



Directorate of Training and Education

## Outreach Training Program

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## Requirements

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Effective: April 1, 2019

Occupational Safety and  
Health Administration (OSHA)  
2020 S. Arlington Heights Rd  
Arlington Heights, IL 60005-4102  
[www.osha.gov](http://www.osha.gov)  
[outreach@dol.gov](mailto:outreach@dol.gov)

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## Record of Changes

The following summary lists the substantive changes made to this document. Additional minor content, grammatical, or typographical corrections are included in this document. All OSHA authorized Outreach trainers, Authorizing Training Organizations and other stakeholders must carefully review and adhere to OSHA Outreach Training Program requirements, procedures and related guidance.

Page	Section	Change
2	III.B.1-4	Deleted – There is no longer a grace period for trainers if their card has expired.
2	III.B.1	Added – If a trainer’s authorization has expired, the trainer will be unable to conduct OSHA Outreach Training Program training and receive student course completion cards.
2	III.B.2	Revised – Extension to the trainer’s expiration date will not be granted, except as described in paragraph III.C below.
6	V.E.1.a.	Expanded – Serving or allowing alcohol to be served at, during, or in conjunction with, training activities.
6	V.E.1.c	Revised – Discriminatory or defamatory remarks <b>towards or</b> regarding OSHA, <b>an ATO</b> , or any individual or group of individuals.
6	V.F.1	Expanded – Trainers ( <b>primary, assistant, or guest</b> ) are not considered students.
6-10	V.F.1-11	Reordered paragraph(s) for clarity and added: <b>Outreach Courses and Classes.</b> OSHA defines a “course” as a series or lessons addressing specified topics to teach hazard awareness meeting the required student contact hours. OSHA defines a “class” as an offering of a 10- or 30-hour Outreach course within a specific timeframe that meets the required minimum student contact hours. For example, a 10-hour Outreach construction class held between January 1 and 3, results in issuance of a 10-hour Outreach construction course completion card.
7	V.F.5.b	Reworded for clarity – The entire length of an individual training session can be no more than 10 consecutive hours including 7.5 student contact hours, and administrative time such as lunch/meal and other breaks, taking attendance, and optional testing. For example, a training session can be conducted from 9:00 pm through 7:00 am the following day; however, cannot run past 7:00 am.
7	V.F.5.a-e	Reordered paragraph(s) for clarity and deleted paragraph c: A 10 min break is required for every two (2) consecutive hours of training (including student contact hours and time spent on administrative matters or tests), and a 30 minute lunch or meal break is required for every six (6) hours of training (including student contact hours and time spent on administrative matters such as attendance or tests). Training is not allowed during lunch or meals, or during other break periods.
9	V.F.8.a.	Revised – OSHA expects Outreach Training Program training to meet adult learning needs and include interactive activities. Therefore, training must include workshops, case studies, exercises, and demonstrations that

Page	Section	Change
		involve student participation and interaction.
12	V.K.2.	Added – “Instructor-led”
16	V.O.2.a	Added – OSHA does not consider cost saving, trainer availability, program or workplace time limits, or missing work to be extenuating circumstances.
17	V.P.1.	Revised – The <b>primary trainer’s</b> printed first and last names and signatures must also appear on the daily student sign-in sheets, <b>attesting to the accuracy of the data listed.</b>
17	V.P.5.	Added - .....” and facilitate processing of replacement card requests.”
17	V.P. Note	Added – Completion, <b>submission</b> , and retention.....
19	V.Q.2.f.	Added – Unobscured or fully legible depictions of student course completion cards may not be posted on trainer or training organization websites, or otherwise incorporated into advertising or marketing materials.
27	VIII.A.2.	Added – OSHA encourages, but does not require, trainers or training providers to issue course completion cards through a trackable delivery method (e.g. USPS, UPS, FedEx, messenger service, etc.).
31	Appendix B	Added – Note: The URLs provided below are subject to change. Training resources are accessible through the OSHA website at <a href="http://www.osha.gov">www.osha.gov</a> .

**I. Trainer Requirements.** Requirements for trainers authorized through the Occupational Safety and Health Administration (OSHA) Outreach Training Program (“Program”) are contained in the following documents:

**A. OSHA Outreach Training Program Requirements.** This document covers the requirements for OSHA Outreach Training Program authorized trainers in all OSHA Outreach Training Programs.

**B. OSHA Outreach Training Program Procedures.** These documents contain specific industry program requirements (e.g. Construction, General Industry, Maritime, or Disaster Site Worker).

**C. OSHA Outreach Training Program Investigation and Review Procedures.** These procedures are used by OSHA to process complaints or allegations of failure to comply with OSHA Outreach Training Program requirements. These procedures ensure program standardization, due process for resolving problems, and support Program oversight.

**II. OSHA Outreach Training Program Overview.** The purpose of the OSHA Outreach Training Program is to teach workers about their rights, employer responsibilities, and how to file a complaint as well as how to recognize, abate and prevent job-related hazards. OSHA authorizes safety and health professionals who complete an OSHA Outreach Training Program trainer course to conduct occupational safety and health classes for workers. After training is completed, trainers document the training to their Authorizing Training Organization (ATO) (see Section IV.A.), and receive student course completion cards to distribute to the workers whom they have trained. OSHA has promoted workplace safety and health by authorizing trainers since 1971.

The OSHA Outreach Training Program is voluntary. OSHA Outreach Training Program training does not meet the training requirements contained in any OSHA standard. Some states and local jurisdictions have enacted legislation mandating OSHA Outreach Training Program training, and some employers and unions require workers to have this training to work on job sites or to fulfill their own safety training goals. However, the federal government does not mandate OSHA Outreach Training Program participation. For a complete list of OSHA’s training-related requirements, see OSHA Publication #2254, *Training Requirements in OSHA Standards* available through OSHA’s website ([www.osha.gov](http://www.osha.gov)).

**III. Authorized OSHA Outreach Training Program Trainer Designation.**

**A. Becoming an OSHA Outreach Training Program Trainer.** To become an OSHA Outreach Training Program trainer, an individual must meet the prerequisites and complete the applicable industry trainer course through an Authorizing Training Organization (ATO). See the specific industry program procedures for detailed information. Trainer course prerequisites include components for both industry-specific safety and health experience and training in OSHA standards for that industry. These are separate components. Industry experience cannot be used to fulfill or replace the training prerequisite component. OSHA does not waive the training prerequisite component.

**B. Update Requirement.** To remain current on relevant OSHA matters and ensure quality training, OSHA Outreach Training Program authorized trainers are required to complete a trainer update course every four (4) years. The trainer course may also be completed to maintain a trainer's authorized status.

1. If a trainer's authorization has expired, the trainer will be unable to conduct OSHA Outreach Training Program training and receive student course completion cards.

2. Extensions to the trainer's expiration date will not be granted, except as described in paragraph III.C below.

**C. Trainer Update Exemption for Overseas Military Service.** Military members returning to the Continental United States (CONUS) from overseas assignment(s) have 90 calendar days from their return date to renew their trainer authorization. Proof of military status must be shown, including furnishing a copy of the military orders directing the service member's return to CONUS. Military reservists who serve more than 30 days on active duty and then leave active duty status must furnish a copy of their DD-214.

**D. Course Offerings.** Trainer and trainer update courses are offered through OSHA Training Institute (OTI) Education Centers. A searchable course schedule and a list of current OTI Education Centers can be found through OSHA's website ([www.osha.gov](http://www.osha.gov)).

#### IV. OSHA Outreach Training Program Contacts

**A. Authorizing Training Organization.** This refers to the organization that sponsored the trainer's most recent trainer course or trainer update course. The Authorizing Training Organization (ATO) is either the OSHA Training Institute (OTI) or an OTI Education Center.

1. The ATO is the trainer's primary point of contact. The name of each trainer's ATO is indicated either on the front of the OSHA Outreach Training Program authorized trainer card, below "OSHA, U.S. Department of Labor" or listed on the upper left portion on the back of the OSHA Outreach Training Program authorized trainer card, along with the ATO contact information. This organization is responsible for answering trainer questions, processing the OSHA *Outreach Training Program Report* (OTPR), and will issue student course completion cards. An ATO point-of-contact list is available on OSHA's website ([www.osha.gov](http://www.osha.gov)).

