll learn some great tools available when sharing your workbooks, including comments, hyperlinks, track changes, and share options.

Mastering PowerPoint 365 - Basics (2022) (2697075) | 1-hour | NEW

Learn how to create visually interesting presentations that will cause people to sit up and pay attention.

Microsoft PowerPoint is the most popular tool for presentations in the workplace, so using it effectively is a crucial skill for any business professional. In this course you'll learn to modify your bulleted and numbered lists, add tables for readability, and add animation to keep viewers engaged.

Whether you are using a template design, customizing your own text boxes, or adding dynamic pictures, our PowerPoint expert Kathy Snizaski will show you how to create and customize interesting presentations, and present them flawlessly.

Mastering PowerPoint 365 - Intermediate (2022) (2697116) | 2.2-hours | NEW

Learn how to create visually interesting presentations that will cause people to sit up and pay attention.

Microsoft PowerPoint is the most popular tool for presentations in the workplace, so using it effectively is a crucial skill for any business professional. In this course, you'll

learn design principles and how to customize themes to help you capture and retain the attention of your audience. Our PowerPoint expert Kathy Snizaski will also show you how to make your slides more readable using formatting tools and customizing tabs and spacing. Do you need to illustrate data? You can create a chart right in PowerPoint or import data from Excel and graph it on a slide.

Pictures and other graphics are always important in a presentation, and you'll learn how to customize and animate many types of graphics, including SmartArt, text boxes, and shapes. And if you need to collaborate, you'll learn how to use comments effectively to exchange ideas about the presentation. You'll be amazed at all the tools available to create and customize interesting and informative presentations.

Microsoft Teams in 30 Minutes (2021) (2705071) | 0.57-hours | NEW

Quickly learn to collaborate and communicate with Microsoft Teams... very quickly!

Many businesses are using Microsoft Teams to facilitate communication, collaboration, file sharing, and more.

This micro course covers everything you need to know in order to start using Microsoft Teams in 34 MINUTES!

OneDrive in 30 Minutes (2021) (2705151) | 0.62-hours | NEW

Get started with OneDrive and improve your productivity – in 30 minutes!

Both OneDrive (the free, personal version) and OneDrive for Business (the corporate version included in most Office 365 plans) have the same mission: To allow you easy access to your documents and files from any device, any time, and securely share them with others.

In this “Uniquely Engaging”™ course from Bigger Brains, we'll get you familiar with the most important tools so you are ready to start using OneDrive!

Saving Time in Outlook (2705077) | 0.55-hours | NEW

Find more time in your day with just a few of the powerful tools in Microsoft Outlook.

Outlook is packed with great tools but there a few that can make a tremendous difference in your efficiency. With the automating features, tasks that you do on a regular basis that can take time will become simpler and faster.

SharePoint Online Basics (2705074) | 2-hours | NEW

Learn the “swiss army knife” of business productivity from a top SharePoint consultant.

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609

Microsoft SharePoint has been called one of the most powerful tools for business collaboration. Steve Ballmer once said that SharePoint “unleashes a suite of capabilities that dramatically improves the way people work.” But what does SharePoint actually do, and how do people and businesses actually use it? In this introductory course, SharePoint architect and Microsoft certified technical specialist, Idaho Edokpayi, demonstrates the basics of using SharePoint and SharePoint Online.

[< BACK](#)

Project Management

PMBOK Guide (7th Edition) - Agile, an Adaptive Project Management Approach (2705930) | 1-hour | **NEW**

This course addresses the very robust and constantly growing topic of Agile project management. We'll discuss fundamental Agile frameworks and practices while debunking common myths and misconceptions. We'll also dive into 'doing' Agile and how it can be conducted in your organization.

PMBOK Guide (7th Edition) - Lean and Agile Concepts for Project Management (2705928) | 1-hour | **NEW**

This course addresses the basic concepts of Lean and how they influence Agile and modern project management. The course will show how agile ways of working and managing projects emerged from and with the evolution of the core lean concepts and practices.

PMBOK Guide (7th Edition) - Long and Near Term Planning - From Vision to Roadmaps to Daily Planning (2705938) | 1-hour | **NEW**

All projects and products need plans. To improve our abilities to deliver value in the form of products and services we must consider what lies ahead in the short term and farther off in the distance. This course highlights planning around outcomes and articulating a vision in addition to other aspects of roadmaps and planning in the near term.

PMBOK Guide (7th Edition) - Managing Distributed and Remote Teams (2705936) | 1-hour | **NEW**

Technology and our project work have enabled modern projects to be completed by project teams spread all over the globe. This enablement comes with its own challenges and benefits. This course explores a few of the new dynamics project managers should

consider and manage when working with virtual team members distributed across the world.

