TargetSolutions Course Release Guide (Canada)

2026

Vector Solutions continuously adds and updates online courses in TargetSolutions to ensure first responders and all government professionals have access to the training they need to stay safe, prepared, and compliant.

New and updated courses are added to this guide monthly. **Click here** for the 2025 Course Release Guide.

Search the course ID in parentheses in TargetSolutions to easily locate the most up-to-date version of courses with identical names in the system.

NOTE: *Sunsetting courses are detailed under the new or updated replacement. Advance notice will be provided before courses are removed. Please switch to the new version as soon as it is available.*

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- **Fire**
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Fire

January | March | May | July | August | September | October

October (Fire)

CPR Academic (3000974) | 1-hour | UPDATED

Are you ready to respond effectively in a cardiac emergency? As a potential first responder, your ability to recognize and react to cardiac arrest can mean the difference between life and death for someone in crisis. This interactive online course is designed to help you understand the essential skills of cardiopulmonary resuscitation (CPR), including how to perform chest compressions, deliver rescue breaths, and use automated external

defibrillators (AEDs) for adults, children, and infants. You will learn the complete chain of survival, proper techniques for different age groups, and critical best practices that align with the American Heart Association's latest guidelines, empowering you with the knowledge needed to act confidently and effectively during a cardiac emergency. (CAPCE CEH Category - Basic/Advanced)

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September (Fire)

Fire Microlearning - Advancing Hose Into a High-Rise (3508061) | 0.06-hour | NEW

Demonstrates techniques for safely advancing hose lines through multi-story structures, including routing and positioning for high-rise fire operations.

Fire Microlearning - Advancing into a Structure (3508066) | 0.04-hour | NEW

Outlines proper procedures for advancing into buildings during fire operations, covering approach angles, movement techniques, and positioning for crew safety.

Fire Microlearning - Advancing Up a Stairwell (3508068) | 0.04-hour | NEW

Covers techniques for safely advancing hose lines and personnel up stairwells during interior firefighting operations.

Fire Microlearning - Air Management and the Rule of Air (3508055) | 0.07-hour | NEW

Introduces fundamental principles of air management and the rule of air, covering how to maximize air supply efficiency during firefighting operations.

Fire Microlearning - Preconnected Hose Loads (3508071) | 0.07-hour | NEW

Reviews methods for preparing and organizing preconnected hose loads on apparatus for rapid deployment during emergency operations.

Fire Microlearning - Situational Awareness (3508058) | 0.04-hour | NEW

Covers key strategies for maintaining situational awareness in dynamic fireground environments and recognizing changes that impact firefighter safety and operational effectiveness.

Fire Microlearning - Supply Hose Loads (3508073) | 0.08-hour | NEW

PROPRIETARY & CONFIDENTIAL

Demonstrates strategies for organizing and deploying supply hose loads to establish reliable water supply during fire operations.

Flammable and Ignition Hazards for Hazmat Responders (3422817) | 1-hour | NEW

Hazardous materials incidents involving flammable liquids, gases, and vapors can rapidly escalate into fires, explosions, and catastrophic container failures. Emergency responders must understand how ignition characteristics and vapor behavior influence fire development, explosion potential, and responder safety during hazardous materials incidents. This interactive online course examines the key flammability and explosion hazards associated with hazardous materials response. Participants will learn how flash point, flammable range, auto-ignition temperature, and vapor ignition behavior affect fire risk and incident conditions. The course also introduces the warning signs and operational concerns associated with boiling liquid expanding vapor explosions (BLEVEs). Through practical examples and incident-based scenarios, learners will develop the ability to recognize escalating conditions and apply safer tactical decision-making during flammable hazardous materials emergencies.

Understanding Hazardous Materials Behavior Through Chemical and Physical Properties (3417987) | 1-hour | NEW

Hazardous materials incidents can rapidly escalate when responders fail to recognize how chemical and physical properties influence material behavior. Understanding how hazardous substances move, expand, evaporate, and accumulate allows responders to predict incident conditions and make safer tactical decisions. This interactive online course focuses on the practical application of physical properties during hazardous materials emergencies. Participants will learn how vapor density, specific gravity, vapor pressure, and boiling point affect vapor travel, spill behavior, atmospheric hazards, and container stability. Through operational examples and incident-based scenarios, learners will develop the ability to interpret chemical and physical property information and anticipate how hazardous materials are likely to behave in real-world response environments.

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August (Fire)

Hazard Recognition in Waste and Recycling Operations (3376171) | 1-hour | NEW

Waste and recycling environments present unique and often unpredictable hazardous materials risks for emergency responders. Unlike traditional hazmat incidents, materials in these settings are frequently mixed, unlabeled, or improperly disposed of, increasing the potential for fires, toxic exposures, and dangerous chemical reactions. This interactive online course focuses on hazard recognition and risk assessment in waste and recycling operations. Participants will learn to identify common hazardous materials found in waste streams, recognize signs of chemical reactions and incompatible materials, and evaluate

exposure risks in low-information environments. The course emphasizes practical application, helping responders make informed decisions during initial size-up and early incident operations.

Lithium-Ion Battery Emergencies (3376164) | 1-hour | NEW

Lithium-ion batteries are increasingly found in everyday devices, vehicles, and commercial settings, creating new and evolving hazards for emergency responders. When these batteries fail, they can produce intense fires, toxic gases, and rapid re-ignition that challenge traditional fire suppression tactics. This interactive online course provides responders with a practical understanding of how lithium-ion batteries behave during failure and fire conditions. Participants will learn to recognize early warning signs, understand thermal runaway, and identify the unique hazards associated with battery incidents across residential, transportation, and commercial environments. The course emphasizes real-world application, including tactical considerations for fire attack, exposure protection, and responder safety. By the end of the course, learners will be able to make informed decisions that prioritize life safety, manage incident complexity, and reduce risk during lithium-ion battery emergencies.

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July (Fire)

Fire Microlearning - Calling a Mayday (3444378) | 0.05-hour | NEW

Provides an overview of when to call a mayday and how to communicate your location and situation clearly.

Fire Microlearning - Crew Integrity (3444380) | 0.05-hour | NEW

This module discusses how crew integrity can become compromised, and why maintaining crew integrity is critical on every fireground.

Fire Microlearning - Disorientation Drills (3444383) | 0.05-hour | NEW

Provides an overview of how to use disorientation drills to regain control of situations where orientation during a fire response has been lost.

Fire Microlearning - Removing a Downed Firefighter (3444386) | 0.05-hour | NEW

This module discusses techniques for removing a downed firefighter and how to adapt your approach to different conditions.

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PROPRIETARY & CONFIDENTIAL

May (Fire)

RT-130: Annual Wildland Fire Safety Refresher (2933418, 2933447, 2933449, 2933450) | 8.0-hour | 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.

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March (Fire)

Building Design and Construction Features for Fire Protection (3295052) | 1-hour | NEW

Hostile fires are responsible for 3,000 deaths and 16,000 injuries each year. Approximately 100 firefighters die in the line of duty during that same period. In addition to human injury and death, is the property loss which is estimated to be almost $12 billion a year. This interactive online course will teach you the basic, but critical, aspects of how a building design influences the likelihood of a hostile fire and how that same design can mitigate the effects of an emergency fire incident. You will learn about basic building layout, construction components, building materials, fire ratings, occupancy considerations, emergency population management, and passive and active mitigating systems.

Commercial Structural and Building Systems Essentials (3295579) | 1-hour | NEW

This course will cover essential information regarding structural and building systems, with a focus on commercial building structures and roofing systems. As a result of reviewing this course, you will gain valuable knowledge and training in these core areas of structural and building Systems. We will also review a number of case studies that will provide you with valuable insight into unique approaches with building construction that are in use today. These case studies will provide you with some interesting viewpoints that you'll find useful in the development of your own projects.

Electrical Fire Alarm Systems (3295054) | 1-hour | NEW

This course presents key information regarding electric fire alarm systems. Fire alarm systems are of critical importance for several types of facilities, and are mandated for specific facilities by regulatory and government agencies. We will cover system fundamentals, and the various types of systems available and in use today - specifically, voice and alarm communications, automatic alarm signals, controls and signal initiation, transmission and notification.

PROPRIETARY & CONFIDENTIAL

Fire and Smoke Dampers Simplified (3295055) | 1-hour | NEW

Fire and smoke dampers are essential components of fire and life safety systems of a building. Their operation prevents the spread of fire and smoke and allows building occupants to safely exit a building during a fire. Fire and smoke dampers are also vital to the integrity of fire and smoke rated building assemblies. Improper specifications, installation, actuation or simply the lack of fire and smoke dampers can result in damage to a building or worse, loss of human life. This interactive online course will discuss fire walls, fire barriers, smoke barriers, fire partitions and horizontal assemblies.

Fire Microlearning - Bunker Gear Inspection (3291294) | 0.17-hour | NEW

Covers basic steps for checking firefighter turnout gear for safety and readiness.

Fire Microlearning - Donning and Doffing PPE & SCBA (3291834) | 0.17-hour | NEW

Introduces the proper procedures for putting on and removing protective equipment and SCBA.

Fire Microlearning - Drafting Operations (3313750) | 0.07-hour | NEW

Provides an overview of drafting operations using dump tanks for fire suppression.

Fire Microlearning - Drafting Strainers (3313758) | 0.02-hour | NEW

Introduces methods for attaching and using strainers to prevent debris from entering hoses.

Fire Microlearning - Fighting a Vehicle Fire (3291849) | 0.04-hour | NEW

Provides an overview of techniques for safely handling vehicle fires.

Fire Microlearning - Fire Attack Methods (3313751) | 0.04-hour | NEW

Provides an overview of common techniques for applying water or extinguishing agents to a fire.

Fire Microlearning - Foam Application Techniques (3313747) | 0.05-hour | NEW

Demonstrates methods for applying foam in firefighting scenarios.

Fire Microlearning - Hose Load Deployment (3313753) | 0.05-hour | NEW

Reviews strategies for deploying hoses during fire operations.

Fire Microlearning - Hose Rolls (3313752) | 0.05-hour | NEW

Demonstrates basic methods for rolling hoses for storage and deployment.

Fire Microlearning - Ladder Carries (3291842) | 0.03-hour | NEW

Covers basic methods for carrying ladders to the scene.

Fire Microlearning - Ladder Inspection (3291841) | 0.05-hour | NEW

Reviews essential checks to ensure ladders are safe for use.

Fire Microlearning - Ladder Raises (3291845) | 0.03-hour | NEW

Demonstrates proper techniques for raising ladders safely.

Fire Microlearning - Procedures for Conducting a Search (3291839) | 0.06-hour | NEW

Outlines general approaches for performing searches in fire or emergency situations.

Fire Microlearning - Proper Roof Ventilation Tool Selection (3291848) | 0.07-hour | NEW

Reviews considerations for choosing tools for roof ventilation.

Fire Microlearning - SCBA Inspection (3291847) | 0.17-hour | NEW

Introduces steps for checking self-contained breathing apparatus functionality.

Fire Microlearning - Solid vs. Fog Nozzle Use (3313754) | 0.04-hour | NEW

Provides an overview of the differences between solid and fog nozzles and when each may be used in firefighting operations.

Fire Microlearning - Troubleshooting Foam Systems (3313748) | 0.04-hour | NEW

Introduces basic strategies for identifying and addressing foam system issues.

Fire Microlearning - Vertical Ventilation Techniques (3313749) | 0.1-hour | NEW

Covers general approaches for creating ventilation openings from above.

Fire Microlearning - Victim Carries and Drags (3291836) | 0.04-hour | NEW

Demonstrates techniques for safely moving victims during firefighting operations.

Fire Systems and Sprinkler Basics (3295057) | 0.5-hour | NEW

A fire system has several devices working together to detect and warn people through visual and audio appliances when smoke, fire, or other emergencies are present. A fire sprinkler system is known as an active fire protection system that consists of a water supply system that provides adequate pressure and flow rate to a water distribution piping system, and then to the fire sprinklers connected to the system. In this interactive online course, we will discuss the components of fire systems and fire sprinkler systems.

Fire Systems: Fire Alarm Control Panel (3295058) | 0.5-hour | NEW

Fire alarm system equipment and installations are regulated and controlled by various national, state, and local codes. When referring to fire alarm systems, you will most likely work with different types throughout your career. Understanding the basic signals on a fire control panel will help you to feel comfortable with operating the system. This interactive online course will briefly discuss fire codes, types of fire alarm systems, and how to handle various fire alarm conditions. You'll learn the ins and outs of initiating systems and how to test, check, and troubleshoot your fire alarm system.

Fire Systems: Life Safety Testing (3295061) | 0.5-hour | NEW

Today’s modern expansive high-rise buildings have one important thing in common - their populations can rise into the hundreds or thousands of people. The building standards address every aspect of fire protection to assure the highest level of life safety achievable, but can only be achieved with the help of the Facility Professional. This interactive online course will look at various aspects of Life Safety as it relates to building operations, population control, fixed fire protection systems and fire department intervention facilities. Understanding the systems under your responsibility as the Facility Professional is key to

the proper maintenance of these systems. This course will review the interaction between systems and stress the importance of monitoring and testing regularly.