2. Trainers may be affiliated with only one Authorizing Training Organization per industry. For example, a trainer may be authorized through one ATO for Construction, and authorized through a different ATO for General Industry. The trainer may not be authorized as a Construction trainer simultaneously through two or more ATOs.



a. Trainers must submit OTPRs for training that they deliver through the ATO which authorized the trainer for that specific industry. In the example above, the trainer must submit all construction OTPRs through the ATO that issued the authorized Construction trainer card, and may not request Construction student course completion cards through the ATO that issued the authorized General Industry trainer card.

b. Upon changing ATOs, and while a previous trainer authorization has not yet expired, Outreach trainers are required to notify the original ATO of their new trainer authorization through a different ATO. This will ensure that trainers remain authorized through only one ATO per industry at a time.

**B. OSHA Directorate of Training and Education.** For assistance on matters specifically referenced in these requirements or on the OSHA website, please contact the OSHA Outreach Training Program via email at [Outreach@dol.gov](mailto:Outreach@dol.gov) or by phone at (847) 725-7810. Please send written correspondence to:

Assistant Director, Training Programs  
OSHA Office of Training Programs and Administration  
2020 S. Arlington Heights Road  
Arlington Heights, IL 60005-4102

**V. OSHA Outreach Training Program Requirements.** This section contains information on the requirements for conducting OSHA Outreach Training Program training classes. Trainers are responsible for complying with these requirements when planning and conducting OSHA Outreach Training Program classes.

**A. OSHA Outreach Training Program Trainer Responsibilities.** It is the responsibility of each OSHA Outreach Training Program authorized trainer to adhere to the most current OSHA Outreach Training Program requirements, guidance, and related procedures.

1. Each OSHA Outreach Training Program authorized trainer is responsible for timely compliance with requests from OSHA's Directorate of Training and Education (DTE) or DTE's designee (e.g., ATOs, OSHA regional offices, Office of Inspector General, etc.). Such requests include, but are not limited to, queries regarding trainer or program information, training documentation, or other supporting records.

2. Each OSHA Outreach Training Program authorized trainer must promptly notify their respective ATO(s) of changes to their contact information, including but not limited to: the trainer's mailing address, email address, phone number(s), employer or place of employment, etc.

**3. Use of Legal Names on Outreach Training Program Documents and Cards.** Authorizing Training Organizations are responsible for making every effort to verify the identity of potential OSHA Outreach Training Program trainers during trainer course registration activities and prior to releasing an authorized trainer card.

a) Identity verification should be based on comparison with a federal photo identification card (e.g., Transportation Worker Identification Credential (TWIC), military ID, passport, etc.), or comparison with a REAL ID Act-compliant, government-issued identification document (e.g. state driver's license, state-issued identification card, etc.). For additional information on the REAL ID Act and acceptable forms of identification, see: <https://www.dhs.gov/real-id>.

b) International students seeking registration for an OSHA Outreach Training Program trainer or trainer update course must present a passport or other commonly accepted international photo identification document to verify their identity.

c) Only legal names supported by a verified photo identification document may be used on trainer prerequisite forms, Outreach Authorized Trainer cards, and all other Program documentation (e.g. Outreach Training Program Reports (OTPRs), replacement card requests, etc.).

1) The same legal name must be used across all industries and ATOs.

2) Should an OSHA Outreach Training Program authorized trainer legally change their name due to marriage, divorce, court decree, etc., the trainer must immediately inform their ATO(s) of the name change. Authorizing Training Organizations will document and retain the notice of name change for a period of five years from the date of the name change, to facilitate processing replacement student course completion card requests and other administrative or program oversight activities. Trainers shall be issued a new trainer card reflecting the new name.

3) Failure to adhere to the requirement to use the same legal name throughout the Program may result in corrective action, up to and including revocation of an OSHA Outreach Training Program trainer's authorization.

4. The primary purpose of the OSHA Outreach Training Program is to deliver high-quality safety and health training to workers. Therefore, authorized Outreach trainers are expected to promote Program goals and training, and represent the agency in a creditable manner.

5. Failure to comply with Outreach Training Program requirements or trainer responsibilities, or any instances of trainer misconduct, behavior, or activities that tend to discredit the agency or diminish the effectiveness of the OSHA Outreach Training Program, may result in corrective action by OSHA, up to and including revocation of the OSHA Outreach Training Program trainer's authorized trainer status.

**B. Statement of Compliance.** Each Outreach trainer must sign a statement affirming that the training they conduct will be in accordance with OSHA Outreach Training Program requirements and procedures (see Appendix A).

**C. Exception Requests.** DTE does not routinely grant exceptions to policy for OSHA Outreach Training Program classes. Exception requests are evaluated individually. Previous grants of exceptions to policy do not guarantee or imply approval of future requests.

1. Requests for exception must include a detailed narrative describing the need for the exception, and why the inherent flexibility of the OSHA Outreach Training Program is insufficient to deliver quality training.
2. All exception requests must be submitted, in writing, by the primary OSHA Outreach Training Program authorized trainer.
3. ATOs will receive and review all exception requests, and may approve OSHA Outreach Training Program Requirements exception requests under certain limited conditions.
4. Specific exception request information requirements are addressed throughout Section V. All exception requests must meet the following conditions:
  - a) **Submission Timelines.** All exception requests must be submitted, in writing, to the trainer's ATO within the stated timeline for review and processing by the relevant approval authority
  - b) **Exception Restrictions**
    - 1) A trainer granted an exception is permitted only one exception in effect at a time.
    - 2) A trainer may not apply for or request an additional exception while any course previously granted an exception remains in effect. Trainers may not request multiple, concurrent or consecutive exceptions.

**D. Investigation and Review Procedures.** The procedures used by OSHA to process complaints or allegations of failure to comply with OSHA Outreach Training Program requirements are available through the OSHA website ([www.osha.gov](http://www.osha.gov)).

**E. Trainer Code of Conduct.** Trainers must conduct themselves professionally at all times during training, at meal and/or other break periods, in financial dealings with their students or customers, and during interactions with ATO staff, instructors, and other Program stakeholders. Examples of unprofessional behavior include, but are not limited to:

1. **Inappropriate Behavior, Activities, or Lack of Professionalism.** This includes such inappropriate behavior as:
  - a) Serving or allowing alcohol to be served at, during, or in conjunction with, training activities.
  - b) Suggesting how to circumvent OSHA regulations.

c) Discriminatory or defamatory remarks towards or regarding OSHA, an ATO, or any individual or group of individuals.

d) Telling jokes that could be reasonably considered offensive, insulting, humiliating, or demeaning.

**2. Improper Class Setting.** This includes holding training at a place not conducive to learning. For example, providing training in bars, private residences, or locations with outside distractions.

**3. Felony Conviction.** OSHA Outreach Training Program authorized trainers convicted of a felony may be subject to corrective action including suspension or revocation. Prior felony conviction does not automatically preclude a prospective trainer from attending a trainer course or seeking authorized trainer status.

**4. Failure to Handle the Payment and Refund of Course Tuition and Fees in a Professional Manner.** This includes failing to reimburse full course tuition and fees within five (5) business days of cancelling a class, or, if the trainer reschedules the cancelled class, failing to reimburse full course tuition and fees to each student that does not affirmatively agree, within 10 business days of the class cancellation, to attend the rescheduled class.

**5. Double Scheduling.** OSHA Outreach Training Program authorized trainers may not schedule multiple classes projected to occur concurrently or at the same time.

**F. Training Delivery.** Training that does not comply with the requirements listed below will not be recognized and trainers will not be issued student course completion cards.

**1. Students** are defined as those attending a class. Trainers (primary, assistant, or guest) are not considered students. Therefore, the Outreach trainer must not include their name on the student roster.

**2. Outreach Courses and Classes.**

a) Course: OSHA defines a “course” as a series of lessons addressing specified topics to teach hazard awareness meeting required student contact hours.

b) Class: OSHA defines a “class” as an offering of a 10- or 30-hour Outreach course within a specific timeframe that meets the required minimum student contact hours.

c) Example: a 10-hour Outreach construction class held between January 1 and 3, results in issuance of a 10-hour Outreach construction course completion card.

**3. Attendance.** To receive a course completion card, the student must attend the entire class and complete all class requirements, including all requisite topics and the minimum number of contact hours.

**4. Student Contact Hours.** Student contact hours refer to time spent covering course content. Student contact hours do not include breaks for meals or other breaks, or time spent on administrative matters such as taking attendance or administering optional tests.

### **5. Daily Student Contact Hour Limit**

**a)** Training is limited to a maximum of 7.5 student contact hours conducted per calendar day. Therefore:

**1)** 10-hour classes must take a minimum of two (2) calendar days.

**2)** 30-hour classes must take a minimum of four (4) calendar days.

**b)** The entire length of an individual training session can be no more than 10 consecutive hours including 7.5 student contact hours, and administrative time such as lunch/meal and other breaks, taking attendance, and optional testing. For example, a training session can be conducted from 9:00 pm through 7:00 am the following day; however, cannot run past 7:00 am.