PMBOK Guide (7th Edition) - Predictive Project Management (2705932) | 1-hour | NEW

Project management is a discipline every company, industry, and organization needs. The traditional, predictive, plan-driven approach has served the world well over the centuries. Appreciating the benefits, constraints, and core tenets of the approach is critical for every project manager and anyone helping their project succeed.

PMBOK Guide (7th Edition) - Project Leadership and Emotional Intelligence (2705937) | 1-hour | NEW

Leadership is different from management. Project managers must manage projects. The truly great ones also lead. Leading projects requires interpersonal skills and talents such as emotional intelligence. This course explores why project managers should lead and what leadership skills project managers should practice.

PMBOK Guide (7th Edition) - Project Management and the Common Approaches Used (2705927) | 1-hour | NEW

This course will address the changing perspective in the profession of project management. The course will capture the overall importance of project management, the PMBOK contents and themes, and most importantly the holistic approach of value systems rather than just pushing out projects that meet requirements.

PMBOK Guide (7th Edition) - Roles and Responsibilities in Project Management (2705933) | 1-hour | NEW

The world of project management is changing. By extension, so is the role and responsibility of a project manager. This course explores some of the major trends and the evolving role of the project manager in a modern project world.

PMBOK Guide (7th Edition) - Selecting a Project and an Approach in Project Management (2705934) | 1-hour | NEW

All projects must start somewhere. Before we begin to manage them and deliver value, we must determine what that value is and why it is desired. This course explores some of the considerations and methods involved in selecting projects and products. The project manager can have a role to play in the process, including advising on the more optimal project management approach to use. It all starts here for projects.

PMBOK Guide (7th Edition) - The Twelve Principles of Project Management (2705935) | 1-hour | NEW

Having principles and standards to guide you in your work or life is valuable for any professional. In the discipline of managing projects, there are twelve core principles to guide the behaviors and actions of everyone in projects and their management. This course explores those twelve principles and provides examples of them in a real-world situation.

[< BACK](#)

Facilities Management & Maintenance

Operation of Centrifugal and Axial Compressors (2697085) | 0.25-hours | **NEW**

There are many different types and sizes of compressors. Many large industrial compressors are dynamic centrifugal compressors. The proper operation of these large machines is more involved than that of smaller compressors. This module will cover start-up, normal operation, and shutdown of large, centrifugal compressors. It will also discuss the instrumentation and controls that are used to monitor them and keep them running at optimal conditions.

Safe Work Permits (2697086) | 1-hour | **NEW**

This course summarizes the various components of the Safe Work Permit process that should be used within a facility or organization for work being performed by construction and maintenance contractors and employees. The Safe Work Permit process is based around a written form and is a communication tool used to inform employees of safety requirements. Maintenance and construction type activities can then be coordinated with appropriate personnel within the facility to help avoid safety concerns and potential conflicts. The Safe Work Permit can be critical for the success of a site safety program and can be applied to a variety of facilities, including manufacturing facilities, construction sites, etc.

[< BACK](#)

[^ TOP](#)

April

[EMS](#) | [Water](#) | [HR](#)

EMS

Basic Airway Skills and Adjuncts (EMS - 2547253 CAPCE - 2547254) | 1-hour | NEW

Replacement for retiring courses: EMS Airway Management (Basic), CAPCE Airway Management (Basic), EMS Airway Management Advanced, EMS Airway Management Advanced (2 hours), CAPCE Airway Management Advanced, EMS Suctioning the Patient Airway, CAPCE Suctioning the Patient Airway.

First responders need to know how to manage a patient's airway, no matter what level of training they have. This interactive online course provides comprehensive training for first responders in managing patient airways. Focusing on airway physiology, oxygenation principles, and assessment skills, you will learn to swiftly identify and address airway issues, distinguishing between ventilation and oxygenation problems. By delving into airway anatomy, basic adjuncts, suctioning techniques, and supraglottic airway devices, you will gain the expertise needed to rapidly secure and maintain a patent airway, ensuring proper oxygenation for patients in critical situations.

Crime Scene Awareness (EMS – 2554190 CAPCE - 2554192) | 1-hour | UPDATED

Replacement for retiring courses: EMS Crime Scene Awareness, CAPCE Crime Scene Awareness.

Do you know what to do when arriving at a crime scene? When responding to incidents involving criminal acts, your first priority is personal safety and scene security. This interactive online course covers crime scene awareness, including navigation, evidence preservation, and personal safety. You will learn how to seamlessly integrate your medical knowledge with criminal investigation principles, all while adhering to the EMS principle of "do no further harm."

Detailed Physical Exam | 1-hour | UPDATED

Trauma is one of the leading causes of death in the United States for individuals under age 50. This interactive online course provides comprehensive training on performing a detailed physical exam, a crucial component of patient care, especially for trauma cases. The course emphasizes the need for a methodical approach to discovering injuries beneath the surface. You will learn the general principles and specific steps of the detailed head-to-toe physical exam, understand the importance of DCAP-BTLS in assessing medical and traumatic injuries, and grasp how a rapid trauma assessment can aid in identifying life threats. The course also covers reporting procedures, treatment strategies, and considerations for mass-casualty incidents, empowering you to enhance patient outcomes through efficient and thorough assessments.