Fire Systems: Wet & Dry Sprinkler Systems (3295062) | 0.5-hour | NEW

Did you know wet pipe sprinkler systems provide the assurance that a fire will be controlled or extinguished 96% of the time? The modern-day business facility is a complex of systems designed to provide services to the occupants. Due to the multi-story expansive building designs today, there is an increased potential for loss of life and property, requiring an increased level of fire protection. This interactive online course covers the different types of sprinkler systems you may encounter and will help you understand their limitations to maintain the level of performance designed into each component.

Fire Water Systems – Storage, Pumping & Distribution (3295063) | 2-hour | NEW

Having a readily available water supply for firefighting procedures is essential for protecting the health, safety, and welfare of the general public. This means water must be available and accessible in any weather condition. This interactive online course will teach you about water storage systems and design considerations for water sources. You will also learn about water pumping and distribution systems.

Firestop Safety and Maintenance (3295065) | 0.5-hour | NEW

A firestop, or firestopping, is a material, device, or system that is installed in a building or structure to prevent the products of fires – flames, hot gases, and smoke – from spreading. Firestopping is used to seal around openings and between joints in fire-resistance-rated walls, floors, and ceilings, which themselves are designed to compartmentalize and limit the impact of fires. When firestopping is missing or installed incorrectly, flames, smoke, or hot toxic gases can spread from room to room and floor to floor and greatly worsen the outcome. Firestops, along with sprinkler systems, detection and alarm systems, and regular training, help protect buildings and their occupants. This course discusses the science of fire, the principles of fire protection, and the purpose and design of firestopping. It shares examples of NFPA-compliant and non-compliant firestopping and explains how regular inspections and maintenance can help ensure continued compliance.

Low-Slope Commercial Roofing Types and Materials (3295577) | 1-hour | NEW

For over one hundred years until the last quarter of the 20th Century, specifying a roof system for any flat commercial building in the United States was a relatively simple task. Only one type of roofing system was used: a “built-up roof” composed of layers of fabric (or roofing “felts”) embedded in applied coatings of hot tar or asphalt. For the specifier, the only question was how many layers to install: two, three, or four? But the process of

installing layers of hot, smoky asphalt is both labor-intensive and hazardous. And by the 1970s, new roofing types were developed that required less labor and posed fewer worker hazards. These new alternatives included an alphabet soup of chemical polymers – PVC, SBS, APP, EPDM, and more. They all offered installation savings and performance benefits, although at the expense of increased confusion in the marketplace. As a result, the specification and selection of a commercial roofing system became a more complex undertaking, requiring an increased understanding of the key functions of roofing systems as well as a detailed knowledge of the many different commercial roofing types.

NFPA 1010 Fire Control (2895606) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: NFPA 1001 Fire Control (4922)

Fire control is a critical objective for firefighters, requiring the seamless application of training, experience, and decision-making under rapidly changing conditions. Effective teamwork and strategic coordination are essential to protecting lives and property in diverse fire scenarios. This interactive online course provides firefighters with essential knowledge about fire suppression tactics, types of fires, and the use of fire control systems. By focusing on core principles and specialized strategies, the course equips firefighters to respond effectively to a wide range of fire incidents, ensuring the safety of both responders and the communities they serve.

NFPA 1010 Fire Hose (2850354) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: NFPA 1001 Fire Hose (5047)

Fire hoses are essential to modern firefighting, allowing crews to effectively manage large-scale fires. Firefighters must understand the standards that fire hoses need to meet, as well as best practices for maintaining hose integrity through proper handling and testing. This interactive online course provides an overview of fire hose construction, hose types, hose couplings, basic hose lay techniques, handling, and the service testing needed to ensure reliability. Participants will gain foundational knowledge in fire hose operations, maintenance, and service testing procedures.

NFPA 1010 Fire Streams (2920788) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: NFPA 1001 Fire Streams (2684)

Fire streams are a cornerstone of firefighting, with the majority of fires being extinguished using water or other substances delivered under pressure. Mastery of fire streams and their

associated hardware is essential for effective fire suppression. This interactive online course provides an in-depth examination of fire streams, covering their deployment, selection for various fire scenarios, and the distinctions between water and foam delivery. Participants will gain the knowledge and skills necessary to apply fire streams safely and effectively in diverse situations, ensuring optimal outcomes in firefighting operations.

NFPA 1010 Firefighting Foams (2920802) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: NFPA 1001 Firefighting Foams (20055)

Firefighting foam has become a highly effective agent for suppressing Class B fires and is increasingly recognized for its utility in combating Class A fires as well. Its ability to smother fuels and create protective barriers makes it a vital tool in modern firefighting. Despite its effectiveness, misunderstandings about foam persist, highlighting the need for enhanced training. This interactive online course explores the properties, types, and mechanisms of firefighting foams, emphasizing proper application techniques, proportioning methods, and matching foams to appropriate equipment. Participants will also learn about tactical strategies, troubleshooting methods, and safety considerations when using foam in fire suppression.

NFPA 1010 Loss Control (2996549) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: NFPA 1001 Loss Control (7053)

Firefighters face significant challenges in minimizing property damage during fire incidents, which result in over $14 billion in losses annually according to the National Fire Protection Association. Effective loss control measures, including proper pre-planning, exposure protection, and salvage operations, can significantly reduce these losses while building positive community relations. This interactive online course teaches firefighters how to implement comprehensive loss control strategies, from pre-planning through overhaul operations, including the proper use of salvage covers, water diversion techniques, and sprinkler system controls. Additionally, you will learn essential safety protocols for protecting both property and personnel during loss control operations, proper maintenance of loss control equipment, and best practices for meeting the needs of fire victims.

NFPA 1010 Ventilation (2895631) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: NFPA 1001 Ventilation (2227)

Ventilation is a critical firefighting tactic aimed at removing heat, smoke, and toxic gases from a structure while introducing cooler air, enhancing visibility, reducing smoke damage, and facilitating victim rescue and fire suppression efforts. Due to its high-risk, low-frequency nature, ventilation demands rigorous training and full personal protective equipment (PPE) to ensure safety and effectiveness. This interactive online course provides a comprehensive understanding of ventilation practices, including various techniques such as natural, vertical, and horizontal ventilation, as well as forced methods like negative pressure, positive pressure, and hydraulic ventilation. It caters to all experience levels, reinforcing knowledge for seasoned firefighters and building foundational skills for newer ones, equipping participants to make informed, safe, and effective decisions during ventilation operations.

NFPA 1010 Water Supply (2894623) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: NFPA 1001 Water Supply (2513)

A reliable water supply is the backbone of effective firefighting operations, ensuring that hose lines can maintain an adequate and continuous flow of water. Any interruption in water supply poses significant risks to firefighters operating inside a building, potentially leading to entrapment, injury, or fatalities. This interactive online course emphasizes the importance of understanding water supply systems, including municipal systems, alternative water sources, and the variables that can affect water delivery to the fireground. By exploring key topics such as fire streams, drafting operations, and fire hydrants, this course equips firefighters with the knowledge and skills necessary to manage water supply effectively in real-world suppression efforts.

Understanding Fire Sprinkler Drawings and Calculations (3295068) | 1-hour | NEW

Do you know what is required for a fire sprinkler system? The required technical fire sprinkler drawings and calculations must be reviewed and approved by the owner's representative; engineer or architect of record; building officials; and fire officials. Many commercial, industrial, and even residential buildings require a fire sprinkler system. This interactive online course will prepare the non-fire protection engineer to thoroughly review and understand complex fire sprinkler drawings to ensure a properly designed and installed system is provided and the health and safety of building occupants is addressed.

Water-Based Fire Suppression Systems (3295070) | 1-hour | NEW

This course will present a brief look at the history of water-based fire protection systems. Automatic sprinklers of today are highly effective elements of fire protection systems designed for buildings. When sprinklers are present, the chances of dying in a fire and property loss per fire are cut by one-half to two-thirds. There are different types of water-based fire protection systems, including wet-pipe, dry-pipe, preaction, deluge, double

interlock preaction, antifreeze, water mist, and foam fire suppression systems. The vast majority of public-use buildings require a fire sprinkler system, and most utilize a wet-pipe fire sprinkler system type. We will delve into these different systems and examine their similarities and differences for accomplishing their specific design purposes. Automatic water-based fire protection systems are among the most effective, lifesaving active systems that can be provided for building occupants. This course will bring a better understanding of these systems to the learner.

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January (Fire)

Containment and Control: Firefighter Strategies for Hazmat Spills and Leaks (3213872) | 1.0-hour | NEW

Hazmat technician firefighters are subject to chemical burns, respiratory injuries, and sometimes fatal exposures due to hazardous material spills and leaks during emergency response operations. The majority of hazmat-related injuries and environmental damage can be prevented through proper containment strategies and advanced response techniques. This interactive online course will teach hazmat technicians how to implement effective spill containment methods, classify and assess various leak types, and execute advanced hazard assessment protocols. Additionally, you will learn to apply the R.A.C.E. procedure for emergency response, deploy air monitoring equipment effectively, and select appropriate personal protective equipment for pressurized container incidents and specialized chemical releases.

Hazmat Response in Drinking Water and Wastewater Treatment Plants (3190065) | 1.0-hour | NEW

Firefighters and hazmat technicians are subject to chemical burns, respiratory injuries, and potentially fatal exposures due to the unique hazardous materials present in drinking water and wastewater treatment plants, including chlorine gas, ammonia, and toxic biological agents. The majority of water treatment facility emergencies can be effectively managed by understanding the specific chemical hazards, implementing proper air monitoring protocols, and coordinating with plant operators who possess critical facility knowledge. This interactive online course will teach you how to recall common hazards in water treatment plants while identifying and assessing hazardous conditions using specialized monitoring equipment and techniques specific to these critical infrastructure facilities. Additionally, you will learn to implement proper response strategies for water treatment chemical incidents, establish appropriate control zones with evacuation or shelter-in-place protocols, and coordinate effectively with plant operators and utility agencies during emergency response operations while understanding the regulatory framework governing these essential public health facilities.

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EMS

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October (EMS)

Aquatic Emergencies (2612528) | 1-hour | UPDATED

Drowning remains one of the leading causes of accidental death in the United States, and misunderstanding its pathophysiology can cause rescuers to miss critical, time-sensitive interventions. This interactive online course will teach you the pathophysiology of drowning, including the protective effects of hypothermia, and how to assess and care for a drowning victim. Additionally, you will learn the laws of pressure and gases that govern SCUBA diving and how they contribute to diving emergencies such as decompression sickness. You will also learn safe rescue techniques, including the Reach, Throw, Row, Go method, to protect yourself while helping victims of aquatic emergencies. (CAPCE CEH Category - Basic/Advanced)

CPR Academic (300969) | 1-hour | UPDATED

Are you ready to respond effectively in a cardiac emergency? As a potential first responder, your ability to recognize and react to cardiac arrest can mean the difference between life and death for someone in crisis. This interactive online course is designed to help you understand the essential skills of cardiopulmonary resuscitation (CPR), including how to perform chest compressions, deliver rescue breaths, and use automated external defibrillators (AEDs) for adults, children, and infants. You will learn the complete chain of survival, proper techniques for different age groups, and critical best practices that align with the American Heart Association's latest guidelines, empowering you with the knowledge needed to act confidently and effectively during a cardiac emergency. (CAPCE CEH Category - Basic/Advanced)

Introduction to Hazardous Materials (2659873) | 1-hour | UPDATED

Emergency medical service personnel face many risks and difficult tasks when dealing with patients involved in hazardous materials incidents. Therefore, it is essential that all personnel who come in contact with patients have a general awareness of the issues and concerns in dealing with hazardous materials incidents. This course is designed to prepare EMS personnel to understand hazardous materials terminology, basic safety strategies, the role of the EMS provider, specialized hazmat personal protective equipment, and the decontamination process. (CAPCE CEH Category - Basic/Advanced/Operational)

Understanding the Basics of ECGs (2424227) | 1-hour | UPDATED

Recognizing what an ECG is actually showing you, and placing leads correctly, can mean the difference between catching a critical cardiac event early and missing it entirely. This interactive online course will teach you the heart's electrical conduction system and how it produces the waveforms, intervals, and leads that make up an ECG. Additionally, you will learn how to read ECG graph paper, identify normal sinus rhythm, and calculate heart rate from a strip. You will also learn when an ECG is indicated, what its limitations are, and the

basic concepts you need to begin recognizing arrhythmias. (CAPCE CEH Category - Advanced)

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September (EMS)

Altitude Emergencies (2619428) | 1-hour | UPDATED

Many altitude-related emergencies can be prevented through gradual ascent, proper hydration, recognition of early symptoms, and immediate descent when symptoms develop. This interactive online course will teach you how to recognize the three types of altitude illness, assess and manage hypothermia and frostbite, and implement appropriate treatment interventions including oxygen therapy and descent protocols. Additionally, you will learn the pathophysiology of altitude emergencies, prevention strategies using medications like acetazolamide, and how to differentiate between acute mountain sickness, high-altitude pulmonary edema, and high-altitude cerebral edema in emergency situations. (CAPCE CEH Category Basic/Advanced)