**c)** No more than 10 hours of training (including student contact hours, lunch/meal and other breaks, and administrative matters such as attendance and tests) may be conducted in a 16-hour period. An 8-hour break (minimum) is required if 7.5 or more hours of training (including student contact hours, lunch and other breaks, and administrative matters and tests) are conducted in a 16-hour period. This break may need to be longer to ensure compliance with Section V.F.4.a.

**d)** The requirements in Sections V.F.4.a. through V.F.4.d. apply unless the ATO has granted an exception, in writing, to those requirements

**1)** A written request for an exception to the requirements listed in Sections V.F.4.a. thru V.F.4.d. must be submitted by the OSHA Outreach Training Program authorized trainer to the relevant ATO address indicated in Section IV.A, and must be received by the ATO at least 60 calendar days in advance of the scheduled training start date.

**2)** Documentation must be submitted with training details and a detailed narrative describing the reason why the OSHA Outreach Training Program trainer believes an exception is necessary, including why the flexibility inherent to the program is insufficient to provide quality training.

3) Only one exception will be permitted at a time – a request by a trainer for an exception will be denied if the trainer was previously granted an exception for a course that has not yet been completed.

4) An exception will only be granted in unusual, extenuating circumstances. OSHA does not consider cost savings, trainer availability, program or workplace time limits, or missing work to be extenuating circumstances.

**6. Break and Meal Periods.** At a minimum, a 10-minute break period must be provided after every two (2) consecutive hours of instruction. A meal period of at least 30 minutes must be provided for each training session which lasts for more than six (6) hours. The break and meal periods are intended as instructional breaks, training is not allowed during these times.

## **7. Class Duration**

a) Outreach trainers may break the class into time segments to deliver the training over multiple days, weeks, or months. Each segment must be a minimum of 30 minutes in length.

b) Each OSHA Outreach Training Program class must be completed within six (6) months of its start date. This 6-month requirement applies unless the ATO has granted an exception, in writing, to the duration requirement.

1) A written request for an exception to this requirement must be submitted by the OSHA Outreach Training Program authorized trainer to the relevant ATO address indicated in Section IV.A., and must be received by the Authorizing Training Organization at least 60 calendar days in advance of the scheduled training start date.

2) Documentation must be submitted with training details and include a detailed narrative describing the reason why the OSHA Outreach Training Program authorized trainer believes an exception is necessary.

3) Only one exception will be permitted at a time – a request by a trainer for an exception will be denied if the trainer was previously granted an exception for a course that has not yet been completed.

4) An exception will only be granted in unusual, extenuating circumstances. OSHA does not consider cost savings, trainer availability, program or workplace time limits, or missing work to be extenuating circumstances.

## **8. Class Style**

a) OSHA expects Outreach Training Program training to meet adult learning needs and include interactive activities. Therefore, training must include workshops, case

studies, exercises, and demonstrations that involve student participation and interaction.

**b)** Videos cannot comprise more than 25% of the instructional time spent on OSHA Outreach Training Program training.

**9. Student Verification.** Outreach trainers must employ every reasonable effort to verify the identity of each individual attending their OSHA Outreach Training Program classes.

**10. Providing 10-hour Students Additional Training to Receive a 30-hour Card.**

Outreach trainers may provide 20 additional hours to 10-hour students and receive 30-hour cards under the following conditions:

**a)** The same OSHA Outreach Training Program authorized trainer must conduct all the OSHA Outreach Training Program training (10- and additional 20-hours).

**b)** All the OSHA Outreach Training Program training must be completed (from the start of the 10-hour class, to the end of the 30-hour class) within six (6) consecutive months.

**c)** The original 10-hour card must be returned to the ATO for the student to receive the 30-hour card. If the 10-hour card is not available or returned to the ATO, a 30-hour card will not be issued.

**11. Stand-alone Training.** OSHA Outreach Training Program courses are considered stand-alone courses and must not be conducted as part of, and /or in conjunction or combination with other OSHA Outreach Training Program training. This does not prevent organizations from developing wrap-around coursework that is not part of the OSHA Outreach Training Program.

For example, an OSHA Outreach Training Program trainer may not treat a General Industry 10-hour class as a combination General Industry 10-hour class and Construction 10-hour class because the Outreach Program Trainer combined like-portions and subsequently taught all the other required portions of both 10-hour classes in a single training. In such a circumstance, the Outreach Program trainer will receive course completion cards for one 10-hour class in one industry only, and, as with all failures to comply with Program requirements, may result in corrective action by OSHA, up to and including the revocation of the OSHA Outreach Training Program trainer's authorized OSHA Outreach Training Program trainer status.

This restriction does not apply to the use of portions of a 10-hour class to fulfill requirements toward a 30-hour class in the same industry, as described in Section V.F.9., *Providing 10-hour Students Additional Training to Receive a 30-hour Card*.

**G. Makeup Training.** If a student misses any portion of the class, the student may be eligible to complete the training at a later time. This is considered "Makeup Training". The

OSHA Outreach Training Program trainer may conduct makeup training for a student in accordance with these requirements:

1. **Student Eligibility.** For a student to be eligible for makeup training, the student must have completed at least 50% of the instructional contact hours during the original class offering. Eligible student documentation and makeup training documentation must comply with the document submittal requirements in Section VII.B.
2. The OSHA Outreach Training Program authorized trainer must schedule makeup training, and makeup training must be completed, within six (6) months of the start of the training course, in accordance with Section V.F.6.b.
3. Makeup training may be performed by the primary OSHA Outreach Training Program authorized trainer (“primary Outreach trainer”) or by another OSHA Outreach Training Program authorized trainer who assists the primary Outreach trainer (“assistant Outreach trainer”) in accordance with Section V.M.3. The primary Outreach trainer is responsible for completing the reporting requirements outlined in Section VII.B.
4. Students may complete the makeup training with a guest trainer who conducted the particular missed training portion, as long as this part of the training is coordinated by the primary Outreach trainer and all other requirements in Section V.M. are followed. The student must have access to the primary Outreach trainer for any follow-up questions.
5. Makeup training classes consisting of less than three (3) students are permitted.

## H. Training Topics

1. **Types of Topics.** OSHA Outreach Training Program courses consist of mandatory, elective, and optional topics. These topics are outlined in the specific industry *Procedures* documents.
  - a) **Mandatory topics** are required and must be conducted for the minimum amount of time indicated. These topics are determined by OSHA.
  - b) **Elective topics** must be chosen by the OSHA Outreach Training Program authorized trainer from the list provided in the specific industry procedures. Usually the choices are based on industry, locality, or audience needs. OSHA requires a minimum number of elective topics to be delivered, and a minimum amount of time that must be devoted to these topics. The list of acceptable elective topics is determined by OSHA.
  - c) **Optional topics** are intended to supplement the mandatory and elective topics. These topics are intended to provide an OSHA Outreach Training Program authorized trainer with increased flexibility to fulfill OSHA Outreach Training Program training time requirements. Additional time in mandatory or elective topics is necessary if



optional topics are not covered. Optional topics are determined by the authorized trainer, and must clearly relate to occupational safety and health.

**2. The Designated Training Topics** sections in the specific industry procedures contain detailed information on subjects that must be covered in OSHA Outreach Training Program classes along with associated time requirements.

**3. Training and Topics Ineligible for OSHA Outreach Training Program Training**

- a) Topics must be occupational safety and health topics dealing with hazard recognition or prevention.
- b) CPR and First Aid instruction or training cannot be counted towards fulfillment of OSHA Outreach Training Program requirements.
- c) Training conducted to comply with OSHA standards cannot be counted toward OSHA Outreach Training Program training requirements.

**I. Training Materials**

**1. Required Curriculum**

- a) Trainers must use required curriculum as noted on OSHA’s Outreach Training Program Web page (see Appendix B). OSHA Outreach Training Program authorized trainers must maintain awareness of current program requirements.
- b) *Introduction to OSHA*. This 1-hour curriculum is required to be covered in every General Industry, Construction, and Maritime OSHA Outreach Training Program class. The module materials include an Instructor Guide, student handouts, and participatory activities. The curriculum is available on the Outreach page at [www.osha.gov](http://www.osha.gov). Additional information on this module is available in each specific industry *Procedures* document.