Pediatric Airway Management | 1-hour | UPDATED

Replacement for retiring courses: EMS Pediatric Airway Management Advanced, CAPCE Pediatric Airway Management Advanced.

Airway management is one of the most critical skills in the prehospital environment. This interactive online course focuses on the critical management of pediatric breathing emergencies, offering insights into pediatric airway anatomy, management tools, and advanced techniques like endotracheal intubation. With a comprehensive review of airway devices, including their advantages and disadvantages, you will gain the

confidence and skills needed to effectively assess and manage pediatric patients experiencing respiratory distress. By exploring capnography and pulse oximetry applications in pediatric assessment, you will be better equipped to handle the complexities of pediatric airway management scenarios.

Pediatric Fever (EMS – 2543143 CAPCE - 2543145) | 1-hour | [UPDATED](#)

Replacement for retiring courses: EMS Pediatric Fever for the EMT, CAPCE Pediatric Fever for the EMT, EMS Pediatric Fever for the Paramedic (Advanced), CAPCE Pediatric Fever for the Paramedic.

As many as 30% of pediatric emergency department visits are for evaluation of fever-related illnesses. This course navigates the complex landscape of fever in pediatric patients, discussing the historical misconceptions and contemporary misunderstandings surrounding this common yet concerning condition. Highlighting the distinction between fever as a benign symptom and its potential as an indicator of severe underlying issues like meningitis, the course equips participants to assess and differentiate causes of fever in neonates and pediatric patients. By the end of this course, you will have a comprehensive understanding of fever's definition, diverse causes, assessment techniques, and treatment considerations tailored specifically for pediatric patients, empowering them to approach this condition with confidence and precision.

Special Needs Patients (EMS- 1336489 CAPCE - 1336492) | 1-hour | [UPDATED](#)

About 1 in 4 adults in the US have some type of disability. 1 in 5 children meet the definition of “children with special health care needs.” As a result, responding to a call involving someone with special needs is very likely. This interactive online course provides essential knowledge for first responders encountering patients with special needs, including various chronic conditions and their associated challenges. This course focuses on defining these needs, understanding their pathophysiologies, and reviewing out-of-hospital care and equipment encountered during responses. You will gain insights into prehospital assessment strategies, identify common medical equipment, and explore tailored treatment considerations, empowering them to effectively navigate and address the unique complexities of caring for special needs patients in emergency situations.

[< BACK](#)

Water

Introduction to Pumps and Motors (2568947) | 1-hour | [UPDATED](#)

Replacement for retiring courses: Water Industry Maintenance on Pumps, Motors, and Circuits; Water Industry Maintenance on Pumps, Motors, and Circuits – 30 minutes.

Pumps and motors are mainstays of the water industry as almost every water system has them. In a water operator’s career, either at a treatment plant or in distribution,

pumps, and motors will be experienced and, in some cases, operated and maintained. This course introduces and provides general information on pumps and motors. The course is not intended to provide how to operate or maintain pumps, as these efforts require more details, knowledge, training, and experience than this course offers. Electrical and mechanical skills and abilities are needed, along with the safety proficiencies to work on pumps, which are outside of this course.

[< BACK](#)

HR

The Science of Personal Productivity | 0.85-hours | NEW

Exploring the power of the mind to get more done. Do you start your day by checking your email and then get stuck? Do you let one big task loom over your head and get in the way of your productivity? Do you find yourself saying “Yes” to too many tasks and then not having enough time to do anything well? If any of these sound like you, this course from Dr. Rebecca Heiss will help you understand more about why we find ourselves in these situations, and teach you practical, science-based ways to be more productive at work or home.

[< BACK](#)

[^ TOP](#)

March

[Fire](#) | [EMS](#) | [Law Enforcement](#)

Fire

Interactions with Individuals with Disabilities (2561620) | 1-hour | NEW

People with disabilities may move, behave, or speak differently from what first responders may expect. This can result in first responders assuming that the person is intoxicated or uncooperative instead of considering if they may have a disability. This interactive online course will provide you with effective methods of engaging with individuals who have intellectual and/or developmental disabilities during emergency response situations. Addressing various disabilities such as autism spectrum disorder, ADHD, Down syndrome, and fetal alcohol spectrum disorder, this course offers insights into recognizing signs, understanding behaviors, and employing specialized approaches for these individuals. You will learn to navigate potential communication barriers, assess

situations calmly, and tactically reposition yourself to ensure a non-threatening and appropriate response, enhancing your ability to serve the diverse needs of individuals with disabilities.