Basic Allergic Reaction Management (2434366) | 1-hour | UPDATED

Allergic reactions can escalate rapidly and unpredictably, and anaphylaxis is a true medical emergency that requires immediate recognition and treatment by EMS providers. Signs and symptoms of allergic reactions can mimic other medical conditions, and severity can range from mild, localized symptoms to severe, whole-body anaphylaxis. This interactive online course will teach you the physiology of the immune system and how allergic reactions and anaphylaxis develop in the body. You will also learn to recognize the signs and symptoms of mild, moderate, and severe allergic reactions and how to provide effective emergency medical treatment. (CAPCE CEH Category - Basic/Advanced)

Communication and Documentation (3426112) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Communication and Documentation (1914), Communication and Documentation (2285)

Emergency responders rely on effective communication skills to successfully interact with patients, dispatchers, medical direction, and receiving facilities throughout every call. Poor communication can compromise patient care, create legal vulnerabilities, and undermine the continuity of care from scene to hospital. This interactive online course will teach you the essential elements of public safety communication systems, radio protocols, and interpersonal communication techniques needed for patient assessment and care. Additionally, you will learn proper documentation practices for Pre-hospital Care Reports (PCRs), patient consent and refusal procedures, and how accurate written and verbal communication substantiates incidents and protects both patients and providers. (CAPCE CEH Category - Operational)

PROPRIETARY & CONFIDENTIAL

Death and Dying (3433936) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Death and Dying (655141), Death and Dying (861504)

First responders enter their profession to help people, but they frequently encounter emotionally challenging situations involving death and dying that they may not be adequately prepared for. Studies show that approximately 40% of EMTs and paramedics are self-taught about Do Not Resuscitate orders and end-of-life care protocols, creating potential gaps in patient care and emotional preparedness. This interactive online course will teach you the pathophysiology of death, how to recognize signs of impending and imminent death, and proper protocols for comfort measures and termination of care. Additionally, you will learn to navigate Do Not Resuscitate orders, support grieving families, manage SIDS cases, and understand cultural differences in death and dying while protecting your own emotional well-being as a healthcare provider. (CAPCE CEH Category - Basic/Advanced)

Emergency Response to Terrorism (Module 1) (3426350) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Emergency Response to Terrorism MOD 1, CAPCE Emergency Response to Terrorism - Module 1 (2381)

First responders face unprecedented threats from terrorist activities that are becoming increasingly common and can result in mass casualties, structural damage, and significant risks to emergency personnel. Many responders lack the specialized training needed to recognize and safely respond to terrorist incidents involving biological, nuclear, incendiary, chemical, or explosive threats. This interactive online course will teach you how to define terrorism, recognize attack vulnerability factors, and identify the five categories of potential terrorist threats and their fundamental attributes. Additionally, you will learn to distinguish terrorist incidents from normal emergencies and understand the critical importance of situational awareness and proper response protocols when facing these high-risk, low-frequency events. (CAPCE CEH Category - Basic/Advanced/Operational)

Emergency Response to Terrorism (Module 2) (3426361) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Emergency Response to Terrorism MOD 2, CAPCE Emergency Response to Terrorism - Module 2 (2380)

First responders face significant risks when responding to terrorist incidents, which are classified as High Acuity Low Frequency Events (HALFEs) that can cause mass casualties, structural damage, and compromise crime scene evidence if not handled properly. Many emergency personnel lack the specialized training needed to recognize suspicious incidents, preserve critical evidence, and differentiate between threat assessment and risk assessment at potential terrorism crime scenes. This interactive online course will teach you how to recognize various indicators of terrorism-related incidents and identify appropriate scene-

specific responder activities and considerations for biological, nuclear, incendiary, chemical, and explosive (B-NICE) threats. Additionally, you will learn to identify outward warning signs of lethal agents, preserve physical evidence that may be crucial for prosecution, and understand when to delay entry while waiting for specialized personnel to ensure both responder safety and investigative integrity. (CAPCE CEH Category - Basic/Advanced/Operational)

Emergency Response to Terrorism (Module 3) (3426365) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Emergency Response to Terrorism MOD 3, CAPCE Emergency Response to Terrorism - Module 3 (2381)

First responders face life-threatening exposure to six categories of harm at terrorist incidents: thermal, radiological, asphyxiation, chemical, etiological, and mechanical (TRACEM) threats that can cause severe injury or death without proper protection. Many emergency personnel lack adequate training in recognizing these hazards and implementing appropriate self-protective measures, potentially becoming victims themselves and compromising their ability to help others. This interactive online course will teach you how to identify the characteristics of each TRACEM threat category and implement the three key principles of self-protection: time, distance, and shielding. Additionally, you will learn to select appropriate levels of personal protective equipment (PPE) for different threat scenarios, recognize psychological effects of terrorism on responders, and apply proper scene management techniques to safely approach and operate at potential terrorist incidents. (CAPCE CEH Category - Basic/Advanced/Operational)

Emergency Response to Terrorism (Module 4) (3426367) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Emergency Response to Terrorism MOD 4, CAPCE Emergency Response to Terrorism - Module 4 (2382)

First responders face overwhelming challenges when managing terrorist incidents, which require complex coordination of multiple agencies, specialized equipment, and mass casualty protocols while preserving critical crime scene evidence. Many emergency personnel lack adequate training in the Incident Command System (ICS) and systematic response models needed to effectively control chaotic terrorist scenes involving hazardous materials and mass casualties. This interactive online course will teach you the essential components of ICS and the systematic steps for responding to terrorist incidents, including scene size-up, strategic goal setting, and tactical implementation. Additionally, you will learn the GEDAPER model for hazardous materials incidents, proper coordination and notification procedures, and how to balance life safety priorities with evidence preservation requirements at terrorist crime scenes. (CAPCE CEH Category - Basic/Advanced/Operational)

Gunshot Wounds and Bomb Blast Injuries (2407007) | 2-hour | UPDATED

EMS providers are increasingly responding to scenes of targeted violence involving gunshot wounds and bomb blast injuries, which present unique challenges due to the severity of penetrating trauma, complex injury patterns, and potentially dangerous scene conditions. This interactive online course will discuss how to perform scene size-up and safety assessment for violent incidents, recognize different types of ballistic injuries and blast injury patterns, and provide appropriate hemorrhage control using direct pressure, tourniquets, and wound packing techniques. Additionally, you will learn SALT triage methods for mass casualty incidents, crime scene preservation techniques, and evidence-based treatment protocols for managing patients with gunshot wounds and blast injuries while maintaining your own safety and mental health resilience. (CAPCE CEH Category - Basic/Advanced)

Hazard Communication (3427867) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Hazard Communication (2210801), CAPCE Hazard Communication (2210803), Hazard Communication (2210797)

Workers are subject to serious health effects, chemical burns, respiratory damage, and potentially fatal injuries due to exposure to hazardous chemicals in the workplace, with approximately 30 million workers exposed to one or more chemical hazards annually. Many workplace chemical injuries and illnesses can be prevented through proper hazard communication, appropriate labeling, and adequate employee training on chemical safety. This interactive online course will teach you how to identify and classify chemical hazards using OSHA's Hazard Communication Standard and the Globally Harmonized System (GHS), including physical and health hazard categories. Additionally, you will learn container labeling requirements, safety data sheet (SDS) responsibilities, and how to assess, analyze, and minimize workplace chemical risks through the hierarchy of controls. (CAPCE CEH Category - Operational)

HazMat Medical Emergencies for ALS Providers (3427891) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS HazMat Medical Emergencies (662202), CAPCE HazMat Medical Emergencies (823560)

Emergency responders face life-threatening exposure to chemical, biological, radiological, nuclear, and high-yield explosive (CBRNE) agents that can cause severe poisoning, organ failure, and death without proper recognition and treatment. This interactive online course will discuss how to identify and assess various toxidromes including irritant gases, corrosives, asphyxiants, cholinergics, and hydrocarbons using systematic evaluation methods. Additionally, you will learn proper scene safety protocols, HAZMAT zone establishment, advanced medical interventions for chemical exposures, and the pharmacology of antidotes used in HAZMAT medical emergencies. (CAPCE CEH Category - Advanced/Operational)

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HIV/AIDS Awareness (3434578) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: HIV/AIDS Awareness (1912), HIV/AIDS Awareness (2283)

EMS personnel and healthcare workers face potential exposure to HIV and other bloodborne pathogens through contact with blood and bodily fluids, with approximately 34,000 new HIV cases occurring annually in the United States. Most occupational HIV exposures can be prevented through proper use of universal precautions, appropriate personal protective equipment, and safe handling of contaminated sharps and needles. This interactive online course will teach you how to recognize HIV transmission routes, implement proper infection control measures, and respond appropriately to exposure incidents in healthcare settings. Additionally, you will learn OSHA bloodborne pathogen standards, post-exposure treatment protocols, proper documentation procedures, and the legal requirements surrounding HIV/AIDS in the workplace. (CAPCE CEH Category - Basic/Advanced)

Kinematics of Trauma (3417969) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Kinematics of Trauma (26347), CAPCE Kinematics of Trauma (93836)

Trauma patients represent a significant portion of medical emergencies that healthcare providers encounter and are associated with high morbidity and mortality when delays in surgical interventions occur. Emergency Medical Services personnel can reduce trauma-related deaths by applying knowledge of kinematics to predict the type and degree of a patient's injury based upon the mechanism of injury and forces involved in an accident. This interactive online course will teach Basic Life Support and Advanced Life Support personnel how to use the physics of trauma to develop a high index of suspicion and identify potential hidden internal injuries. Additionally, you will learn to analyze injury patterns associated with vehicle collisions, falls, and penetrating trauma while understanding how energy transfer affects tissue damage in specific body systems. (CAPCE CEH Category - Basic/Advanced)

Medication Errors (3433938) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Medication Errors (77246), CAPCE Medication Errors (334129)

EMS providers face significant risks when administering medications in high-stress, life-threatening situations, with studies showing that 63% of medication errors involve incorrect dosages that can have severe consequences for patients. Research indicates that between 44,000 and 100,000 people die in hospitals annually due to medication errors, and the problem may be equally severe in prehospital settings where providers often work under challenging environmental conditions. This interactive online course will teach you how to recognize, prevent, and properly report medication errors using evidence-based strategies including the Six Rights of Medication Administration and root cause analysis. Additionally,

you will learn legal and ethical responsibilities for drug administration, how to assess high-risk patients, and effective error prevention protocols that can reduce dosing errors by up to 71% through proper verification practices. (CAPCE CEH Category - Basic/Advanced/Operational)

Pediatric Cardiac Arrest (2517398) | 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 to 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. (CAPCE CEH Category - Basic/Advanced)

Pediatric Emergencies Part 1 (2353128) | 1-hour | UPDATED

Pediatric patients account for only a small fraction of prehospital calls, making these high-acuity, low-occurrence events especially challenging for EMS providers who must apply infrequently used skills under pressure. Because infants, children, and adolescents are not simply "small adults," their differing anatomy, developmental stages, and vital sign ranges require a modified approach to assessment and care. This interactive online course will teach you the developmental stages of pediatric patients and the age-appropriate approach techniques for interacting with them and their caregivers. You will also learn the key anatomical differences in pediatric airways, organs, and skeletal structure that affect assessment, monitoring, and treatment decisions. (CAPCE CEH Category - Basic/Advanced)

Pediatric Emergencies Part 2 (2404622) | 1-hour | UPDATED

Pediatric patients can compensate for shock and other circulatory emergencies for extended periods, but decompensation can occur suddenly and without warning, making early recognition critical for EMS providers. Building on the concepts from Pediatric Emergencies Part 1, this course addresses the medical, traumatic, and special healthcare needs a prehospital provider may encounter with pediatric patients. This interactive online course will teach you how to recognize and treat circulation emergencies, including shock, congestive heart failure, and rhythm disturbances. You will also learn treatment strategies for pediatric trauma, assessment and care techniques for children with special healthcare needs, and pediatric pain management. (CAPCE CEH Category - Basic/Advanced)

Pediatric Ingestions (3434596) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Pediatric Ingestions (2417497), Pediatric Ingestions (2417498)

Children are at high risk for accidental poisoning, with many common household medications and substances capable of causing severe injury or death even in single doses. Pediatric ingestions represent high-acuity, low-occurrence emergency calls that require immediate recognition and proper intervention to prevent life-threatening complications. This interactive online course will teach you how to identify common toxidromes, assess pediatric poisoning cases systematically, and implement appropriate prehospital interventions for various toxic substances. Additionally, you will learn when and how to contact the Poison Control Center at 1-800-222-1222, recognize dangerous foreign body ingestions like coin batteries, and identify emerging threats such as cannabis products and synthetic drugs that pose risks to children. (CAPCE CEH Category - Basic/Advanced)

Supplemental Oxygen (3410612) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Supplemental Oxygen (38961), CAPCE Supplemental Oxygen (91052)

EMS providers routinely administer supplemental oxygen to patients with breathing difficulties, hypoxemia, and various medical emergencies, yet recent research shows that hyperoxygenation can actually worsen outcomes for certain patient populations including those with acute coronary syndrome and stroke. Understanding proper oxygen delivery requires knowledge of cellular respiration, FiO2 values, pulse oximetry readings, and the appropriate use of various delivery devices from nasal cannulas to non-rebreather masks. This interactive online course will teach you how to calculate oxygen tank duration, select appropriate oxygen delivery devices based on patient needs, and recognize when hyperoxygenation may be harmful to patient outcomes. Additionally, you will learn oxygen cylinder safety procedures, proper use of regulators and humidifiers, and special considerations for pediatric patients, stoma patients, and those with facial trauma or dental appliances. (CAPCE CEH Category - Basic/Advanced)