**2. Trainer Resources.** OSHA Outreach Training Program authorized trainers are provided electronic files during trainer courses which individuals must complete to become OSHA Outreach Training Program authorized trainers (see Section III). These files may include PowerPoint presentations and lesson plans that may be used in full or in part when conducting OSHA Outreach Training Program classes. Please note that most course materials provided in the OSHA Outreach Training Program trainer classes are intended for use by OSHA Outreach Training Program trainers, and are not designed for students.

**3. Student Materials.** OSHA Outreach Training Program authorized trainers must provide students with reference materials that highlight the key training points for each topic covered. See Appendix B for helpful training resources.

**4. Trainer Contact Information.** OSHA Outreach Training Program authorized trainers must provide all students with: the trainers' name(s), trainers' contact information, Authorizing Training Organization, and instructions on how to request a replacement student course completion card. OSHA Outreach Training Program authorized trainers must present their original trainer card (not a copy) at the start of the first session of each class.

**J. Topic Length.** OSHA has assigned minimum lengths for each mandatory topic. One-half hour (1/2-hour) is the minimum time period an OSHA Outreach Training Program authorized trainer may spend on any topic. Unless otherwise noted, OSHA recommends spending an hour on each topic.

**1. 10-Hour Class.** An OSHA Outreach Training Program authorized trainer may not cover any single topic for more than four (4) hours, unless permitted in the specific industry procedures.

**2. 30-Hour Class.** An OSHA Outreach Training Program authorized trainer may not spend more than six (6) hours on any single topic, unless permitted in the specific industry procedures.

#### **K. Geographic Limitations**

**1. Geographic Jurisdiction.** OSHA Outreach Training Program classes may only be conducted in training locations within the geographic jurisdiction of the Occupational Safety and Health (OSH) Act. The geographic jurisdiction of the OSH Act is limited to the 50 U.S. States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, American Samoa, Guam, the Commonwealth of the Northern Mariana Islands, Wake Island, Outer Continental Shelf Lands defined in the Outer Continental Shelf Lands Act, and Johnston Island.

**2. Instructor-led OSHA Outreach Training Program classes delivered outside of the geographic jurisdiction of the OSH Act to members of the U.S. military and to civil service employees are permissible and these personnel are eligible to receive student course completion cards.** In these cases, OSHA Outreach Training Program authorized trainers are not required to request an exception, but must ensure their Authorizing Training Organization is aware that the persons trained are members of the U.S. military or civil service employees of the U.S. government. A civil service employee is defined as a Federal employee who is either a Competitive Service, Excepted Service, or a Senior Executive Service employee. Non-civil service employees, contractors for the U.S. government, and individuals not subject to the OSH Act cannot be trained outside of the geographic jurisdiction of the OSH Act.

**Out-of-Jurisdiction Exception Requirements.** The geographic jurisdiction requirement applies unless OSHA has granted a written exception. Requests for exception will only be granted for training that is provided on a contract basis for a specific organization and only for its employees, and is intended to apply to persons subject to the OSH Act. The contracting organization is defined as the party which has a legally binding contract with the OSHA Outreach Training Program authorized trainer to provide OSHA Outreach Training Program training outside of OSHA’s geographic jurisdiction.

Please note the following requirements for obtaining OSHA approval for training outside OSHA’s geographic jurisdiction. Only one exception will be permitted at a time – a request by a trainer for an exception will not be approved if the trainer was previously granted an exception for a course that has not yet been completed. Written requests for an exception to this requirement must be submitted by the OSHA Outreach Training Program authorized trainer to the relevant ATO address indicated in Section IV.A. The ATO must receive the written request at least 60 calendar days in advance of the scheduled training start date. The ATO will accept, review, process, and recommend approval or denial of the request to the Assistant Director, Training Programs, DTE. The Assistant Director, Training Programs, DTE retains final authority to approve or deny out of jurisdiction exceptions. The written request for exception must include the following:

- a) A detailed narrative statement specifying why the trainer believes an exception is necessary. This statement must address the specific training audience, and why the audience cannot receive OSHA Outreach Training Program training within the agency’s geographic jurisdiction. OSHA does not consider cost savings, trainer availability, or matters of convenience to be justification for delivering out of jurisdiction training. The request must include proof that the training is for individuals covered under the OSH Act.
- b) Primary OSHA Outreach Training Program authorized trainer name.
- c) Primary OSHA Outreach Training Program trainer email address.
- d) Copy of trainers’ OSHA Outreach Training Program authorized trainer card(s).
- e) Signed OSHA Outreach Training Program trainer Statement of Compliance.
- f) OSHA Outreach Training Program class type, indicating industry and number of hours.
- g) Contracting organization’s name and address.
- h) Class date(s).
- i) Start and end times for each training day.
- j) A detailed topic outline which indicates each topic, the length of time each topic will be taught, and the date and time the topic will be taught. The outline must be

organized to clearly indicate the cumulative time spent on each mandatory, elective, and optional topic, and identify specific times (e.g., 1pm to 2pm) for each topic, meal and other breaks.

**k)** Guest trainer and assistant authorized trainer name(s).

**l)** Physical address where the OSHA Outreach Training Program training will be conducted.

**m)** Typed list of employees to be trained on the contracting company letterhead.

**3. Advertising Restriction.** Dissemination or posting of promotional materials, advertising, or information of any kind (including electronic mail, print media, and/or Web sites) for OSHA Outreach Training Program training conducted outside the geographic jurisdiction of the OSH Act is strictly prohibited, and may result in corrective action, up to and including revocation of OSHA Outreach Training Program authorized trainer status.

**L. Training Language.** OSHA Outreach Training Program authorized trainers must teach in a language that students understand. If a student’s vocabulary is limited, the OSHA Outreach Training Program training must accommodate that limitation. The primary Outreach trainer must be fluent in the training language, or interpreters may be used. If using an interpreter, the following criteria apply:

**1. Interpreter Qualifications.** The interpreter must have a background in occupational safety and health.

**2. Class Length.** If interpretation is used, the class must be held for twice the amount of time to allow for adequate interpretation.

#### **M. Types of OSHA Outreach Training Program Trainers**

**1. Primary OSHA Outreach Training Program Trainer.** The primary OSHA Outreach Training Program authorized trainer (“primary Outreach trainer”) must:

**a)** Design and coordinate the class.

**b)** Teach a minimum of 50% of the class, except as indicated in Section V.M.3., below.

**c)** Be in attendance at all times to answer questions, except as indicated in Section V.M.3., below, and ensure proper topic coverage.

**d)** Document the class and retain class documentation, including student attendance.

e) Maintain a list of guest trainers or assistant OSHA Outreach Training Program authorized trainers used for each class, their qualifications, and the topics each trainer delivered.

**2. Guest Trainers.** Guest trainers are defined as subject matter experts who are not OSHA Outreach Training Program authorized trainers. OSHA Outreach Training Program authorized trainers may use guest trainers to assist in delivering their classes.

**3. Assistant OSHA Outreach Training Program Trainers.** Use of assistant OSHA Outreach Training Program authorized trainers (“assistant Outreach trainer”) relieves the primary Outreach trainer from the responsibility of attending all training sessions. When assistant Outreach trainers are used, the primary Outreach trainer must teach and be in attendance for at least 20% of the class, and must coordinate, document, and retain records of the training sessions. The assistant Outreach trainers must be authorized in the specific industry course being delivered. At least one OSHA Outreach Training Program authorized trainer must be in attendance at all times.

## **N. Minimum Class Size**

**1.** OSHA intends for OSHA Outreach Training Program training to be participatory. For this reason, OSHA requires OSHA Outreach Training Program authorized trainers to teach at least three (3) students per class, except as noted below.

**2. Minimum Class Size Exception.** Authorizing Training Organizations may allow an exception under extenuating circumstances. A written request for an exception to this requirement must be submitted by the OSHA Outreach Training Program authorized trainer to the relevant address indicated in Section IV.A., and must be received by the ATO at least seven (7) calendar days in advance of the scheduled training start date. A separate request must be submitted for each class for which an exception is sought, and only one exception will be permitted, and in effect, at a time. A written request must contain the following:

**a) Justification.** The OSHA Outreach Training Program authorized trainer must explain in a detailed narrative why training cannot be conducted in accordance with published OSHA Outreach Training Program requirements. If OSHA Outreach Training Program training is considered a routine business practice, such as when beginning employment, the period over which this practice will continue must be noted. The ATO may, at its discretion, issue an exception covering multiple classes over an extended period, not to exceed 12 months per request. Unless an extended period exception is issued by the ATO, the requirement that a separate request be submitted for each class will apply.

**b) Target Audience.** Indicate whether the OSHA Outreach Training Program training is for in-house employees, and if the training is required for employee orientation purposes, to fulfill company or jurisdictional policy, or other safety and health requirements.