Understanding Autism Spectrum Disorder for First Responders (2568550) | 1-hour | **NEW**

In the US, it is estimated that 1 in 36 children have autism and 1 in 45 adults have autism. This interactive online course is designed to equip first responders with crucial insights into Autism Spectrum Disorder (ASD) to facilitate safer and more effective interactions. The course focuses on identifying ASD traits, understanding associated mental and physical issues that may coexist, and addressing potential difficulties in communication and behavior. It provides tools and approaches to navigate encounters with individuals with ASD in various public safety roles. You will learn how to recognize signs of ASD, approach situations calmly, and tactically reposition yourself to ensure appropriate and non-threatening interactions, ultimately enhancing your ability to assist and support individuals with ASD in emergency situations.

[< BACK](#)

EMS

Advanced Airways: Intubation and Beyond (EMS – 2547239 / CAPCE – 254724) | 1-hour | **UPDATED**

Every patient must have a patent airway to survive. As a result, airway management and ventilation are the most critical skills in the prehospital environment. This interactive online course is designed for advanced emergency responders, delving into advanced airway control in the prehospital setting. It explores a range of advanced procedures, from endotracheal intubation to surgical cricothyrotomy. You will gain a comprehensive understanding of when and how to employ these techniques, including indications, contraindications, advantages, disadvantages, and detailed procedural insights.

Endocrine System Emergencies (EMS – 2540914 / CAPCE – 2540916) | 1-hour | **UPDATED**

The endocrine system is responsible for regulating growth, development, and metabolism through hormone secretion. Issues with the endocrine system, including hormonal imbalances, can have major health consequences. This interactive online course provides essential knowledge and skills for EMS responders to effectively assess and manage patients experiencing endocrine emergencies. You will learn to recognize and respond to various endocrinologic conditions, including hypoglycemia, hyperglycemia, diabetic ketoacidosis, thyrotoxicosis, myxedema, Cushing's syndrome, and adrenal insufficiency, gaining a comprehensive understanding of the associated risk factors, anatomy, physiology, and appropriate management strategies. Upon successful completion, participants will be well-equipped to make informed decisions that prioritize their patients' well-being and deliver effective care.

Geriatric Emergencies (EMS – 2540910 / CAPCE – 2540912) | 1-hour | [UPDATED](#)

It is estimated that by 2030, geriatric patients will comprise 22% of the population and account for 70% of ambulance transports. As the geriatric population continues to expand, understanding the nuances and subtleties of geriatric care is crucial for achieving successful patient outcomes. The interactive online course is designed to equip EMS personnel with the knowledge and skills required to provide effective care to the aging population. The course delves into the physiological and psychological changes that occur with aging and how they affect the assessment and treatment of geriatric patients. You will learn about the unique challenges of caring for the elderly, such as the impact of aging on various body systems, complications that can arise during assessment, and management techniques tailored to older patients with both medical conditions and traumatic injuries.

Interactions with Individuals with Disabilities (EMS – 2561608 / CAPCE – 2561615) | 1-hour | [NEW](#)

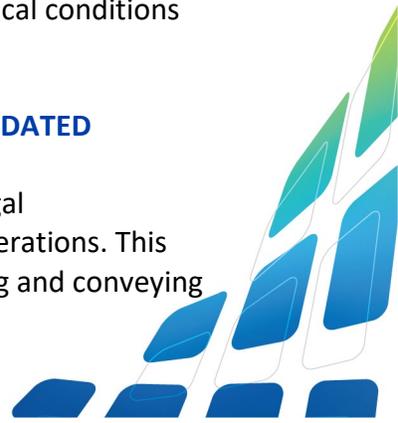
People with disabilities may move, behave, or speak differently from what first responders may expect. This can result in first responders assuming that the person is intoxicated or uncooperative instead of considering if they may have a disability. This interactive online course will provide you with effective methods of engaging with individuals who have intellectual and/or developmental disabilities during emergency response situations. Addressing various disabilities such as autism spectrum disorder, ADHD, Down syndrome, and fetal alcohol spectrum disorder, this course offers insights into recognizing signs, understanding behaviors, and employing specialized approaches for these individuals.

Obstetrical Emergencies (EMS – 2501620 / CAPCE – 2501624) | 1-hour | [UPDATED](#)

Have you encountered an emergency involving a pregnant person or even had to deliver an infant in an ambulance? Although childbirth usually occurs in the hospital setting, there are instances where EMS personnel may need to assist with delivering an infant in the prehospital setting. This interactive online course covers the anatomy and physiology of the female reproductive system and the body's changes during pregnancy that will help you provide the best care for a patient who is pregnant. You will also see the specific signs and symptoms of labor and delivery and what constitutes an abnormal delivery. This course also covers maternal trauma emergencies and medical conditions that complicate pregnancy.