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August (EMS)

Assessment and Treatment of Sexual Assault Patients (2363822) | 1-hour | UPDATED

Sexual assault patients present unique challenges for EMS providers, as they may suffer from both physical trauma and the effects of drugs used to facilitate the assault, while experiencing significant psychological distress from Rape Trauma Syndrome. With over one-third of sexual assaults involving alcohol and other substances like MDMA, GHB, and Rohypnol, victims often present with diminished capacity, confusion, and memory loss that complicates assessment and treatment. This interactive online course will teach you how to demonstrate cultural competency when treating sexual assault victims, recognize the signs and symptoms of sexual assault drug intoxication, and provide appropriate patient care

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while preserving evidence. Additionally, you will learn proper documentation procedures for sexual assault cases, understand the legal considerations involved in these criminal incidents, and develop skills to support patients emotionally while managing their physical and toxicological needs. (CAPCE CEH Category - Basic/Advanced)

Clinical Decision-Making in the Field (3326242) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Clinical Decision-Making (66413), CAPCE Clinical Decision-Making (250880)

EMS providers are subject to diagnostic errors, treatment delays, and sometimes fatal patient outcomes due to poor clinical decision-making under the challenging conditions of prehospital emergency medical care. Research shows that up to 80% of adverse events in emergency medicine can be prevented through improved clinical reasoning, systematic assessment techniques, and structured decision-making processes. This interactive online course will teach you to apply clinical reasoning frameworks to uncertain or ambiguous presentations, recognize how environmental factors and cognitive biases influence your treatment decisions, and integrate pattern recognition with systematic assessment approaches. Additionally, you will learn to use structured mental models and decision tools in high-pressure environments, manage stress and fatigue that can impair clinical judgment, and reflect on outcomes to continuously improve your decision-making skills throughout your EMS career. (CAPCE CEH Category - Basic/Advanced)

Managing Cardiac Arrest: During and After Resuscitation (3410571) | 2-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Managing Cardiac Arrest: During and After Resuscitation (37691), CAPCE Managing Cardiac Arrest: During and After Resuscitation (57315)

EMS providers face cardiac arrest patients who have only minutes before irreversible brain damage occurs. This interactive online course will discuss how to perform high-quality CPR with proper compression rate and depth, recognize shockable and non-shockable rhythms, and manage cardiac arrest patients using AED technology and advanced life support interventions. Additionally, you will learn to identify reversible causes of cardiac arrest using the H's and T's, provide appropriate post-resuscitation care including targeted temperature management, and make informed decisions about termination of resuscitation efforts based on current AHA guidelines. (CAPCE CEH Category - Advanced)

Managing Chronic Care Patients (3399599) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Managing Chronic Care Patients (75612), CAPCE Managing Chronic Care Patients (333243)

Chronic care patients present unique challenges for EMS providers, including complex medical devices, weakened immune systems, and complications from conditions such as heart failure, COPD, and neurological disorders. With nearly half of all adults in the U.S.

having at least one chronic illness, EMS responses involving these patients are becoming increasingly common. This interactive online course will teach you how to identify and manage various medical devices used in home health care settings, recognize device complications and chronic care emergencies, and assess patients with tracheostomies, ventilators, LVADs, and other life-sustaining equipment. Additionally, you will learn proper patient assessment techniques, transport considerations for chronic care patients, and how to provide appropriate support in hospice care situations while following advanced directives such as DNR orders. (CAPCE Category - Basic/Advanced)

Non-Traumatic Abdominal Emergencies (3326235) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Non-Traumatic Abdominal Injuries (1730), CAPCE Non-Traumatic Abdominal Injuries (2519)

EMS providers are subject to diagnostic challenges, delayed treatment, and sometimes fatal outcomes when managing patients with acute non-traumatic abdominal pain, as these conditions can rapidly progress from minor complaints to life-threatening emergencies. Research shows that up to 90% of adverse outcomes in abdominal emergencies can be prevented through proper recognition of warning signs, appropriate assessment techniques, and timely transport to definitive care. This interactive online course will teach you to differentiate between life-threatening conditions like ruptured abdominal aortic aneurysm and less urgent causes of abdominal pain, while applying field-appropriate assessment and management techniques based on your certification level. Additionally, you will learn to identify special considerations for pediatric, geriatric, and complex patients, implement both pharmacological and non-pharmacological pain management strategies, and make critical transport decisions that ensure patients reach appropriate facilities with surgical capabilities when needed. (CAPCE CEH Category - Basic/Advanced)

Workplace Stress (3399376) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Workplace Stress (1475), CAPCE Workplace Stress (2278)

Workplace stress is a physical and psychological reaction to the increasing demands of life that can significantly impact EMS providers who face daily stressors such as life-and-death decisions, traumatic scenes, and high call volumes. Chronic stress can lead to serious health consequences including heart disease, depression, and reduced job performance if left unmanaged. This interactive online course will teach you how to recognize the signs and symptoms of stress, identify common stressors in the EMS workplace, and employ effective techniques for managing stress in your daily life. Additionally, you will learn about available external resources for stress management, including professional counseling services and Critical Incident Stress Management programs. (CAPCE CEH Category - Operational/Management)

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July (EMS)

Grey Area Calls (3326246) | 1-hour | NEW

EMS providers are subject to diagnostic errors, treatment delays, and sometimes fatal patient outcomes due to the complex nature of grey area calls where symptoms may mimic multiple conditions and don't fit clearly into established protocols. Research shows that up to 75% of diagnostic errors in emergency medicine can be prevented through systematic assessment techniques, recognition of cognitive biases, and structured approaches to diagnostic uncertainty. This interactive online course will teach you to identify diagnostic ambiguity in field presentations, apply serial assessment and trending techniques to differentiate between similar-appearing medical emergencies, and use clinical reasoning frameworks to build strong field impressions despite incomplete information. Additionally, you will learn to recognize and avoid cognitive traps like anchoring bias and confirmation bias, communicate diagnostic uncertainty effectively to receiving facilities, and develop the clinical judgment skills necessary to provide excellent patient care even when definitive diagnosis remains unclear in the prehospital setting. (CAPCE CEH Category - Advanced)

Heat Illness and Emergency Response in EMS (3326232) | 1-hour | UPDATED

EMS providers are subject to heat exhaustion, heat stroke, and sometimes fatal hyperthermia due to extreme environmental conditions and the physical demands of emergency response work. Research shows that proper recognition and management of heat illness can prevent up to 90% of heat-related deaths when appropriate interventions are implemented rapidly. This interactive online course will teach you to differentiate between heat cramps, heat exhaustion, and heat stroke while applying field-appropriate assessment and cooling techniques based on your certification level. Additionally, you will learn to identify special considerations for pediatric, geriatric, and substance-influenced patients, implement practical strategies for self-protection during extreme heat operations, and make critical transport and treatment decisions that can save lives in heat-related emergencies. (CAPCE CEH Category - Basic/Advanced)

Methamphetamine (2633460) | 1-hour | UPDATED

EMS personnel and first responders are at significant risk when encountering methamphetamine users and clandestine drug laboratories, with over 102,000 emergency department visits annually related to stimulant abuse and a fifty-fold increase in methamphetamine mortality rates from 1999 to 2021. Many methamphetamine-related injuries and exposures can be prevented through proper recognition of signs, appropriate personal protective equipment use, and adherence to safety protocols when responding to suspected meth lab incidents. This interactive online course will discuss how to identify methamphetamine intoxication and withdrawal symptoms, manage patients experiencing sympathomimetic toxicity, and recognize the environmental hazards associated with clandestine drug laboratories. Additionally, you will learn proper assessment techniques for

methamphetamine users, appropriate PPE requirements for meth lab responses, decontamination procedures, and safety strategies to protect yourself and your crew from toxic chemical exposures and booby traps commonly found at illegal drug production sites. (CAPCE CEH Category - Basic/Advanced)

Pediatric Shock (2527435) | 1-hour | UPDATED

Pediatric patients are at high risk for shock-related complications, with approximately 2 million infants and children dying from shock annually worldwide due to delayed recognition and treatment. Early identification and prompt intervention can prevent progression from compensated shock to irreversible shock, which leads to organ failure and death. This interactive online course will discuss how to recognize the four types of pediatric shock, assess patients using the Pediatric Assessment Triangle, and implement appropriate treatment protocols including fluid resuscitation and medication administration. Additionally, you will learn the stages of shock progression, time-sensitive sepsis management guidelines, proper ABCDE assessment techniques, and specialized considerations for pediatric patients including age-appropriate vital signs and fluid administration calculations. (CAPCE CEH Category - Advanced)

Poisoning and Overdose (2336140) | 1-hour | UPDATED

EMS personnel and emergency responders face significant risks from poisoning and overdose calls, with over 2 million human exposure cases reported annually to Poison Control Centers across the United States. Many poisoning emergencies can be effectively managed through early recognition, proper assessment, and timely intervention including contacting Poison Control at 1-800-222-1222. This interactive online course will discuss how to identify common toxidromes, assess patients with suspected poisoning through various routes of exposure (inhalation, ingestion, absorption, and injection), and implement appropriate emergency care protocols. Additionally, you will learn proper administration of activated charcoal and naloxone, how to utilize Poison Control Center resources effectively, and recognize emerging threats such as fentanyl-laced street drugs and social media-driven ingestion challenges. (CAPCE CEH Category - Basic/Advanced)

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May (EMS)

Medication Administration for EMTs (EMS - 3285242CAPCE - 3285246) | 1.0-hour | NEW

EMTs regularly encounter situations requiring medication administration and assistance that can significantly impact patient outcomes when performed correctly, but may cause harm or legal complications when done improperly. Medication errors, inappropriate administration, and failure to recognize contraindications can lead to patient deterioration, adverse reactions, and liability issues for EMT providers. This interactive online course will

teach you proper medication administration techniques, safety principles, and decision-making skills for medications within your scope of practice. Additionally, you will learn when and how to assist with patient-prescribed medications, proper documentation requirements, and effective communication with receiving facilities and medical control. (CAPCE CEH Category - Basic)

STEMI Mimics and Pitfalls in 12-Lead ECG Interpretation (EMS - 3285262CAPCE - 3285264) | 1.0-hour | NEW

Paramedics regularly encounter patients with chest pain and ECG changes that can mimic ST-elevation myocardial infarction, leading to inappropriate STEMI activations, unnecessary procedures, and delayed recognition of actual cardiac emergencies. Studies show that up to 25% of STEMI activations involve non-STEMI conditions, while true posterior and right ventricular MIs are frequently missed due to subtle ECG presentations. This interactive online course will teach you how to differentiate between true STEMIs and common mimics, using advanced ECG interpretation techniques and clinical integration skills. Additionally, you will learn to recognize posterior and right ventricular MI patterns, utilize serial ECG monitoring for dynamic assessment, and make appropriate transport decisions that optimize patient outcomes while efficiently utilizing healthcare resources. (CAPCE CEH Category - Advanced)

Thoracic and Abdominal Emergencies for the EMT (EMS - 3285236CAPCE - 3285240) | 1.0-hour | NEW

EMTs regularly encounter thoracic and abdominal emergencies that can rapidly deteriorate from stable presentations to life-threatening conditions, making assessment skills and clinical judgment crucial for patient survival. These emergencies, including internal bleeding, cardiac events, penetrating trauma, and respiratory compromise, require immediate recognition and appropriate intervention to prevent fatal outcomes. This interactive online course will teach experienced EMTs advanced assessment techniques, critical decision-making skills, and proper treatment interventions for thoracic and abdominal emergencies. Additionally, you will learn when to escalate care, how to communicate effectively with receiving facilities, and how to optimize patient outcomes through expert-level emergency medical care. (CAPCE CEH Category - Basic)

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April (EMS)

Carbon Monoxide Poisoning in EMS: Field Recognition, Treatment, and Responder Safety (3278530) | 1-hour | NEW

This course is a replacement for the following, which will be sunset: EMS Carbon Monoxide Poisoning (51514), CAPCE Carbon Monoxide Poisoning (106464)

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EMS providers face significant risks from carbon monoxide exposure, which can cause severe poisoning, neurological damage, and death due to its invisible, odorless nature that provides no warning until symptoms appear. Carbon monoxide poisoning often presents with vague, flu-like symptoms that can easily be misdiagnosed, making early recognition and proper assessment critical for patient survival. This interactive online course will teach you how to recognize carbon monoxide exposure sources and symptoms, perform accurate field assessment using pulse CO-oximetry, and implement evidence-based treatment protocols including high-flow oxygen therapy. Additionally, you will learn essential responder safety protocols to protect yourself and your team from carbon monoxide exposure during emergency operations, fireground activities, and residential calls. (CAPCE CEH Category - Basic/Advanced)

Cardiac Arrest for the EMT (3244532) | 1-hour | NEW

EMTs are often the first medical professionals to respond to cardiac arrest emergencies, where immediate recognition and intervention can mean the difference between life and death for patients. Research shows that high-quality CPR performed within the first few minutes of cardiac arrest significantly improves survival rates, yet many cardiac arrest patients don't present with textbook symptoms, leading to delayed recognition and treatment. This interactive online course will teach you how to recognize cardiac arrest in real-world field conditions, manage chaotic scenes effectively, and make critical decisions under pressure when standard protocols don't fit the situation. You will also learn to coordinate with advanced life support providers, provide appropriate post-ROSC care, and avoid common pitfalls that can compromise patient outcomes during cardiac arrest responses. (CAPCE CEH Category - Basic)