## **O. Maximum Class Size**

1. OSHA Outreach Training Program classes are limited to a maximum of 40 students.

**2. Maximum Class Size Exceptions.** Authorizing Training Organizations may allow an exception under unusual, extenuating circumstances. A written request for an exception to this requirement must be submitted by the OSHA Outreach Training Program authorized trainer to the relevant address indicated in Section IV.A., and must be received by the ATO at least 60 calendar days in advance of the scheduled training start date. A separate request must be submitted for each class for which an exception is sought, and only one exception will be permitted, and in effect, at a time. A written request must contain the following:

**a) Justification.** The OSHA Outreach Training Program authorized trainer must explain in a detailed narrative why training cannot be conducted in accordance with OSHA Outreach Training Program requirements. OSHA does not consider cost savings, trainer availability, program or workplace time limits, or missing work to be extenuating circumstances

**b) Class Topic Outline.** A detailed topic outline which indicates each topic, the length of time each topic will be taught, and the specific date and time the topic will be taught.

**c) Student Materials.** Provide a list of materials which will be provided to each student.

**d) Method for Facilitating Student Questions.** OSHA Outreach Training Program authorized trainers must ensure students will be able to ask questions when the class is not in session. Possible methods include e-mail, answering questions after class, and/or a question and answer session after each topic.

**e) Documentation of Student Attendance.** Confirm that, and describe how, the OSHA Outreach Training Program authorized trainer plans to ensure attendance will be taken at the beginning and end of each class day.

**P. Records Retention.** OSHA Outreach Training Program authorized trainers must retain OSHA Outreach Training Program class records for five (5) years. OSHA reserves the right to request copies of class records for verification purposes at any time. Please note that failure to keep or provide these records may result in corrective action, up to and including the revocation of OSHA Outreach Training Program authorized trainer status. The class records for each class must include at least the following:

**1. Daily Student Sign-In Sheets.** Separate sign-in sheets must be completed for each day of the course. Printed or typed first and last names must appear adjacent to the students' signatures. Each sign-in sheet must contain the course name, date and time of the course sessions, and include the training location(s) name, city, and state. The primary trainer's printed first and last names and signatures must also appear on the daily student sign-in sheets, attesting to the accuracy of the data listed .

**2. Student Contact Information.** This is the location where the OSHA Outreach Training Program authorized trainer will send the student card. This location must be the student's home or business address.

**3. Detailed Topic Outline.** The outline must indicate the course title, location, and the actual date and time period (e.g. 1 p.m. to 2 p.m.) of every topic delivered, and include all breaks and meal periods. The primary and assistant OSHA Outreach Training Program authorized trainers and any guest trainers (see Section V.M.), must be listed on the topic outline next to the topic(s) they instructed.

**4. OSHA Outreach Training Program Report (OTPR).** A copy of the official OSHA *Outreach Training Program Report (OTPR)* submitted to request student course completion cards must include: the training location; the list of student names; the list of topics taught; and the cumulative class time spent on each topic. An OTI Education Center Outreach Training portal report is not equivalent to, and may not be substituted for, the official OSHA *Outreach Training Program Report*.

**5. Student Course Completion Cards.** OSHA Outreach Training Program trainers must make a complete copy of each course completion card they issue after entering all information onto the card. The course completion card copy may be electronic, digital, or paper, and must include both front and back of each card issued. This measure will enable the OSHA Outreach Training Program authorized trainer to track the card number issued to each student, and facilitate processing of replacement card requests.

**6. Guest trainers.** A list containing the name of each guest trainer, the specific topics and times covered by each guest trainer, and their qualifications.

**7. Assistant OSHA Outreach Training Program Trainers.** A list containing the name of each assistant Outreach trainer, including: a list of the topics covered by each assistant Outreach trainer; for each topic, the number of contact hours allocated to each assistant trainer; and a copy of each assistant Outreach trainer's valid (unexpired) OSHA Outreach Training Program authorized trainer card.

**Note:** Completion, submission, and retention of all records associated with OSHA Outreach Training Program training classes are the responsibility of the primary OSHA Outreach Training Program authorized trainer. If the OSHA Outreach Training Program authorized trainer leaves an organization for which they conducted training, retention of the original OSHA Outreach Training Program training records is the responsibility of the OSHA Outreach Training Program authorized trainer. Duplicate copies of OSHA

Outreach Training Program training records may be maintained by the organization for their records. OSHA Outreach Training Program authorized trainers may not rely on internal or external staff, clients, employers, or third parties to prepare, submit, report, retain, or maintain the required OSHA Outreach Training Program training records.

**Q. Advertising.** When advertising OSHA Outreach Training Program training, OSHA Outreach Training Program authorized trainers must properly describe their OSHA Outreach Training Program trainer designation and the OSHA Outreach Training Program training classes which they are authorized to deliver. An OSHA Outreach Training Program trainer's authorization is limited to conducting OSHA Outreach Training Program classes for the applicable industries for which authorization to train is granted. Advertising must not state or imply that OSHA Outreach Training Program trainer authorization exceeds this limit. If advertising is false or misleading, the OSHA Outreach Training Program trainer must promptly correct the problem. Failure to comply may result in corrective action, up to and including revocation of OSHA Outreach Training Program authorized trainer status. These restrictions also apply to course certificates, and other advertising or marketing materials and documents.

1. Advertising may include:

a) **“OSHA-authorized”**. Indicate that the training is authorized by OSHA; the use of “OSHA-authorized” is allowed.

b) **“OSHA” and “Department of Labor” Usage**. The terms “OSHA” and “Department of Labor” may be used in advertising but not in a manner which implies or expresses that the OSHA Outreach Training Program authorized trainer is an OSHA employee or that the OSHA Outreach Training Program class is being conducted by, has been approved by, is endorsed by, or is being done in cooperation with OSHA or the Department of Labor.

2. Advertising must not include:

a) **Department of Labor and/or OSHA Logos**. The use of the OSHA logo, the U.S. Department of Labor logo, and the U.S. Department of Labor seal is strictly prohibited.

b) **Certified**. The OSHA Outreach Training Program is not a certification program and must not be advertised as such. Neither OSHA Outreach Training Program authorized trainers nor students are certified, nor are OSHA Outreach Training Program curriculums certified. The OSHA Outreach Training Program trainer is authorized and students receive student course completion cards. Advertisements must not use any form of the word “certify” including the word “certification”, or imply that the OSHA Outreach Training Program class will result in the individual being certified.



**c) OSHA “Approved”.** OSHA does not “approve” trainers or classes. Advertising cannot state, imply or suggest that OSHA Outreach Training Program training or OSHA Outreach Training Program authorized trainers are approved by OSHA.

**d) OSHA Trainer Course (e.g., #500, #501, #5400, #5600).** OSHA Outreach Training Program authorized trainers cannot conduct OSHA trainer courses. OSHA Outreach Training Program authorized trainers must not refer to an OSHA Outreach Training Program class as an OSHA trainer course or an OSHA Outreach Training Program trainer course. OSHA Outreach Training Program trainer courses may only be conducted by Authorizing Training Organizations, which is either the OSHA Training Institute (OTI) or an OTI Education Center (see [www.osha.gov/otiec](http://www.osha.gov/otiec)).

**e) Use of “Train-the-Trainer”.** OSHA Outreach Training Program authorized trainers must not combine the use of “OSHA” and “Train-the-Trainer” in advertising. Students who complete an OSHA Outreach Training Program class are not recognized as OSHA Outreach Training Program authorized trainers and are not entitled to receive student course completion cards for individuals whom they may train.

**f) OSHA Outreach Training Program authorized trainers cannot provide cards to students which are depictions or representations of an OSHA Outreach Training Program student course completion card or which may be misconstrued as an OSHA Outreach Training Program student course completion card. Unobscured or fully legible depictions of student course completion cards may not be posted on trainer or training organization websites, or otherwise incorporated into advertising or marketing materials.**

**g) OSHA Outreach Training Program authorized trainers cannot state that OSHA Outreach Training Program training is OSHA compliant, or that it meets the requirements in any OSHA standard.**

**3. Advertising Training Outside OSHA’s Geographic Jurisdiction.** OSHA Outreach Training Program trainers may not disseminate or post promotional materials, advertising or information of any kind (including electronic mail, print media, and/or Web sites) for OSHA Outreach Training Program training conducted outside the geographic jurisdiction of the OSH Act and may not post information regarding this training on any Web site, or otherwise advertise for, OSHA Outreach Training Program training outside the geographic jurisdiction of the OSH Act.