Patient Care Report Essentials (EMS – 861475 / CAPCE – 655125) | 1-hour | [UPDATED](#)

From being a documentation tool to influencing reimbursements and legal considerations, Patient Care Reports (PCRs) play a critical role in EMS operations. This online interactive course dives into the essential role of PCRs in recording and conveying



care, not just locally, but also to hospitals and stakeholders at various levels. Participants will explore the nuances of high-quality documentation, the legal aspects of PCRs, and the significance of data elements within these reports. Through case studies and a detailed examination of report structure, attendees will grasp the importance of crafting thorough, accurate PCRs as fundamental documentation in emergency medical services, regardless of experience level.

Pediatric Assessment (EMS – 30611 / CAPCE – 43533) | 1-hour | **UPDATED**

With pediatric calls accounting for a relatively low percentage of emergencies, maintaining competency through diligent training is crucial. This interactive online course discusses the unique challenges EMS personnel face when caring for sick children, including recognizing the heightened stress associated with anxious parents and with children who cannot communicate verbally. The course provides a systematic approach to pediatric patient assessment, covering six phases of general principles, age-related vital signs, forming initial impressions, and thorough examinations of airway, breathing, circulation, and pain levels. You will also learn the components of a focused history, detailed physical exam, and ongoing assessment, enabling accurate determination of transportation disposition for pediatric patients.

Special Challenges in Patient Assessment (EMS – 49661 / CAPCE – 335269) | 1-hour | **UPDATED**

As emergency responders, you may run into some challenges when conducting a patient assessment. Some challenges you may face include language barriers, intoxication, refusal to talk, or mental illness. This interactive online course focuses on honing the skills necessary for emergency providers to navigate complex scenarios that may hinder an effective patient assessment. By understanding the elements of a successful patient assessment and mastering strategies to address these hurdles, you will enhance your ability to initiate and complete comprehensive assessments, ensuring effective care and positive outcomes.

Understanding Autism Spectrum Disorder for First Responders (EMS – 2568538 / CAPCE – 2568545) | 1-hour | **NEW**

In the US, it is estimated that 1 in 36 children have autism and 1 in 45 adults have autism. This interactive online course is designed to equip first responders with crucial insights into Autism Spectrum Disorder (ASD) to facilitate safer and more effective interactions. The course focuses on identifying ASD traits, understanding associated mental and physical issues that may coexist, and addressing potential difficulties in communication and behavior. It provides tools and approaches to navigate encounters with individuals with ASD in various public safety roles. You will learn how to recognize signs of ASD, approach situations calmly, and tactically reposition yourself to ensure appropriate and non-threatening interactions, ultimately enhancing your ability to assist and support individuals with ASD in emergency situations.

Law Enforcement

Interactions with Individuals with Disabilities (2561603) | IADLEST NCP certified | 1-hour | NEW

People with disabilities may move, behave, or speak differently from what first responders may expect. This can result in first responders assuming that the person is intoxicated or uncooperative instead of considering if they may have a disability. This interactive online course will provide you with effective methods of engaging with individuals who have intellectual and/or developmental disabilities during emergency response situations. Addressing various disabilities such as autism spectrum disorder, ADHD, Down syndrome, and fetal alcohol spectrum disorder, this course offers insights into recognizing signs, understanding behaviors, and employing specialized approaches for these individuals. You will learn to navigate potential communication barriers, assess situations calmly, and tactically reposition yourself to ensure a non-threatening and appropriate response, enhancing your ability to serve the diverse needs of individuals with disabilities.

Sexual Assault Investigations | IADLEST NCP certified | 1-hour | NEW

The Rape, Abuse & Incest National Network reports that a sexual assault occurs in the United States every 68 seconds. In addition, it is reported that every 9 minutes, it involves a child, with only 25 out of every 1,000 perpetrators ending up in prison. This interactive online course provides crucial insights for law enforcement officers dealing with sexual assault investigations, addressing the pressing need to prevent compromises in evidence, knowledge gaps, and inadequate report writing. You will learn the significance of conducting unbiased investigations, ensuring comprehensive interviews and reports, and recognizing the pivotal role of victim advocates. Covering the importance of evidence preservation, the role of Sexual Assault Nurse Examiners, and the profound effects of sexual assault on victims, this course equips officers with practical knowledge to enhance their understanding and effectiveness in combating this pervasive criminal act and ensuring justice for survivors.

Understanding Autism Spectrum Disorder for First Responders (2566060) | 1-hour | IADLEST NCP certified | NEW

In the US, it is estimated that 1 in 36 children have autism and 1 in 45 adults have autism. This interactive online course is designed to equip first responders with crucial insights into Autism Spectrum Disorder (ASD) to facilitate safer and more effective interactions. The course focuses on identifying ASD traits, understanding associated mental and physical issues that may coexist, and addressing potential difficulties in communication and behavior. It provides tools and approaches to navigate encounters

with individuals with ASD in various public safety roles. You will learn how to recognize signs of ASD, approach situations calmly, and tactically reposition yourself to ensure appropriate and non-threatening interactions, ultimately enhancing your ability to assist and support individuals with ASD in emergency situations.