Emergency Vehicle Operations (3221967) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Fleet Program Emergency Vehicle Operations - EMS

Emergency vehicle operators face significant risks on the roadway, with vehicle collisions being a leading cause of line-of-duty deaths and injuries among emergency responders. Many of these incidents can be prevented through proper training on safe driving practices, route planning, and defensive driving techniques. This interactive online course will teach you the fundamentals of emergency vehicle operations, including proper startup procedures, safe intersection navigation, and appropriate use of lights and sirens. Additionally, you will learn how to position vehicles safely at emergency scenes and develop the defensive driving mindset necessary to protect yourself and the public you serve. (CAPCE CEH Category - Operational)

Musculoskeletal Injuries (2363827) | 1-hour | UPDATED

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This course focuses on the management of musculoskeletal injuries encountered by EMS providers, such as fractures, strains, sprains, and dislocations of the appendicular skeletal system. It covers the normal anatomy and pathophysiology of the musculoskeletal system, assessment of patients with potential musculoskeletal injuries, and the management of these injuries, including splinting procedures. The course does not cover injuries to the axial skeletal system or amputations. Upon completing the course, learners will be able to identify normal anatomy, discuss pathophysiology, perform assessment, and describe management of musculoskeletal injuries. (CAPCE CEH Category - Basic/Advanced)

Polypharmacy Awareness in Geriatric Calls (3254393) | 1-hour | NEW

EMS providers are subject to missed diagnoses, medication errors, and sometimes fatal patient outcomes due to inadequate recognition of polypharmacy complications in geriatric patients. Most medication-related emergencies in older adults can be identified and properly managed when providers understand the signs of drug interactions, toxicity, and adverse effects. This interactive online course will teach you how to recognize environmental and clinical indicators of medication-related complications, identify common high-risk medication types and their associated complications, and gather and communicate medication information effectively to receiving facilities. Additionally, you will learn to differentiate between medication side effects and underlying disease processes, apply appropriate field interventions for suspected drug-related emergencies, and use systematic assessment approaches to analyze clinical data for adverse drug events. You will also learn proper documentation strategies and when to escalate care for complex polypharmacy situations in geriatric emergency calls. (CAPCE CEH Category - Basic/Advanced)

Stroke Recognition and Decision Making (3285255) | 1-hour | NEW

Stroke patients face life-threatening emergencies where every minute of delay can result in permanent brain damage and lifelong disability. EMS providers are often the first medical professionals to evaluate potential stroke patients, making their assessment and transport decisions critical to patient outcomes. This interactive online course will teach experienced EMS personnel how to recognize atypical stroke presentations, distinguish strokes from common mimics, and make complex transport decisions in modern stroke care systems. Additionally, you will learn to apply advanced stroke assessment tools, navigate evolving technologies like mobile stroke units, and optimize time-critical treatment decisions through real-world case scenarios. (CAPCE CEH Category - Basic/Advanced)

Trauma Stabilization Skills for the EMT (3278520) | 1-hour | NEW

EMT providers are often the first medical professionals to arrive at trauma scenes, where quick assessment and stabilization can mean the difference between life and death. Critical trauma patients require rapid, systematic interventions including spinal motion restriction,

bleeding control, and proper patient packaging to optimize survival outcomes. This interactive online course will reinforce your existing EMT trauma skills through realistic case studies that emphasize clinical decision-making and field adaptability rather than basic procedural steps. You will enhance your ability to prioritize interventions, apply evidence-based trauma care techniques, and make sound clinical judgments under pressure while preparing patients for safe transport to definitive care. (CAPCE CEH Category - Basic)

Traumatic Brain Injuries (2321468) | 1-hour | UPDATED

This course will guide the first responder on recognizing and treating the different types of head/brain and neck injuries that may be seen in a traumatic event. This can include concussions during sporting events, injuries seen from falls, and other various mechanisms of injury scene on emergency calls. The degree of injury and the presentation of injury, and the potential complications and other injuries can vary from age and population as well. It is also important for the first responder to be able to recognize early the potential shocks associated with head/brain and neck injuries. Being able to recognize the differences in these populations is also important in recognizing and treating these injuries. (CAPCE CEH Category - Basic/Advanced)

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March (EMS)

Cardiac Emergencies for the EMT (3246070) | 1-hour | NEW

EMTs are subject to delayed recognition, inappropriate interventions, and potentially fatal patient outcomes due to inadequate assessment of cardiac emergencies. Many cardiac events present with subtle symptoms that can be easily missed or misinterpreted, particularly in women, elderly patients, and diabetics who may not experience classic chest pain. This interactive online course will teach you how to recognize early signs and symptoms of cardiac compromise beyond typical presentations and provide appropriate BLS-level interventions within your EMT scope of practice. Additionally, you will learn when to activate ALS backup, make sound transport decisions, and effectively communicate patient conditions to receiving facilities. You will also learn proper documentation techniques and field decision-making strategies for various cardiac emergency scenarios. (CAPCE CEH Category - Basic)

Endocrine Emergencies for the EMT (3249330) | 1-hour | NEW

EMTs are subject to misdiagnosis, inappropriate treatment, and sometimes fatal patient outcomes due to inadequate assessment of endocrine emergencies. Many diabetic emergencies present with subtle or atypical symptoms that can be easily misinterpreted, particularly in elderly patients, children, and those with concurrent medical conditions. This interactive online course will teach you how to recognize the clinical signs and symptoms of

hypoglycemia, hyperglycemia, and other endocrine emergencies in real-world field presentations. Additionally, you will learn proper glucometer use and troubleshooting techniques, appropriate BLS interventions including oral glucose administration, and when to activate ALS backup. You will also learn scene safety considerations for managing combative or confused patients and effective documentation strategies for endocrine emergency calls. (CAPCE CEH Category - Basic)

Hematology (3222369) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Hematology (60857), CAPCE Hematology (330819)

Emergency responders encounter patients with hematological disorders that can cause life-threatening complications including uncontrolled bleeding, severe anemia, and compromised immune function. Many medications and underlying conditions can alter blood composition and worsen hematological emergencies, making proper assessment and management critical for patient outcomes. This interactive online course will teach you to identify the components of blood and the hematopoietic system, recognize different types of blood disorders, and assess patients with conditions such as anemia, hemophilia, leukemia, and sickle cell disease. Additionally, you will learn blood typing principles, how to perform focused assessments for hematological emergencies, and appropriate supportive care measures for patients with bleeding and clotting disorders. (CAPCE CEH Category - Basic/Advanced)

Incident Command System (ICS): with Applications for EMS (3222367) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Incident Command System (ICS): with Applications for EMS (509723), CAPCE Incident Command System (ICS): with Applications for EMS (529457)

Emergency responders face complex coordination challenges during incidents ranging from routine single-unit responses to large-scale mass casualty events that can result in communication breakdowns, resource mismanagement, and compromised operational effectiveness. Proper implementation of the Incident Command System (ICS) can prevent these organizational failures and ensure coordinated, efficient emergency response operations. This interactive online course will teach you the fundamental components of ICS, including command structure, span of control principles, and the roles and responsibilities of command and general staff positions. Additionally, you will learn how to establish and operate within a medical branch during mass casualty incidents, including triage procedures using the START system, treatment unit operations, and patient transportation coordination. (CAPCE CEH Category - Operational)

Spinal Cord Injuries (3222360) | 2-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Spinal Cord Injuries (72809), CAPCE Spinal Cord Injuries (335268)

Emergency responders encounter approximately 17,000 new spinal cord injuries annually in the United States, with these life-altering injuries potentially causing permanent paralysis, loss of sensation, and chronic pain. Proper assessment of mechanism of injury and implementation of appropriate spinal immobilization techniques can prevent secondary injury and reduce long-term complications. This interactive online course will teach you how to identify the anatomy and physiology of spinal structures, assess various types of spinal cord injuries, and determine appropriate patient management strategies. Additionally, you will learn proper immobilization procedures, neurological assessment techniques, and transport considerations for patients with suspected spinal cord injuries. (CAPCE CEH Category

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February (EMS)

Basic Airway Management Through Case Studies (3200430) | 1-hour | NEW

Emergency Medical Technicians frequently encounter patients with compromised airways that require immediate intervention to prevent hypoxia, aspiration, and potentially fatal outcomes. Effective basic airway management skills can mean the difference between life and death, as brain cells begin dying within minutes of oxygen deprivation. This interactive online course will teach EMT personnel to recognize airway compromise in various patient presentations and apply appropriate BLS airway techniques using proper equipment and decision-making protocols. Additionally, you will learn to select and correctly use airway adjuncts, provide effective ventilation with bag-valve-mask devices, and make critical airway management decisions based on patient age, condition, and environmental factors through realistic field scenarios. (CAPCE CEH Category - Basic)

Distracted Driving for Emergency Vehicle Operators (3196108) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Fleet Program Distracted Driving for Emergency Vehicle Operators - EMS

Emergency vehicle operators face significant risks from distracted driving, with even momentary distractions potentially causing deadly motor vehicle accidents during both emergency and routine operations. Research shows that distracted driving by first responders resulted in over 1,700 deaths between 2002-2012, with more than fifty percent occurring during non-emergency operations. This interactive online course will teach you to recognize common distracting factors such as mobile data terminals, GPS devices, radio communications, and cell phones that can impair your ability to safely operate an emergency vehicle. Additionally, you will learn evidence-based prevention strategies, communication best practices, and department policies to minimize distraction risks and maintain focus on the critical task of safe driving. (CAPCE CEH Category - Operational)

Human Trafficking Prevention (3200416) | 1-hour | NEW

Emergency responders frequently encounter human trafficking survivors during routine calls, often serving as their first point of contact with professionals who can help them escape exploitation and begin recovery. Human trafficking represents one of the most serious human rights violations occurring in communities nationwide, with survivors often remaining hidden in plain sight at locations where first responders regularly operate. This interactive online course will teach you to recognize clinical, behavioral, and environmental indicators of human trafficking, distinguish between labor trafficking and sex trafficking, and understand how trauma affects survivor behavior and responses. Additionally, you will learn trauma-informed engagement strategies, documentation and reporting obligations, and how to connect potential survivors with appropriate resources including the National Human Trafficking Hotline and specialized victim services. (CAPCE CEH - Operational)
Course is also in the process of being submitted to Texas Health and Human Services for approval to meet the training requirement for First Responders set in place by HB 742

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January (EMS)

Amputation Injuries (3196073) | 1.0-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Amputation Injuries (67651), CAPCE Amputation Injuries (250874)

Traumatic amputations require immediate and skilled prehospital care to maximize the patient's chances of survival and successful limb reattachment. EMS personnel play a critical role in controlling hemorrhage, managing shock, and properly preserving amputated body parts during the crucial "Golden Hour" following injury. This comprehensive course will teach you assessment strategies, hemorrhage control techniques including tourniquet application, and proper management of both complete and partial amputation injuries. Additionally, you will learn evidence-based protocols for patient stabilization, amputated part preservation, and transport considerations that can mean the difference between life and death for amputation patients.

Rapid Trauma Secondary Assessment (3041822) | 1.0-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Rapid Secondary Assessment (38979), CAPCE Rapid Secondary Assessment (65291)

Accidental injuries are the leading cause of death for children and adults under 44 years of age, making rapid and accurate patient assessment critical for improving survival outcomes in trauma cases. This interactive online course provides comprehensive instruction on performing rapid secondary assessments, including detailed examination techniques for each major body region from head to toe, with special emphasis on recognizing life-

threatening conditions that require immediate intervention. You will learn how to efficiently conduct these assessments within the critical "platinum 10 minutes" on scene, while understanding when and how to modify the assessment process based on mechanism of injury and patient condition. Through case studies and practical examples, this course will enhance your ability to perform thorough yet rapid trauma assessments, make appropriate transport decisions, and effectively communicate findings to receiving facilities.

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Law Enforcement

January | February | April | May | June | August | September | October

October (Law Enforcement)

CPR Academic (3000976) | 1-hour | IADLEST NCP-Certified | UPDATED

Are you ready to respond effectively in a cardiac emergency? As a potential first responder, your ability to recognize and react to cardiac arrest can mean the difference between life and death for someone in crisis. This interactive online course is designed to help you understand the essential skills of cardiopulmonary resuscitation (CPR), including how to perform chest compressions, deliver rescue breaths, and use automated external defibrillators (AEDs) for adults, children, and infants. You will learn the complete chain of survival, proper techniques for different age groups, and critical best practices that align with the American Heart Association's latest guidelines, empowering you with the knowledge needed to act confidently and effectively during a cardiac emergency. (CAPCE CEH Category - Basic/Advanced)

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September (Law Enforcement)

AI in Law Enforcement Investigations (3284229) | 1-hour | IADLEST NCP-Certified | NEW

Artificial intelligence is increasingly being used in criminal investigations, from facial recognition and license plate readers to predictive analytics and digital evidence review. While these tools offer significant efficiency and investigative advantages, they also raise complex legal and ethical questions. This interactive online course provides law enforcement officers with a practical understanding of how AI tools are currently used in policing, the constitutional and statutory considerations that apply, and the ethical risks associated with algorithmic decision making. Officers will examine real world applications, discuss emerging case law trends, and explore how to use AI in ways that support due process, transparency, and public trust.