**R. Alternative Training Methods.** OSHA Outreach Training Program classes must be conducted in-person, unless a written exception is obtained from OSHA or the trainer’s ATO as described in Section V.C above.

**1. Online Training.** OSHA Outreach Training Program authorized trainers may not conduct online OSHA Outreach Training Program classes. Only OSHA-authorized online Outreach training providers may conduct online OSHA Outreach Training Program classes.

**2. Video Conferencing.** OSHA’s preferred delivery method is through standard in-person classroom instruction. OSHA Outreach Training Program training conducted through a remote site video conferencing or other live, interactive instruction that is not standard in-person classroom instruction is not allowed unless OSHA or the relevant Authorizing Training Organization has granted a written exception for the conduct of such training. An exception for video conferencing request must be submitted, in writing, by the OSHA Outreach Training Program authorized trainer to the relevant address indicated in Section IV.A., and must be received by the ATO at least 60 calendar days in advance of the scheduled training start date. Exceptions may be authorized for a designated time period, not to exceed 12 consecutive months. The written request must be submitted to the primary Outreach trainer’s ATO and include the following:

- a) A detailed narrative statement indicating why the trainer believes an exception is necessary, and explaining why the inherent flexibility of the OSHA Outreach Training Program is insufficient to deliver quality training.
- b) Name(s) of the primary OSHA Outreach Training Program authorized trainer and assistant OSHA Outreach Training Program authorized trainers or guest trainers which will conduct the training.
- c) A copy of the relevant OSHA Outreach Training Program authorized trainer card(s).
- d) Documentation for all trainers (primary, assistant, and guest) of prior experience delivering occupational safety and health training via video conferencing, webinar, or other instruction that is not standard in-person classroom instruction, including topics, number of courses delivered, number of students trained, and cumulative student contact hours.
- e) The type of hardware, software, and/or systems students will utilize to participate in the alternative training method.
- f) Location of the origin training site and the type of hardware, software, or system that will be used at the origin training site.
- g) List of the offsite training locations. Students must receive training in a classroom, auditorium or conference room setting.
- h) The primary OSHA Outreach Training Program authorized trainer must ensure that a proctor is present at each training location. The proctor will monitor consistent student attendance, and collect daily student sign-in sheets. The proctor’s printed first and last name, and signature must appear on the sign-in sheets.
- i) A detailed course outline which indicates each topic, and the length of time for which each topic will be taught.

j) List of the materials that will be provided to each student including a description of when and how students will receive the materials.

k) Description of how the primary OSHA Outreach Training Program authorized trainer will ensure that the *Introduction to OSHA* module will be conducted in a participatory manner.

l) Description of how the primary OSHA Outreach Training Program authorized trainer will ensure that one or more OSHA Outreach Training Program authorized trainers are available to respond to student questions.

m) Description of how the primary OSHA Outreach Training Program authorized trainer will ensure that student questions are answered quickly and effectively.

n) Description of how the primary OSHA Outreach Training Program authorized trainer will ensure that effective two-way communication will be incorporated into the OSHA Outreach Training Program training.

o) All training must be accessible to OSHA and the respective ATO(s) for auditing purposes.

p) Due to the dispersed nature of the training delivery, a testing component is required for Video Conferencing training. Affirmative confirmation and a description of processes the primary OSHA Outreach Training Program authorized trainer will use to ensure effective evaluation of the training and testing of the students. Time allotted for administering the testing component is administrative in nature, and is not considered nor counted as instructional time. The method for conducting evaluation and testing must include the following three Evaluation Levels:

1) Level 1 – Student satisfaction surveys for content and delivery (including summary narratives for each).

2) Level 2 – Testing.

3) Level 3 – Follow-up impact evaluation.

**VI. Industry Sector-Specific Emphasis Training.** Organizations interested in developing industry sector-specific emphasis training courses must submit a written request to the OSHA Directorate of Training and Education. The written request should be sent to the address in Section IV.B., and must include the following elements:

**A. Justification.** A detailed narrative justification for the industry specific-emphasis training, which must include:

1. Which industry sector(s) will be addressed?

2. Why the industry sector-emphasis training is needed, and why the inherent flexibility of the OSHA Outreach Training Program is insufficient to meet the training need.

3. The training goals and objectives used to address the training need.

**B. Topics Listing.** A listing of topics and minimum instructional times must be provided. Topics covered must align and comply with the requirements outlined in the applicable industry OSHA *Outreach Training Program Procedures*.

**C. Training Materials.** A copy of all training materials developed for delivery, including the methods of delivery (e.g., audio visuals, handouts, workshops), must be provided for review and made available for posting on OSHA's website. Such materials must be compliant with Section 508 of the Rehabilitation Act of 1973, as amended in 1998 (29 U.S.C. §794 (d)). Requesting organizations must ensure training materials are kept current. At least annually, the requesting organization must ensure the training materials are current and relevant for the industry and provide for posting on OSHA's website. Documentation of the annual review must be submitted to OSHA.

**VII. How to Obtain Student Course Completion Cards.** After conducting an OSHA Outreach Training Program class, the OSHA Outreach Training Program authorized trainer must follow the instructions below to submit documentation for the class and receive OSHA student course completion cards.

**A. Trainer ID Number.** OSHA Outreach Training Program authorized trainers who have received student course completion cards will receive a Trainer Identification (ID) number from their ATO. A Trainer ID number is usually provided on the letter that is sent with the student course completion cards; however, some ATOs may issue a Trainer ID number upon course registration or trainer course completion.

**1. Multiple ID Numbers.** An OSHA Outreach Training Program authorized trainer who has completed trainer courses in different industry programs from more than one ATO will have different Trainer ID numbers from each ATO. Such a trainer must request student course completion cards from the ATO which granted authorization to train in that particular industry (see Section IV.A.).

**2. Misplaced ID Numbers.** An OSHA Outreach Training Program authorized trainer who has misplaced their Trainer ID number must contact their ATO to obtain it. Any OTPR submitted without a Trainer ID number is considered incomplete, will not be processed, and student course completion cards will not be issued.

**B. Submit Required Class Documentation.** After completing an OSHA Outreach Training Program class, the OSHA Outreach Training Program authorized trainer must send the following documentation to their ATO. The trainer's ATO is indicated on the top, back portion of the OSHA Outreach Training Program authorized trainer card. This organization has specific instructions on how to submit documentation for training conducted (e.g., online, e-mail, fax, etc.).

## 1. OSHA Outreach Training Program Report (OTPR)

- a) See specific industry procedures for information on completing the OSHA *Outreach Training Program Report* (OTPR), available on the Outreach webpage via [www.osha.gov](http://www.osha.gov). The OSHA Outreach Training Program authorized trainer must provide a correct, current, physical contact address on the report. This address must be a location where the trainer can receive mail.
- b) It is the responsibility of the OSHA Outreach Program Trainer authorized trainer to promptly notify their Authorizing Training Organization(s) when they change the address where they receive mail.
- c) It is also the responsibility of the OSHA Outreach Training Program authorized trainer to receive and sign for mail or other correspondence sent by OSHA or their ATO (via return receipt requested, for example). The OSHA Outreach Training Program authorized trainer cannot avoid notice of mailings sent by OSHA or the trainer's ATO by not complying with these requirements or refusing to accept delivery of OSHA Outreach Training Program correspondence.

## 2. Trainer ID

- a) Outreach trainers must include their OSHA Outreach Training Program Trainer ID in item 2 of the OSHA *Outreach Training Program Report*.
- b) OSHA Outreach Training Program authorized trainers that have not received a Trainer ID number must include a copy of their current OSHA Outreach Training Program authorized trainer card.
- c) Outreach trainers that have renewed their OSHA Outreach Training Program authorized trainer status must include a copy of their current OSHA Outreach Training Program authorized trainer card (i.e., do not submit copies of cards which have expired).

**3. Documentation for Students Eligible for Makeup Training.** The OSHA Outreach Training Program authorized trainer must submit documentation for students that missed any portion of a class and are eligible for makeup training (see Section V.G.). This documentation must be separate from the OSHA Outreach Training Program Report (OTPR). Eligible students' names must not be included on the OSHA OTPR submitted for students who completed the full class. The documentation for each student eligible for makeup training must include:

- a) Student address.
- b) Reason the student was unable to complete the OSHA Outreach Training Program training as originally scheduled.

c) Topics and contact hours completed.

d) Topics and contact hours not completed.