[< BACK](#)

[^ TOP](#)

February

[Fire](#) | [EMS](#) | [Water & Wastewater](#) | [OSHA & Compliance](#) | [HR](#) | [Office Productivity](#)

Fire

Fire Alarm Systems | 1-hour | UPDATED

This course will provide a comprehensive overview of fire alarm systems. This course will be divided into four general categories. First, the basic justification for alarm systems from both the perspective of building occupants and owners. Second, how alarms give firefighters an advantage. Third, the fundamental configuration of systems will be reviewed, including information on how they are designed and the system controls. Additionally, the components which make up the system will be examined. Finally, recommendations on how fire departments may wish to develop their standard operating guidelines for responding to fire alarms will be reviewed.

[< BACK](#)

EMS

Acute Coronary Syndromes (EMS – 861496 / CAPCE – 655151) | 1-hour | UPDATED

Acute Coronary Syndromes encompass a range of cardiovascular diseases and conditions that can affect patients of various ages and health statuses. This interactive online course is designed to equip healthcare professionals with a comprehensive understanding of this critical condition, which is a leading cause of death in the United States. This course delves into the prevalence of ACS in the U.S., risk factors, pathophysiology, and classic signs and symptoms, while also addressing potential mimics. Moreover, it covers the interpretation of 12-lead ECGs for triage, evidence-based treatment strategies, and best practices for patient transport and hospital selection. Upon completing this course, you will gain the tools needed to confidently respond to ACS cases, although hands-on training is also recommended for a well-rounded skill set.

Central Nervous System (CNS) Injuries (EMS – 2475918 / CAPCE – 2475920) | 1-hour | [UPDATED](#)

The Central Nervous System (CNS) Injuries course offers a comprehensive understanding of brain, skull, and spinal cord injuries, which are critical concerns in emergency medical services. With insights into the anatomy of the spine and the central nervous system, participants will learn to assess and provide medical care for patients with CNS injuries effectively. Special emphasis is placed on minimizing the risk of further injury by mastering spinal-motion restriction techniques using short and long backboards. This course is essential for EMS providers, helping them navigate the complexities of CNS injury assessment and care while adhering to the latest EMS education standards.

Injuries and Infections of the Eye (EMS – 38978 / CAPCE – 86533) | 1-hour | [UPDATED](#)

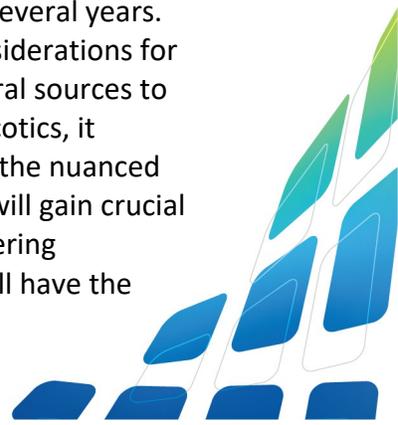
The human eye is a delicate and crucial organ, and understanding its anatomy, terminology, common injuries, and infections is vital to provide fast, appropriate care. Injuries and infections can lead to extreme pain and lifelong vision problems, making prompt and proper care a priority. This interactive online course provides essential knowledge for EMS responders to accurately assess and treat patients with eye injuries and infections. This course covers the anatomy of the eye, various eye injuries, common infections, assessment techniques, and management of patients with injuries, foreign bodies, burns, or blunt trauma to the eye. By the end of the course, you will be well-prepared to handle eye-related emergencies with the care and attention they require.

Femur Fractures (EMS – 2476070 / CAPCE – 2476103) | 1-hour | [UPDATED](#)

The Femur Fractures course provides a comprehensive understanding of femur fractures, focusing on the longest and strongest bone in the body. Participants will learn about the types of femoral fractures, their assessment findings, and the critical prehospital management techniques required for these injuries. Special considerations and potential complications following a femur fracture are also discussed, equipping healthcare providers with the knowledge and skills needed to effectively assess, treat, and manage femur fracture emergencies.

Narcotics Overdose (EMS – 2543137 / CAPCE – 2543138) | 1-hour | [UPDATED](#)

Narcotics overdose deaths have been on the rise in the U.S. for the last several years. This course provides a comprehensive understanding of prehospital considerations for narcotic overdose and misuse, tracing the historical evolution from natural sources to the modern era's potent synthetics. Delving into the mechanisms of narcotics, it explores their diverse routes of administration, effects on the body, and the nuanced dynamics of tolerance, dependence, and withdrawal. Through this, you will gain crucial insights into recognizing signs, implementing safety measures, and delivering appropriate responses as an EMS clinician. By course completion, you will have the



knowledge to explain narcotics' historical progression, comprehend their physiological impacts, and employ effective treatment methods, including accessing available resources for addiction management.