Arrest and Control (3284310) | 1-hour | IADLEST NCP-Certified | NEW

This course, developed in partnership with Calibre Press, equips law enforcement professionals with the legal knowledge, tactical skills, and ethical grounding required to conduct lawful arrests and detentions. Officers will examine constitutional frameworks, including landmark cases such as Terry v. Ohio and Graham v. Connor. These cases govern probable cause, reasonable suspicion, and use of force. Practical instruction on handcuffing procedures, force continuums, and in-custody care ensures officers can protect both public safety and individual rights. Emphasis is placed on current case law, officer decision-making under stress, and the professional responsibility to preserve life throughout every stage of the arrest process.

Juvenile Crime Investigations (3326228) | 1-hour | IADLEST NCP-Certified | NEW

Juvenile crime presents unique legal, procedural, and ethical considerations for law enforcement officers. Youth offenders are subject to different constitutional protections, court processes, and custodial standards than adults. Officers must balance accountability with rehabilitation principles while ensuring proper documentation and adherence to agency policy and state law. This interactive online course provides patrol officers and investigators with a practical understanding of juvenile justice fundamentals, field response considerations, interview and custody rules, diversion options, and courtroom implications. Participants will review common scenarios involving juvenile offenders and learn how to respond in a manner that is legally sound, developmentally appropriate, and defensible in court.

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August (Law Enforcement)

Community Policing (3284308) | 1-hour | NEW

How can law enforcement agencies build stronger relationships with the communities they serve? Community policing represents a fundamental shift from traditional reactive policing to a proactive, partnership-based approach that addresses the root causes of crime and disorder. This interactive online course, created in partnership with Calibre Press, explores the core principles, strategies, and practices of community policing, guiding officers and public safety professionals through proven methods for building trust, engaging residents, and collaboratively solving problems. Learners will gain practical skills in communication, partnership development, and problem-solving techniques essential for effective community-oriented policing. By completing this course, participants will be equipped to implement community policing strategies that enhance public safety while strengthening community relationships.

Investigating Electronic Harassment and Stalking (3326229) | 1-hour | NEW

Electronic stalking, often referred to as cyberstalking, involves the use of digital technology to harass, monitor, threaten, or intimidate victims. These cases frequently overlap with

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domestic violence, harassment, identity crimes, and protective order violations. Officers must understand how stalking statutes apply in digital environments and how to properly collect and preserve electronic evidence. This interactive online course provides patrol officers and investigators with a practical framework for identifying electronic stalking behaviors, determining probable cause, protecting victims, and building legally sound cases. Participants will review common digital platforms used in stalking behavior, legal elements of stalking offenses, and best practices for documentation and evidence preservation.

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June (Law Enforcement)

AI as a Tool for Law Enforcement Operations (3284229) | 1.0-hour | IADLEST NCP-Certified | NEW

Law enforcement officers increasingly encounter artificial intelligence tools in patrol operations, investigations, and evidence analysis, yet many lack the foundational knowledge needed to use these technologies effectively and ethically. AI systems can enhance officer safety, improve efficiency, and support case development, but they also introduce risks related to bias, accuracy limitations, and over-reliance on automated outputs. This interactive online course will teach you how to identify common AI applications in law enforcement and understand their capabilities and limitations. Additionally, you will learn constitutional, legal, and ethical considerations for AI use, along with best practices for maintaining professional judgment and accountability when working with AI-assisted tools.

Crisis Intervention (3253257) | 1.0-hour | IADLEST NCP-Certified | NEW

This course, developed in partnership with Calibre Press and featuring instruction from Lt. Jim Glennon, provides law enforcement professionals with practical skills and strategies for safely and effectively managing individuals experiencing acute mental health or behavioral crises. Crisis intervention is defined as a temporary, focused response aimed at stabilizing individuals, reducing risk, and returning them to a pre-crisis state or better. Unlike high-risk tactical incidents, this approach emphasizes communication, empathy, and voluntary compliance rather than force or arrest. Participants will explore the defining characteristics of crisis situations, including emotional intensity, time sensitivity, and appropriate personnel involvement. The course highlights key goals such as de-escalation, minimizing harm, and connecting individuals with mental health resources. Officers will learn how to apply empathy, ask effective questions, interpret behavior within context, and adopt a caretaker mindset. Tactical considerations—such as the strategic use of time, distance, and communication—are emphasized as critical tools for reducing stress and preventing escalation. Through scenario-based analysis, including mental health conditions like schizophrenia, students will gain insight into recognizing symptoms and responding appropriately. The course concludes with a structured, step-by-step intervention model, guiding officers from initial safety assessment through resolution and follow-up, ensuring a thoughtful, measured, and humane response to crisis situations.

Effective Communication with Vulnerable Populations (3253253) | 1.0-hour | IADLEST NCP-Certified | NEW

Law enforcement officers frequently encounter vulnerable populations including individuals with mental health issues, disabilities, substance abuse problems, and those experiencing emotional crises, which can escalate into dangerous situations if not handled properly. Effective communication skills can de-escalate potentially violent encounters and prevent unnecessary use of force while ensuring officer and public safety. This interactive online course, developed in partnership with Calibre Press, will discuss how to identify vulnerable populations and apply specialized communication techniques including active listening, empathy, and rapport building. Additionally, you will learn to recognize barriers to effective communication, avoid common escalation pitfalls, and adapt your communication style to successfully interact with individuals in crisis while maintaining professional boundaries and safety protocols.

Officer Safety and Digital Footprints (3284234) | 1.0-hour | IADLEST NCP-Certified | NEW

Law enforcement officers face unprecedented digital threats that extend beyond their shifts, with doxxing and online harassment targeting officers and their families through publicly available personal information. The digital age has created new vulnerabilities where radicalized individuals and malicious actors can easily access social media profiles, data broker websites, and public records to identify, locate, and threaten law enforcement personnel. This interactive online course will teach you how to assess your digital footprint, implement privacy controls on social media platforms, and systematically remove personal information from data broker websites. Additionally, you will learn legal strategies for ongoing monitoring and risk reduction while maintaining compliance with agency policies and professional obligations.

Social Media as an Investigative Tool (3291727) | 1.0-hour | IADLEST NCP-Certified | NEW

Law enforcement officers regularly encounter situations where social media platforms contain crucial evidence, witness information, and intelligence that can significantly impact criminal investigations and public safety operations. However, improper use of social media investigative techniques can lead to constitutional violations, inadmissible evidence, and compromised prosecutions. This interactive online course will teach you how to legally and effectively utilize social media platforms for patrol and investigative purposes while maintaining constitutional protections. Additionally, you will learn proper evidence collection and preservation techniques, understand the distinction between public and private content, and develop skills for documenting and authenticating social media evidence that meets legal standards for court admissibility.

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May (Law Enforcement)

Elder Abuse: Recognition, Response, and Reporting for Law Enforcement (3238639) | 1.0-hour | IADLEST NCP-Certified | NEW

Law enforcement officers frequently encounter elder abuse cases, yet many incidents go unreported with studies showing only one in twenty-four cases actually reported to authorities. Over 10% of adults aged 65 and older experience some form of abuse annually,

including physical, emotional, financial, sexual abuse, or neglect, often perpetrated by family members or caregivers. This interactive online course will teach you to recognize the behavioral, physical, and environmental indicators of elder abuse, apply appropriate investigative and reporting procedures, and demonstrate effective communication techniques when interacting with older adults. Additionally, you will learn the legal definitions of elder abuse under federal and state guidelines and understand the importance of community and agency collaboration in protecting vulnerable adults.

Understanding Gang Dynamics and Culture (3238633) | 1.0-hour | IADLEST NCP-Certified | NEW

This course is a replacement for the following, which will be sunset: Gang Dynamics (9104), Gang Identification (9102)

Law enforcement officers face significant dangers when encountering gang members, as these situations can quickly escalate into violent confrontations that threaten officer safety and community security. Understanding gang structure, communication methods, and recruitment patterns is essential for officers to properly assess threats, gather intelligence, and develop effective intervention strategies. This interactive online course will teach you to identify gang indicators through symbols, tattoos, and behavior patterns, recognize the different types of gang structures from street gangs to prison organizations, and understand the social and psychological factors that drive gang membership. Additionally, you will learn how gangs use technology and social media for communication and recruitment, enabling you to better investigate gang-related crimes and implement prevention strategies in your community.

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April (Law Enforcement)

Misuse of Electronic Databases (3254224) | 1-hour | IADLEST NCP-Certified | NEW

Law enforcement personnel are subject to disciplinary action, criminal prosecution, and civil liability due to misuse of electronic databases containing sensitive criminal justice information. Many database violations occur when officers, dispatchers, and other personnel access information out of curiosity or to help friends and family, not realizing these actions constitute serious policy and legal violations. This interactive online course will teach you how to distinguish between authorized and unauthorized access to Records Management Systems (RMS) and National Crime Information Center (NCIC) databases based on official duty requirements. Additionally, you will learn the "need to know" principle for database access, recognize types of Criminal Justice Information protected under federal security policies, and understand the full range of consequences from administrative penalties to criminal sanctions. You will also learn best practices for database security, proper audit trail documentation, and ethical decision-making frameworks to protect individual privacy rights while maintaining public trust.

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February (Law Enforcement)

Inmate Supervision (3124363) | 1-hour | IADLEST NCP-Certified | NEW

Correctional officers face serious risks including assaults, riots, and life-threatening situations due to the inherent dangers of supervising incarcerated populations in high-stress environments. Effective inmate supervision strategies and proper safety protocols can prevent the majority of correctional incidents while maintaining facility security and order. This interactive online course will teach you how to implement comprehensive supervision techniques, recognize behavioral patterns, and apply appropriate de-escalation methods for managing diverse inmate populations. Additionally, you will learn legal frameworks governing use of force, constitutional rights requirements, and advanced surveillance technologies essential for modern correctional operations.

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January (Law Enforcement)

Legal Update - Use of Force (3181159) | 1.0-hour | IADLEST NCP-Certified | NEW

Law enforcement officers are subject to excessive force lawsuits, loss of qualified immunity protection, and potential criminal liability due to improper use of force decisions that violate Fourth Amendment constitutional standards. The majority of use of force legal challenges can be prevented by understanding current legal precedents and applying the objective reasonableness standard established in Graham v. Connor within the totality of circumstances. This interactive online course will teach you how to identify key federal and state legal standards governing use of force while understanding recent Supreme Court and appellate court rulings including Kisela v. Hughes and City of Tahlequah v. Bond. Additionally, you will learn to apply legal principles to real-world policing scenarios, recognize liability risks and best practices for legal compliance, and master proper documentation techniques that support constitutional use of force in the field.

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Dispatch

July

July (Dispatch)

Active Listening Techniques for Telecommunicators (3318631) | 1-hour | NEW

Active listening is a foundational communication skill that supports accurate information gathering, caller cooperation, and effective call control. This interactive online course focuses on practical active listening techniques used by 911 telecommunicators when interacting with callers, responders, and allied agencies. Participants will learn how to listen for critical details, recognize emotional cues, and use verbal responses that demonstrate understanding while keeping calls focused and efficient.

Cardiac Emergency Response for Telecommunicators (3326213) | 2-hour | NEW

As a telecommunicator, you serve as the critical first link in the chain of survival for individuals experiencing out-of-hospital cardiac arrest, where immediate, high-quality CPR instruction can mean the difference between life and death. Research consistently demonstrates that telecommunicator-guided CPR significantly improves survival rates for cardiac arrest victims, making your communication skills a vital medical intervention that directly impacts community health outcomes. This interactive online course will teach you to recognize out-of-hospital cardiac arrest through systematic assessment protocols, overcome communication barriers during crisis situations, and deliver clear, effective CPR instructions that enable untrained callers to perform life-saving interventions. Additionally, you will learn to manage special circumstances such as pediatric emergencies and trauma-related cardiac arrest, integrate automated external defibrillator use when available, and coordinate seamlessly with emergency medical services to ensure continuous, high-quality care from first contact through professional medical intervention.

Crisis Call Processing for 911 Telecommunicators (3326211) | 1-hour | NEW

Dispatchers are often the first point of contact for individuals experiencing a mental health crisis, including suicidal ideation or other urgent behavioral health concerns. Calls may come directly from the subject in crisis or from a concerned third party, such as a family member, friend, or partner. This course provides practical guidance on processing crisis calls, collecting critical information, coordinating appropriate resources, and using structured communication techniques to stabilize the situation while remaining within the telecommunicator's scope of practice.

De-escalation Fundamentals for Call-taking and Dispatch (3318629) | 1-hour | NEW

911 telecommunicators routinely interact with callers who are anxious, frustrated, fearful, or emotionally charged. This interactive online course focuses on communication strategies used to manage caller expectations and reduce escalation during emergency and non emergency calls. Participants will learn how to set realistic expectations, use language that promotes cooperation, and recognize early indicators of escalation. The course emphasizes verbal techniques that support caller safety, responder safety, and efficient call processing while remaining within the telecommunicator's role and authority.