**4. Makeup Training.** The primary OSHA Outreach Training Program authorized trainer must provide the following information for a card request upon completion of makeup training:

a) A copy of the original OSHA *Outreach Training Program Report* (OTPR) submitted for students who completed the full class. The name(s) of the student(s) who completed the makeup training must not be included on the original OTPR submitted for students who completed the full class.

b) Documentation of student(s) participation in the original class, including a clear indication of topics and contact hours trained and missed.

c) A new OSHA *Outreach Training Program Report* that notes the end date of the makeup training, the name(s) of the student(s) who completed the makeup training and a complete, cumulative list of the topics and contact hours trained.

### C. Key Points on Submitting Class Documentation

**1. Statement of Certification.** OSHA Outreach Training Program authorized trainers must sign the statement of certification on the OTPR attesting that the training was conducted in accordance with OSHA *Outreach Training Program Requirements and Procedures* and that the OSHA Outreach Training Program authorized trainer has submitted accurate documentation.

**2. Time Limit on Submitting Training Documentation.** OSHA Outreach Training Program authorized trainers must submit documentation of training within 30 calendar days of class completion. If class documentation is submitted via hard copy, the postmark will be used to determine the timeliness of the request.

**3. Report Classes Individually.** Report each class separately – do not combine multiple classes in one report. This condition does not apply in cases where a 10-hour class is used to fulfil requirements toward a 30-hour class in the same industry, as described in Section V.F.9.

### D. Where to Send Class Documentation

1. OSHA Outreach Training Program authorized trainers must submit class documentation to their ATO (see Section IV.A.). The list of ATOs is available through the OSHA website at [www.osha.gov](http://www.osha.gov).

2. The name of the OSHA Outreach Training Program authorized trainer's ATO is indicated on the trainer's OSHA Outreach Training Program authorized trainer card.

3. OSHA Outreach Training Program authorized trainers who have taken an update course shall submit card requests to the ATO that provided their most recent trainer authorization for that specific industry.

4. OSHA Outreach Training Program authorized trainers who have completed trainer courses for multiple, separate industry programs through different Authorizing Training Organizations must send class documentation to the ATO that authorized training in the particular industry for which training was conducted (see Section IV.A.).

## **E. Lost, Damaged, Misprinted, or Erroneous Cards**

**1. Trainer Card.** Each OSHA Outreach Training Program authorized trainer must maintain physical possession of his or her OSHA Outreach Training Program authorized trainer card. This card serves as proof of the trainer's OSHA Outreach Training Program trainer status. The trainer must display their OSHA Outreach Training Program authorized trainer card at the beginning of each Outreach class they conduct, and upon student request. In the event of loss, damage, theft, name change, misprint etc., OSHA Outreach Training Program authorized trainers must promptly contact their ATO to receive a replacement OSHA Outreach Training Program authorized trainer card. A replacement fee may be charged by the ATO for a replacement card. A trainer on suspension, or whose authorization has been revoked, may not use their trainer card to misrepresent his or her current OSHA Outreach Training Program trainer status. Additionally, a trainer whose authorization has been suspended or revoked may be required to surrender their authorized trainer card to OSHA, DTE, or the trainer's respective ATO(s).

## **2. Student Course Completion Cards**

**a) Replacing Lost or Damaged Student Course Completion Cards.** A student that lost or damaged their student course completion card must contact their OSHA Outreach Training Program authorized trainer to request a replacement student course completion card. The OSHA Outreach Training Program authorized trainer must then contact their ATO for a replacement student course completion card.

1) The OSHA Outreach Training Program authorized trainer shall not request replacement student course completion cards for an OSHA Outreach Training Program training that ended more than five (5) years prior to the request for a replacement card. Replacement student course completion cards will not be issued for an OSHA Outreach Training Program training that ended more than five (5) years prior to the completion of the ATO's review of a request for the replacement card.

2) To receive a replacement card, an OSHA Outreach Training Program authorized trainer must provide to their ATO their name, the requesting student's name, the OSHA Outreach Training Program class end date, and type of class for which the student received the original student course completion card. A student that requests

a replacement card for a particular class will be issued only one (1) replacement card for that class. A fee may be charged by the ATO to replace a student course completion card.

**b) Non-Receipt of Batch of Student Cards.** Where an ATO issues a batch of student course completion cards for an OSHA Outreach Training Program class to an OSHA Outreach Training Program authorized trainer, and the trainer asserts that he or she did not receive the batch, the trainer shall not request a new set of cards more than 90 calendar days after the class end date. If the trainer makes such a request, a new set of cards will not be issued. However, if the trainer requests a new set of cards 90 or fewer calendar days after the course end date, a new set of cards will be issued, provided the trainer sends the following documentation to the ATO:

- 1) Student sign-in sheets for each day of the class
- 2) Student contact information
- 3) Topic outline which indicates the specific timing of all topics, mealtimes and breaks (e.g., 1 p.m. to 2 p.m.)
- 4) A signed statement agreeing to pay fees associated with future student course completion card deliveries if the batch is replaced, to cover the cost of certified delivery

**c) Misprinted or Erroneous Course Completion Cards.** An OSHA Outreach Training Program authorized trainer shall return all misprinted or erroneous student course completion cards to their ATO to obtain replacement cards. The trainer may not attempt to correct and/or use or distribute misprinted cards.

**d) Replacement Requestor.** Replacements on behalf of the student may be requested by an organization that maintains a duplicate copy of the OSHA Outreach Training Program authorized trainer's records, if the primary Outreach trainer cannot be located. However, the limitation of only one (1) replacement card per student per class remains in effect. Authorizing Training Organizations will issue only one (1) replacement card per student per class, subject to the time limit specified above in Section VII.E.2.a.1.

## **VIII. Student Course Completion Cards and Certificates**

### **A. Distribution of Student Course Completion Cards**

1. OSHA Outreach Training Program authorized trainers must ensure all student course completion cards are received by students within 90 calendar days of the course end date.



2. OSHA Outreach Training Program authorized trainers must issue student course completion cards directly to the student, regardless of who paid for the training. Cards must be sent to the student's address on record (see Section V.P.2.). OSHA Outreach Training Program authorized trainers who fail to comply with this requirement may be subject to corrective action by OSHA, up to and including revocation of their OSHA Outreach Training Program authorized trainer status. OSHA encourages, but does not require, trainers or training providers to issue course completion cards through a trackable delivery method (e.g. USPS, UPS, FedEx, messenger service, etc.).

3. Student course completion cards are issued for a specific class and must be used for students that successfully completed that class only. Student course completion cards for a particular OSHA Outreach Training Program training class are distributed from the ATO with individual, unique card numbers. OSHA Outreach Training Program authorized trainers shall not use these card numbers for, or in connection with, any OSHA Outreach Training Program training class other than the class for which the ATO processed the original card request.

**B. Receipt of Student Course Completion Cards.** To ensure student course completion cards are received by students within 90 calendar days of the course end date:

1. OSHA Outreach Training Program authorized trainers must submit class documentation to their ATO within 30 calendar days of class completion.
2. Authorizing Training Organizations must process a course completion card request within 30 calendar days of receipt from the requestor.
3. OSHA Outreach Training Program authorized trainers must provide student course completion cards to students within 30 calendar days of receipt from the ATO but not later than 90 calendar days after class completion.

**C. Student Course Completion Card Fees.** Authorizing Training Organizations do not receive funding from OSHA. These organizations support their training programs and OSHA Outreach Training Program administrative activities through tuition and fees. For this reason, OSHA authorizes ATOs to charge fees for student course completion cards, as they would for other course completion documents such as certificates, diplomas, or transcripts.

#### **D. Card Completion**

1. **Legibility.** OSHA Outreach Training Program authorized trainers must complete student course completion cards by printing or typing the student name, class end date, and the OSHA Outreach Training Program authorized trainer name (applies to paper cards only).

**2. Card Alteration.** OSHA Outreach Training Program authorized trainers may not alter, use white out, or otherwise modify student course completion cards. Trainers may not add additional information, such as company names, to the cards.

**3. Misprinting.** Student course completion cards that are misprinted must be returned to the ATO (see Section VII.E.2.c.), so that the OSHA Outreach Training Program authorized trainer may receive replacements.

**4. Card Lamination.** Student course completion cards may be laminated (applies to paper cards only).

**5.** A trainer who has an industry sector-specific audience (see Section VI) may request to have the industry sector-specific emphasis specialization printed on the course completion card when the card is printed. Such a request will be granted only if the request is made of the ATO at the time of the trainer's submission of the OSHA *Outreach Training Program Report (OTPR)*.

**E. Class Certificates.** OSHA Outreach Training Program authorized trainers are encouraged, but not required, to provide training certificates to students at the end of the training class. This helps students provide evidence that they completed the training before they receive their student course completion cards. Acceptance of a training certificate is at the discretion of the requesting organization (e.g., employer, union, trade association, jobsite, etc.).