Operating an AED (EMS – 4892 / CAPCE – 14065) | 1-hour | [UPDATED](#)

Every year, approximately 350,000 Americans experience sudden cardiac arrest, a condition often marked by sudden and unexpected collapse. In these dire moments, rapid defibrillation can be the difference between life and death. In this course, we address the critical importance of automated external defibrillators (AEDs) in increasing survival rates for cardiac arrest victims. This interactive online course will provide a comprehensive understanding of AED technology, proper usage procedures, special considerations, and maintenance practices. It also highlights how advancements have made AEDs accessible to EMS providers and citizen rescuers through public access defibrillation initiatives.

Pediatric Cardiac Arrest (EMS – 2517398 / CAPCE – 2517399) | 1-hour | [UPDATED](#)

Each year in the United States, more than 20,000 infants and children suffer cardiac arrest. On average, prehospital emergency care providers are called to treat out-of-hospital cardiac arrest in more than 7,000 infants and children. Of these, 11.4% survive hospital discharge. This interactive online course covers major concepts of cardiac arrest in infants and children, the AHA guidelines for treatment of children in cardiac arrest, and post-cardiac arrest care. Pediatric cardiac arrest can be one of the most stressful situations for any prehospital care provider. Managing the resuscitation effort can call upon most of the skills and resources you have in the most demanding conditions.

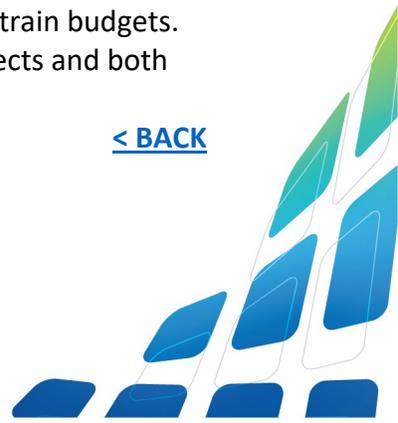
[< BACK](#)

Water & Wastewater

Corrosion Control Basics | 1-hour | [UPDATED](#)

Every day, hundreds of water main breaks occur throughout North America. Many of these are caused by corrosion. Corrosion can lead to tubercles and scale buildup in pipelines, which can impede the flow of water and damage equipment. Rust and pitting can cause leaks in the system. The cost of repairs and maintenance can strain budgets. Additionally, lead and copper corrosion can also have adverse health effects and both are regulated by the federal and state governments.

[< BACK](#)



OSHA & Compliance

Hazardous Waste Essentials | 1-hour | [UPDATED](#)

Are you confused by all of the jargon and acronyms used regarding hazardous waste and remediation? What do you know about the latest real or perceived threats to groundwater or air quality? Do you want to learn whether your neighbor's stash of trash and rusted drums is merely annoying or legally hazardous? This interactive online course covers the origins of hazardous waste and the legislation set in place by the U.S. government and other global entities to mitigate risk and encourage pollution prevention.

Oil Spill Response in Facilities | 1-hour | [UPDATED](#)

The environment and public health and safety are affected with every oil spill and facilities should work to mitigate their risk with a goal of zero oil discharge. By the end of this course, you will learn about the tools facilities can use to prevent, contain, control and if necessary cleanup after an oil spill.

Pallet Jack Safety | 0.25-hours | [NEW](#)

A pallet jack is a relatively simple device that allows a person to pick up and move a palletized load which can weigh several times that of the operator. A typical manual pallet jack consists of a small frame that supports two low forks that are designed to fit under a pallet. A handle, or tiller, connected to the frame provides a method to push or pull the jack, to steer it, and a way to hydraulically elevate the forks. This course will focus on the principles of operation and instructions for safe use of the manual type of pallet jack.

Safety: Working with Chemicals | 1.11-hours | [UPDATED](#)

The main goal of this course is to provide you with practical knowledge about chemical use. You'll learn how to recognize common chemical hazards and how to deal with them. Finally, you'll learn how to take precautions to avoid chemical accidents and make your job as safe as possible.

[< BACK](#)

HR

Active Shooter Response | 0.25-hours | [NEW](#)

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In many cases, active shooters use multiple firearms and there is often no pattern or method to their selection of victims. This course

describes the best actions to take in an active shooter situation as well as the correct ways to interact with law enforcement officers.

Conflict Management | 0.25-hours | NEW

When people work together, there will inevitably be disagreements. Some of these disagreements are minor, but some can turn into major conflicts. If conflicts are not resolved, they can lead to long-term tension and unhappiness among employees. This course illustrates how to resolve conflicts using the SLOW method, reasons for different points of view, and tips for face-to-face communication. Following the ideas in this course can help your team use conflict situations as an opportunity to solve work or personal problems, and therefore become more productive and unified.