Documentation Standards and Liability Awareness for 911 Telecommunicators (3326096) | 1-hour | NEW

911 telecommunicators generate information across multiple communication platforms, including CAD entries, internal CAD messaging systems, radio transmissions, phone calls, recordings, and other digital tools. All of these may become part of an official record subject to criminal proceedings, civil litigation, internal investigation, or public records requests. This course examines documentation standards and liability awareness across systems and emphasizes that no work-related communication should be considered private. Participants will learn how accurate, objective, and professional communication protects responder safety, agency credibility, and individual accountability.

Ethics and Professional Responsibility for Public Safety Telecommunicators (3326094) | 1-hour | NEW

Ethical conduct is foundational to public trust, operational integrity, and effective emergency communications. This interactive online course examines ethical responsibilities unique to 911 telecommunicators, including confidentiality, impartiality, professionalism, and responsible use of sensitive information. Participants will explore common ethical dilemmas encountered in the communications center and apply structured decision making strategies to real world scenarios. The course reinforces national standards and professional expectations while emphasizing personal accountability and organizational integrity.

Foundations of Customer Service for 911 Professionals (3318586) | 1-hour | NEW

911 telecommunicators serve as the critical first point of contact between the public and emergency services, where professional communication can mean the difference between chaos and coordinated response. Effective customer service in the 911 environment directly impacts caller outcomes, responder safety, and public trust in emergency services. This interactive online course will teach you essential customer service skills that form the foundation of effective emergency communications with callers, field responders, and partner agencies. Additionally, you will learn how to apply professional communication techniques under pressure while maintaining agency standards aligned with APCO, NENA, and IAED recommendations.

Legal Risk and Duty of Care in the 911 Center (3326102) | 1-hour | NEW

911 telecommunicators operate within a legal framework that defines duty, standard of care, and liability. While documentation and ethics play a role in risk exposure, many legal cases stem from operational decisions such as delayed dispatch, failure to follow protocol, improper call prioritization, or breakdowns in communication. This interactive online course

examines common legal pitfalls in calltaking and dispatch operations and explains how negligence claims, civil liability, and administrative actions may arise. Participants will learn how adherence to protocol, sound decision making, and awareness of duty of care reduce legal exposure.

Missing or Abducted Persons Protocols for Dispatchers (3326210) | 1-hour | NEW

Dispatchers play a critical role in the response to missing or abducted persons. Accurate, timely, and standardized handling of calls can directly affect the outcome. This interactive online course provides a step-by-step guide to processing initial calls, entering information into NCIC and state databases, issuing statewide alerts such as AMBER or SILVER, and communicating actionable information to officers, other agencies, and the public. Participants will learn to follow established protocols while remaining within the scope of the telecommunicator's responsibilities.

Preventing Compassion Fatigue and Burnout in Dispatch (3326197) | 1-hour | NEW

As a 911 telecommunicator, you are exposed to unique psychological stressors that can lead to compassion fatigue and burnout, including repeated exposure to human trauma, emotional exhaustion from caring for others in distress, and the cumulative impact of handling life-and-death situations daily. These conditions can significantly impact your job performance, personal relationships, and long-term career sustainability if left unaddressed. This interactive online course will teach you to define and differentiate compassion fatigue and burnout in dispatch operations, identify early warning signs and contributing factors, and apply effective recovery strategies after traumatic calls. Additionally, you will learn to utilize organizational supports such as peer groups, CISM, and EAP services, integrate proactive life balance and self-reflection practices, and develop a personalized sustainability plan for long-term career resilience in emergency communications.

Shift Work Survival for Public Safety Dispatchers (3326207) | 1-hour | NEW

As a 911 telecommunicator, you face unique physiological challenges from nontraditional work schedules that can lead to circadian rhythm disruption, chronic fatigue, and cognitive performance impairment equivalent to legal intoxication during critical hours. These shift work-related stressors significantly impact your alertness, decision-making abilities, and overall health while potentially compromising your effectiveness in handling life-and-death emergency communications. This interactive online course will teach you how shift work affects your circadian rhythms and cognitive function, help you identify risks associated with rotating schedules and mandatory overtime, and provide practical sleep hygiene strategies tailored specifically for shift workers. Additionally, you will learn to recognize early signs of fatigue and its operational impact, implement effective approaches to balancing shift work

with family and social life, and develop a sustainable personal management plan for long-term career success in emergency communications.

Situational Awareness for Calltakers and Dispatchers (3318641) | 1-hour | NEW

Situational awareness is critical to effective decision making in the 911 center. This interactive online course explores how telecommunicators develop, maintain, and apply situational awareness during dynamic and evolving incidents. Participants will learn how awareness of people, information, and environmental factors supports communication, prioritization, and safety. Emphasis is placed on cognitive awareness rather than tactical response, reinforcing the telecommunicator's unique role in the public safety system.

Stress Management for Public Safety Dispatchers (3326187) | 1-hour | NEW

As a 911 telecommunicator, you serve as the critical first link in emergency response, handling life-and-death situations that expose you to unique psychological stressors including trauma exposure, high-pressure decision-making, and the invisible first responder effect. These stressors can lead to acute stress reactions, cumulative trauma, compassion fatigue, and burnout if not properly managed. This interactive online course will teach you to identify dispatcher-specific stress triggers, differentiate between types of occupational stress, and apply Critical Incident Stress Management principles for post-event recovery. Additionally, you will learn to utilize peer support and Employee Assistance Programs, develop effective communication strategies with family and friends about occupational stress, and implement practical techniques for maintaining life balance and personal resilience throughout your emergency communications career.

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Professional Security

March | May | June

June (Professional Security)

BSOTS: Access Control and Physical Security Fundamentals (3285216) | 0.75-hour | NEW

This course is a replacement for the following, which will be sunset: 9712 - BSOTS: Physical Security and Crime Prevention

Security officers face complex challenges in protecting people, property, and information through effective access control and physical security measures. Unauthorized access, security breaches, and social engineering attempts can result in theft, data compromise, and potentially dangerous situations for personnel. This interactive online course will teach you how to operate access control

systems, recognize suspicious behavior, and respond appropriately to security violations. Additionally, you will learn the critical relationship between physical security principles and access control procedures, enabling you to serve as an effective first line of defense in modern security operations.

BSOTS: Legal Responsibilities and Courtroom Preparedness (3285229) | 0.75-hour | NEW

Security officers operate within a complex legal framework where their actions can result in criminal charges, civil liability, and career consequences if legal boundaries are exceeded. Understanding the distinction between private security authority and law enforcement powers is essential, as security officers derive their authority primarily from property rights and citizen's arrest laws rather than broad police powers. This interactive online course will teach you the legal principles governing detention, use of force, evidence handling, and courtroom testimony that are essential for professional security operations. Additionally, you will learn proper documentation techniques, chain of custody procedures, and how to recognize and avoid common liability risks such as false arrest, negligence, and excessive force claims.

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May (Professional Security)

BSOTS: Customer Service Excellence for Security Officers (3285227) | 0.75-hour | NEW

Security officers today are expected to serve as both protectors and customer service ambassadors, balancing enforcement duties with creating positive experiences for employees, visitors, and clients. Poor customer service in security roles can lead to conflicts, reduced cooperation, and damaged organizational reputation, while exceptional service builds trust and enhances overall security effectiveness. This interactive online course will teach you the core principles of customer service excellence specifically tailored for security professionals, including active listening, professional communication, and de-escalation techniques. Additionally, you will learn how to handle difficult situations while maintaining authority, apply a service mindset to routine security tasks, and build positive relationships that support both security objectives and organizational success.

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March (Professional Security)

BSOTS: Crowd Control and Incident Management for Security Officers (3202260) | 0.75-hour | NEW

Security officers frequently encounter crowd situations that can escalate from peaceful gatherings to dangerous incidents requiring immediate intervention to protect public safety and prevent property damage. Effective crowd control skills can mean the difference between successful event management and situations that result in injuries, legal liability, and organizational reputation damage. This interactive online course will teach security officers to distinguish between lawful crowds and potentially dangerous mobs, apply de-

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escalation techniques to manage aggressive individuals, and maintain professional composure under pressure. Additionally, you will learn proper positioning and observation techniques, coordination with law enforcement and emergency services, and how to prepare for crowd control assignments through risk assessment and communication planning.

BSOTS: Fire Protection and Life Safety (3202308) | 0.75-hour | NEW

Security officers are subject to smoke inhalation, burns, and sometimes fatal injuries due to fire hazards in the facilities they protect. The majority of fire-related injuries and property damage can be prevented through proper fire safety knowledge and early intervention techniques. This interactive online course will teach security officers how to identify common fire hazards, understand fire detection systems, and apply the R.A.C.E. emergency response procedure effectively. Additionally, you will learn to use the P.A.S.S. method with fire extinguishers, differentiate between fire classifications and appropriate suppression methods, and understand your critical role in fire prevention, detection, and life safety protection.

BSOTS: Traffic Control and Parking Lot Safety for Security Officers (3254240) | 0.75-hour | NEW

Security officers are subject to vehicle strikes, slip and fall injuries, and sometimes fatal accidents due to traffic control and parking lot hazards. Many traffic-related injuries to security personnel can be prevented by using proper safety positioning, high-visibility equipment, and situational awareness techniques. This interactive online course will teach you how to safely direct traffic using standard hand signals, manage parking lot patrols effectively, and enforce parking rules professionally. Additionally, you will learn proper positioning techniques to avoid moving vehicles, methods for controlling traffic flow during peak periods and special events, and how to identify suspicious behavior and safety hazards in parking areas. You will also learn emergency response procedures and communication protocols for coordinating with law enforcement and facility staff.

BSOTS: Verbal Communication Skills for Security Officers (3254321) | 0.75-hour | NEW

Security officers are subject to escalated conflicts, complaints, and sometimes physical confrontations due to poor verbal communication skills. Most workplace disputes and difficult situations can be de-escalated through effective professional communication techniques. This interactive online course will teach you how to use confident tone and clear language during in-person interactions, apply professional telephone communication best practices, and handle difficult conversations with neutral, non-confrontational language. Additionally, you will learn active listening skills for gathering accurate information, techniques for adapting your communication style to different audiences, and

when to appropriately refer situations to supervisors or emergency personnel. You will also learn daily habits for self-monitoring and continuously improving your verbal communication effectiveness.

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OSHA & Compliance

January | February | March | April | May | June | July | August | September | October

October (OSHA & Compliance)

CPR Academic (3000985) | 1-hour | UPDATED

Are you ready to respond effectively in a cardiac emergency? As a potential first responder, your ability to recognize and react to cardiac arrest can mean the difference between life and death for someone in crisis. This interactive online course is designed to help you understand the essential skills of cardiopulmonary resuscitation (CPR), including how to perform chest compressions, deliver rescue breaths, and use automated external defibrillators (AEDs) for adults, children, and infants. You will learn the complete chain of survival, proper techniques for different age groups, and critical best practices that align with the American Heart Association's latest guidelines, empowering you with the knowledge needed to act confidently and effectively during a cardiac emergency. (CAPCE CEH Category - Basic/Advanced)

Hazard Communication GHS with Scenario Simulator (3534032) | 0.5-hour | NEW

Workers across various industries, from custodial to healthcare and chemical manufacturing, encounter hazardous chemicals daily. Exposure to these chemicals can cause severe health issues, including organ damage, cancer, burns, and explosions. To mitigate these risks, OSHA introduced the Hazard Communication Standard (HazCom) in 1983, also known as the "Right to Know" law. Revised to align with the UN's Globally Harmonized System (GHS), HazCom ensures a standardized approach to classifying and communicating chemical hazards, making it easier for workers to access and understand crucial safety information. In this course, we will identify the risks of hazardous chemical exposure, describe OSHA's Hazard Communication Standard and its written program requirements, recognize workplace chemical labeling and SDSs, and review employer HazCom training requirements. This course includes Scenario Simulator, an AI-driven conversational practice experience where learners practice applying key concepts in realistic situations.

Leading Through Upset Conditions and Emergencies (3538334) | 0.18-hour | NEW

When conditions change fast, a crew looks to its leader for calm, clear direction. This course prepares Frontline Leaders to respond effectively during upset conditions and emergencies, from recognizing early warning signs to establishing control, communicating clearly, and

making sound decisions with incomplete information. Learners will explore common leadership traps that delay an effective response, learn how to set priorities and assign responsibilities under pressure, and apply lessons learned after an event. The course reinforces a clear priority order: protect people, control hazards, stabilize the process, and restore production. By the end, leaders will be ready to guide their teams toward safe, controlled outcomes, even when the pressure is on.