1. All advertising restrictions listed in Section V.Q. apply to class certificates.

2. If providing class certificates, the OSHA Outreach Training Program authorized trainer must include the following statement on each class certificate, in addition to including the student's name, the end date of the OSHA Outreach Training Program training, and the OSHA Outreach Training Program authorized trainer name:

*“As an OSHA Outreach Training Program trainer, I affirm that I have conducted this OSHA Outreach Training Program training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my OSHA Authorizing Training Organization. Upon successful review of my documentation, I will provide each student their course completion card within 90 calendar days of the end of the class.”*

3. To reduce confusion, class completion certificates may not be the same print format or size as student course completion cards, nor may certificates otherwise appear to be student course completion cards.

**IX. OSHA Outreach Training Program Monitoring.** Both OSHA and ATOs periodically conduct training monitoring visits and record audits of OSHA Outreach Training Program classes and/or trainers to ensure compliance with OSHA Outreach Training Program requirements and procedures.

**A. Advance Notice of Training.** OSHA Outreach Training Program authorized trainers are required to provide one-time or ongoing advance notice of scheduled Outreach training and advance notice of cancellation of scheduled Outreach training to their ATO upon request of either OSHA or the ATO. If an OSHA Outreach Training Program authorized trainer does not comply with or provide the advance notification information requested, the ATO will not issue student course completion cards for the training(s) for which notice was not provided or was incomplete. The OSHA Outreach Training Program authorized trainer may be subject to corrective action by OSHA, up to and including revocation of their OSHA Outreach Training Program authorized trainer status, due to noncompliance with advance notification requirements.

**B. Training Observations.** A training observation may include verification of class timing, student attendance, topic coverage, assistant Outreach trainers and guest trainers' credentials, and other OSHA Outreach Training Program requirements. OSHA Outreach Training Program authorized trainers must permit unscheduled training monitoring visits from OSHA or ATO representatives.

**C. Record Audits.** A record audit may require submission of any or all of the items noted in Section V.P. If a trainer does not respond to a record audit request by the stated due date, the ATO will not issue student course completion cards and the trainer may be subject to corrective action by OSHA, up to and including the revocation of OSHA Outreach Training Program trainer authorization.

**X. OSHA Outreach Training Program Trainer Watch List.** OSHA maintains a list of each individual whose status as an OSHA Outreach Training Program authorized trainer has been suspended or revoked as a result of failure to comply with OSHA Outreach Training Program requirements and procedures, available through the OSHA website at [www.osha.gov](http://www.osha.gov). It is the responsibility of each OSHA Outreach Training Program authorized trainer to be aware of the OSHA Outreach Training Program trainers on the Watch List. Individuals may not conduct OSHA Outreach Training Program training, or attend OSHA Outreach Training Program trainer courses, while their trainer authorization is suspended or revoked. Additionally, primary Outreach trainers may not use a trainer whose name appears on the Watch List as an assistant Outreach trainer or guest trainer for any OSHA Outreach Training Program classes.

## Appendix A – Statement of Compliance

### Statement of Compliance with OSHA Outreach Training Program Requirements

I certify that I will conduct all OSHA Outreach Training Program training classes in accordance with OSHA Outreach Training Program requirements. I understand that it is my responsibility to ensure that I meet the requirements of the most recent edition of the OSHA *Outreach Training Program Requirements* and related industry-specific *Procedures*. I will maintain the training records as required by the requirements and procedures and I will provide these records to the OSHA Directorate of Training and Education (or its designee) upon request. I understand that I will be subject to immediate dismissal from the OSHA Outreach Training Program if I provide information that is not true, complete and correct. I further understand that providing false information may subject me to civil and criminal penalties under Federal law, including 18 U.S.C. Sec. 1001 and 29 U.S.C. 666(g), which provide criminal penalties for making any false statement, representation or certification.

\_\_\_\_\_  
Trainer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Trainer’s Typed or Printed Name

\_\_\_\_\_  
Authorized Trainer Expiration Date

\_\_\_\_\_  
Name of Course & Course Dates (To be completed by OTI Education Center)

\_\_\_\_\_  
Name of OTI Education Center (To be completed by OTI Education Center)

The OSHA authorized Outreach trainer is responsible for listing all additional or concurrent Authorizing Training Organizations (ATOs) through which the Outreach Trainer is authorized to deliver OSHA Outreach Training Program Classes.

Failure or refusal to list concurrent authorizations may result in corrective action, up to and including revocation of authorized trainer status, or immediate dismissal from the OSHA Outreach Training Program:

Authorizing Training Organization (ATO) Name	OSHA Outreach Trainer or Trainer Update Course Name	Expiration date of Authorization

## Appendix B – Training Resources

The intent of this appendix is to provide trainers with resource information to assist in the development and preparation of OSHA Outreach Training Program training classes. Note: The URLs provided below are subject to change. Training resources are accessible through the OSHA website at [www.osha.gov](http://www.osha.gov).

### OSHA Outreach Training Program References

- **OSHA Outreach Training Program Page** - [www.osha.gov/dte/outreach/index.html](http://www.osha.gov/dte/outreach/index.html).
  - Program announcements
  - OSHA Outreach Training Program requirements
  - Specific OSHA Outreach industry procedures
  - Frequently Asked Questions
- **Authorizing Training Organization** - [www.osha.gov/dte/outreach/ato.html](http://www.osha.gov/dte/outreach/ato.html). Find the OSHA Outreach Training Program trainer's primary point of contact.
- **OSHA Training Institute (OTI) Education Centers** - [www.osha.gov/otiec](http://www.osha.gov/otiec). Locate information on how to register for trainer, trainer update, and other courses.
- **Introduction to OSHA** - <https://www.osha.gov/dte/outreach/teachingaids.html>. Required OSHA Outreach Training Program course curriculum.
- **Investigation and Review Procedures** - [https://www.osha.gov/dte/outreach/investigation\\_procedures.html](https://www.osha.gov/dte/outreach/investigation_procedures.html).

### Relevant OSHA Websites

- **OSHA Home Page** - [www.osha.gov](http://www.osha.gov)
- **Safety and Health Training Resources** - [www.osha.gov/dte/library/index.html](http://www.osha.gov/dte/library/index.html). Main OSHA training resource site which includes:
  - **Training and Reference Materials Library**. Training and reference materials developed by OSHA as well as links to other related sites.
  - **Compliance Assistance Resources**. Resources to help understand OSHA requirements and learn about OSHA's cooperative programs.
  - **Grantee Developed Materials**. Training materials such as PowerPoints, instructor and student manuals, and test questions developed by OSHA grantees.
  - **Other Safety and Health Training Resources** - Training materials and resources developed by other federal and state agencies.
- **Other Helpful OSHA Sites**
  - **Safety and Health Topics Index** - [www.osha.gov/SLTC/index.html](http://www.osha.gov/SLTC/index.html)
  - **Young Workers** – [www.osha.gov/youngworkers/index.html](http://www.osha.gov/youngworkers/index.html)

- **Making the Business Case for Safety and Health** - [www.osha.gov/dcsp/products/topics/businesscase](http://www.osha.gov/dcsp/products/topics/businesscase). Helps illustrate why investing in workplace safety and health can improve an organization's financial performance.
- **Quick Takes** - [www.osha.gov/as/opa/quicktakes/index.html](http://www.osha.gov/as/opa/quicktakes/index.html). Sign up for OSHA's bi-weekly e-news memo.

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**OSHA Publications** - [www.osha.gov/pls/publications/publication.html](http://www.osha.gov/pls/publications/publication.html). Helpful quick cards, fact sheets, publications, forms, and posters. A few significant publications include:

- OSHA: All About OSHA, OSHA 3302
- OSHA At-A-Glance, OSHA 3439
- Training Requirements in OSHA Standards, OSHA 2254
- Workers' Rights – Vertical Wallet Card, OSHA 3392

**U.S. Government Bookstores** - <http://bookstore.gpo.gov/>. Order OSHA standards.

### **OSHA Technical Support**

- **OSHA Regional or Area Offices.** For support related to enforcement and the OSHA standards. These offices also provide publications and other helpful references. When contacting a Regional Office, ask for technical support. See [www.osha.gov/html/RAmap.html](http://www.osha.gov/html/RAmap.html).
- **Compliance Assistance Specialists.** These specialists are in each Area Office in states under federal jurisdiction. They're available for seminars, workshops, and speaking events. See [www.osha.gov/dcsp/compliance\\_assistance/cas.html](http://www.osha.gov/dcsp/compliance_assistance/cas.html).