Disabilities in the Workplace | 0.5-hours | NEW

A disability is defined as a physical or mental impairment that substantially limits one or more of a person's major life activities. Employers often struggle with how to respond and cope with workers with disabilities, but learning the basics about etiquette, as well as rights and responsibilities as outlined by the American Disabilities Act, or ADA, can make the situation better for everyone. This course describes the ADA, the benefits of hiring workers with disabilities, types of disabilities, reasonable accommodations, interviewing and etiquette, as well as how to prevent and deal with discrimination.

[< BACK](#)

Office Productivity

Mastering Outlook 365 - Beginner (2022) | 0.63-hours | NEW

There's more to Outlook than just email. Learn how to use the many features of Microsoft's powerful productivity tool. Few things have greater impact on your productivity than how you use Outlook. Too many people waste time on unnecessary tasks when they could be taking advantage of the many features embedded in Outlook. This course will help you brush up on your Outlook skills, so you can become more productive while using the basic elements of Outlook.

[< BACK](#)

[^ TOP](#)

January

EMS

**Acute Respiratory Distress Syndrome (EMS – 2476116 / CAPCE - 2476167) | 1-hour |
UPDATED**

The Acute Respiratory Distress Syndrome course provides essential knowledge and skills for healthcare providers in identifying and managing acute respiratory distress syndrome (ARDS). Participants will learn to distinguish ARDS from other conditions, recognize its symptoms in patients, and effectively manage ARDS cases in the field. Given the critical nature of ARDS, this training is crucial for improving patient outcomes and increasing the chances of survival.

Ethics for EMS Providers (EMS – 2484291 / CAPCE – 2484293) | 1-hour | UPDATED

Have you ever found yourself in situations where you had to make critical decisions about patient care, determine what can or cannot be done, or weigh the ethical considerations of your actions? In the fast-paced world of Emergency Medical Services (EMS), these dilemmas are all too common. This interactive online course covers essential skills to navigate complex ethical challenges. Topics include understanding ethics terminology, identifying personal and professional codes of ethics, recognizing ethical dilemmas, and implementing effective problem-solving strategies. As EMS technology evolves rapidly, this course empowers providers to make sound ethical judgments, even in the absence of specific laws or rules.

Health and Wellness (EMS – 2498935 / CAPCE – 2498937) | 1-hour | UPDATED

Did you know that over 70% of firefighters are overweight or obese? Providing emergency medical care is a physically and emotionally demanding task for first responders, and prioritizing self-care and overall wellness is crucial for delivering quality care to patients. This interactive course covers key components of health and wellness including mental health, stress management, nutrition, physical activity, and sleep. Just as first responders continually train to excel in their professions, striving for better health and wellness are essential for the job. Neglecting either aspect can jeopardize lives, making health and wellness best practices essential for both professional and personal well-being.

**Pain Transmission, Perception, and Assessment (EMS – 2518167 / CAPCE – 2518176) | 1-hour
| UPDATED**

Pain is a prevalent complaint in emergency medicine, and patients expect effective pain assessment and treatment as a priority. This interactive online course is designed to address the critical issue of under-treated pain, especially within prehospital clinical settings. This course delves into the pathophysiology of pain, different classification methods, and the importance of understanding pain as a subjective experience. By the end of this course, you will be equipped to methodically assess and manage pain in diverse clinical situations, ensuring not only patient satisfaction but also improved outcomes and effective communication of symptoms.



Patients with Special Challenges (EMS – 1927 / CAPCE – 2374) | 1-hour | [UPDATED](#)

When called to the scene of an emergency, you may encounter patients who require special considerations for communication, care, and transport. This course is designed to equip healthcare providers with the knowledge and skills necessary to effectively address the unique challenges presented by patients with various physical, mental, developmental, or culturally diverse needs. You will learn how to assess and manage patients with conditions such as hearing or visual impairments, paraplegia, quadriplegia, mental illnesses, developmental disabilities, and more. This course emphasizes the importance of providing professional, respectful, and inclusive care to all patients, ensuring that their specific needs are met throughout the assessment and treatment process.

Prehospital Considerations for Diversity, Equity, and Inclusion in EMS (EMS - 2480960 CAPCE – 2480961) | 1-hour | [UPDATED](#)

In the field of Emergency Medical Services (EMS), professionals often encounter patients from diverse cultural backgrounds and identities. This course equips EMS clinicians and agencies with the knowledge and strategies needed to provide high-quality care to culturally diverse patients, while addressing topics such as implicit bias, systemic racism, and the unique needs of traditionally marginalized groups. Upon completion, participants will be better prepared to deliver equitable and inclusive care in a culturally diverse society.

[< BACK](#)