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September (OSHA & Compliance)

Hazard Communication (3427875) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: EMS Hazard Communication (2210801), CAPCE Hazard Communication (2210803), Hazard Communication (2210797)

Workers are subject to serious health effects, chemical burns, respiratory damage, and potentially fatal injuries due to exposure to hazardous chemicals in the workplace, with approximately 30 million workers exposed to one or more chemical hazards annually. Many workplace chemical injuries and illnesses can be prevented through proper hazard communication, appropriate labeling, and adequate employee training on chemical safety. This interactive online course will teach you how to identify and classify chemical hazards using OSHA's Hazard Communication Standard and the Globally Harmonized System (GHS), including physical and health hazard categories. Additionally, you will learn container labeling requirements, safety data sheet (SDS) responsibilities, and how to assess, analyze, and minimize workplace chemical risks through the hierarchy of controls. (CAPCE CEH Category - Operational)

Hazard Recognition for Frontline Leaders (3511276) | 0.17-hour | NEW

As a Frontline Leader, recognizing hazards before someone gets hurt is one of your most important responsibilities. This course goes beyond spotting obvious problems—it teaches you to identify when conditions are changing and exposure to serious injury potential is increasing. You'll learn to focus on three core actions: identifying high-risk conditions with serious injury potential, recognizing when changing work conditions increase risk, and selecting appropriate corrective actions, controls, or pauses before work continues. Through realistic workplace scenarios, you'll practice making critical safety decisions that protect your team. By course completion, you'll have the skills to assess hazard exposure, respond to changing conditions, and take timely action to prevent incidents before they occur.

Safety Leadership for Frontline Leaders (3511277) | 0.18-hour | NEW

As a new supervisor, safety is no longer just about your individual actions—it's about the environment you create and the example you set every day. This course teaches first-time leaders how to influence safety through visibility, coaching, and consistent leadership behaviors that shape how work actually gets done. Through realistic scenarios and practical techniques, you'll learn to transform routine interactions into leadership opportunities. Discover how to conduct meaningful safety conversations, address issues in real-time, and build trust with your team. The course focuses on the small, everyday moments where real leadership happens—from effective walkthroughs to coaching employees toward safer decisions and modeling the standards you expect others to follow.

Skid Steer Safety (3511278) | 0.45-hour | NEW

Skid steers are compact, powerful, and versatile machines used across construction, landscaping, agriculture, and industrial environments. Their maneuverability and ability to accept a wide range of attachments make them essential tools — but also machines that demand respect and proper training. This course blends real world best practices with guidance from equipment manufacturers.

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August (OSHA & Compliance)

Asbestos Awareness - Global (866819) | 0.38-hour | NEW

This course is a replacement for the following, which will be sunset: Asbestos Awareness (Canada)

Dispel some of the common myths about asbestos by educating your team about Asbestos Containing Materials (ACM) and how to work safely around them. This course describes the most common types of asbestos as well as the hazards asbestos may present. It provides an overview of the history of asbestos use, exposure limits, detection, prevention, and regulation. It also covers some of the potential effects of long-term exposure including asbestosis, lung cancer, and mesothelioma.

Ergonomics for Office Environments (3487680) | 0.57-hour | NEW

This course is a replacement for the following, which will be sunset: General Office Ergonomics

Every year, hundreds of thousands of workers are diagnosed with musculoskeletal disorders, or MSDs. Understanding how to recognize and reduce the stress on your body from your daily work environment will help greatly reduce the likelihood of developing an MSD. This course discusses MSD prevention techniques in office environments as well as home and mobile work environments, examples of awkward postures and positions, proper lifting technique, workstation setup, work habits, and stretches. Following the tips and

guidelines illustrated in this course will reduce your chances of suffering from an MSD and help you have a healthy, productive work experience.

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July (OSHA & Compliance)

Lithium-Ion Battery Safety (3453805) | 0.35-hour | NEW

Lithium-ion batteries are everywhere in today's workplaces. They power the tools we use, the equipment we rely on, and the vehicles that move materials and people. Because they are efficient and compact, they've become the standard across industrial, construction, and transportation environments. But with those benefits come risks. When lithium-ion batteries fail, they can release large amounts of energy very quickly. That can lead to fires, explosions, and the release of toxic gases. These incidents can develop rapidly and, in some cases, without much warning. The goal of this course is to help you understand how lithium-ion batteries work, what can go wrong, and most importantly, what you can do to stay safe.

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June (OSHA & Compliance)

Crane and Hoist Rigging Safety (3421739) | 0.55-hour | NEW

This course focuses on crane and hoist rigging safety, covering procedures, equipment, and devices used below the hook in lifting operations. Participants will explore rigging fundamentals, including sling types (wire rope, chain, metal mesh, synthetic), hitch configurations (vertical, bridle, basket, choker), and below-the-hook devices such as lifting magnets. The course emphasizes critical safety factors, including load capacity calculations, sling angle effects, inspection protocols, and proper planning procedures. Learners will gain essential knowledge of load stability, weight distribution, electrical hazards, and regulatory requirements. This training provides foundational expertise for safe rigging operations while highlighting the importance of qualified personnel and proper equipment maintenance in crane lifting activities.

Fall Prevention and Protection - Construction Worksite Safety (3421743) | 1.46-hour | NEW

Working from ladders, scaffolding, and other elevated work platforms presents a serious danger of falling. Falls can be caused by inattentiveness, slippery surfaces, working in awkward or out-of-balance positions, or insufficient training. This course highlights numerous methods of prevention and protection, including fall arrest systems, vertical and horizontal lifelines, as well as inspection and maintenance guidelines. This course also discusses associated topics such as the proper procedure for putting on a body harness, lifeline swing hazards, and calculating fall space clearance.

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May (OSHA & Compliance)

Electrical Safety: Contact Release (3397277) | 0.4-hour | NEW

This annual training course is designed to meet the requirements of NFPA 70E and OSHA 1910.332 by equipping employees with the knowledge and skills required to safely respond to electrical contact incidents. The course explains how to recognize electrical hazards, understand the physiological effects of electric shock, and apply safe and effective methods for releasing a person in contact with energized equipment. The course also emphasizes real-world scenarios, emergency response planning, and the use of proper personal protective equipment (PPE) to prevent secondary injuries.

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April (OSHA & Compliance)

Forklift Safety (1547059) | 0.98-hour | UPDATED

This forklift safety course provides essential training for powered industrial truck operators in compliance with OSHA Standard 29 CFR 1910.178. Participants will learn fundamental safety principles, including stability triangle concepts, center of gravity, line of action, load capacity calculations, and pre-operation inspection procedures. The course covers proper operating techniques for battery-, propane-, gasoline-, and diesel-powered forklifts, addressing the most common causes of forklift accidents through safe operating practices. Key topics include speed management, load handling, working around pedestrians, refueling procedures, and emergency protocols.

Forklifts: Operation (2338158) | 0.83-hour | UPDATED

This course is designed to familiarize participants with the basic design and operation of powered industrial trucks (PITs), commonly known as forklifts. Participants will explore various types of forklifts used in manufacturing and warehouse settings, learn about major features and working dimensions, and understand fundamental operational principles. The course covers essential topics, including forklift inspections, maintenance procedures such as recharging and refueling, stability principles, load handling techniques, and critical safety considerations, including hazards posed by obstructions, pedestrian traffic, ramps and grades, loading docks, enclosed areas, and slippery conditions.

Introduction to Powered Industrial Trucks (755675) | 0.44-hour | UPDATED

Each year in the U.S., dozens of workers — typically 70–100 fatalities — die in powered industrial truck (forklift)-related incidents, and tens of thousands more suffer serious and other injuries. Given these significant human and economic costs, employers are both morally and legally obligated to take every possible safety precaution when dealing with powered industrial trucks. This course provides OSHA-compliant safety training for powered industrial truck operations. Key topics include regulatory requirements, equipment

classifications, daily inspections, stability principles, safety features, and safe operating practices. This theoretical training must be combined with hands-on instruction and workplace evaluation to meet OSHA certification requirements.

Microlearning Course: Forklift Stability (2745785) | 0.22-hour | UPDATED

In this course, we will review the requirements for forklift stability, including stability factors and the stability triangle. This essential training explores the fundamental principles of center of gravity, line of action, the stability triangle, and how they directly impact safe forklift operation. Participants will learn about several key factors that affect stability, including load weight, load balance, load height, momentum, and turning. The course also covers load capacity ratings and critical safety protocols for rollover situations.

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March (OSHA & Compliance)

Evacuation and Emergency Preparedness (3181165) | 1-hour | NEW

Municipal employees are subject to serious injuries, loss of life, and legal liability due to inadequate emergency preparedness and improper response to workplace emergencies including fires, severe weather, hazardous materials incidents, and security threats. The majority of emergency-related injuries and service disruptions can be prevented by understanding proper evacuation procedures, shelter-in-place protocols, and compliance with OSHA General Duty Clause and ADA Title II requirements. This interactive online course will teach you how to recognize appropriate emergency response actions for various types of workplace emergencies while executing proper evacuation procedures and shelter-in-place protocols to ensure optimal safety. Additionally, you will learn to assist coworkers and members of the public safely and inclusively during emergency situations, including individuals with disabilities, and demonstrate compliance with legal requirements and organizational policies governing emergency preparedness in municipal facilities.

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February (OSHA & Compliance)

First Aid: Diabetic Emergencies (2803145) | 0.38-hour | UPDATED

This comprehensive course prepares workers to recognize and respond effectively to diabetic emergencies. Participants will gain essential knowledge about diabetes mellitus, including the three major types and how insulin affects blood sugar regulation. The course covers critical skills for identifying the symptoms of both hypoglycemia (low blood sugar) and hyperglycemia (high blood sugar), understanding the difference in their onset patterns, and implementing appropriate first-aid responses for each condition. Learners will explore common monitoring and control devices used by people with diabetes, including blood glucose meters, insulin delivery systems, and glucagon emergency kits. Through practical

scenarios and step-by-step guidance, participants will learn when to provide fast-acting carbohydrates, when to call emergency services, and how to assist safely without overstepping their role. The course emphasizes proactive workplace preparedness, proper safety precautions, and creating an inclusive environment that supports colleagues with diabetes while maintaining emergency readiness.

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January (OSHA & Compliance)

SPCC Inspections (aicc-3252501) | 0.5-hour | NEW

The purpose of the EPA's Spill Prevention, Control, and Countermeasure rule is to prevent oil contamination of navigable waterways and adjoining shorelines. Facilities which store or handle sufficient quantities of oil are required to create an SPCC plan, which includes inspection and testing procedures and schedules. The purpose of SPCC inspections is to prevent oil discharges due to container and equipment failures. Personnel conducting the inspections are trained to look for signs of corrosion, leaks, brittle fracture, overflows, and other problems.

Spill Prevention, Control, and Countermeasures (aicc-3252499) | 0.48-hour | NEW

When oil is spilled, it can endanger public health and the environment, as well as cost millions of dollars in clean up and disposal. To prevent oil contamination of navigable waterways and adjoining shorelines, the U.S. Environmental Protection Agency created the Spill Prevention, Control, and Countermeasure rule. Having a spill prevention plan in place is among the most effective and efficient tools in preventing environmental contamination. This course will discuss spill-related pollution, spill prevention techniques, appropriate procedures for controlling a spill in the event that one occurs, and countermeasure techniques that can be taken to help comply with federal regulations.

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HR & Business Skills

February | June | July | August | October

October (HR & Business Skills)

Harassment Prevention for Employees with Scenario Simulator (3534785) | 0.65-hour | NEW

Harassment Prevention for Employees equips learners with the tools to identify, prevent, and address workplace harassment, and foster a respectful and productive work environment. By harnessing the power of narrative, this course uses memorable case studies to give employees an opportunity to explore real-world scenarios to understand the personal, professional, and organizational consequences of misconduct. Participants will

gain a clear understanding of behaviors that constitute harassment, their roles in maintaining a harassment-free workplace, and the importance of proactive reporting—even when the type of misconduct is unclear. By enhancing engagement, this course ensures learners are empowered to drive positive workplace culture and comply with legal and organizational standards.

Harassment Prevention for Supervisors with Scenario Simulator (3534781) | 0.73-hour | NEW

Harassment Prevention for Supervisors equips learners with the tools to identify, prevent, and address workplace harassment, and fosters a respectful and productive work environment. By harnessing the power of narrative, this course uses memorable case studies to give supervisors an opportunity to explore real-world scenarios to understand the personal, professional, and organizational consequences of misconduct. Participants will gain a clear understanding of behaviors that constitute harassment, their roles in maintaining a harassment-free workplace, and the importance of proactive reporting—even when the type of misconduct is unclear. By enhancing engagement, this course ensures learners are empowered to drive positive workplace culture and comply with legal and organizational standards.

Workplace Violence with Scenario Simulator (3533826) | 0.45-hour | NEW

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.

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August (HR & Business Skills)

Gaslighting in the Workplace: Identifying and Addressing Harmful Dynamics (3487694) | 0.25-hour | NEW

Gain practical tools and insights to identify and address gaslighting behaviors in the workplace. Participants will examine how gaslighting manifests and build the capacity to foster open communication and promote accountability. The strategies in this course can help to create a respectful, inclusive environment where manipulation is effectively countered. By focusing on real-world strategies and proactive measures, this program empowers individuals and teams to strengthen collaboration, safeguard psychological safety, and cultivate a thriving workplace culture.

Psychosocial Safety in the Workplace (3487682) | 0.6-hour | NEW

This course explores psychosocial hazards—workplace conditions, job demands, and organizational factors that create stress, burnout, or psychological injury. Participants will learn to identify common hazards, including bullying, harassment, excessive workload, and job insecurity. The course examines how these hazards impact both employee well-being and organizational performance, contributing to healthcare costs, absenteeism, and turnover while eroding productivity and creating instability across the workforce.

Trauma: Recognizing, Responding, and Supporting Recovery (3487697) | 0.5-hour | NEW

Gain the skills to understand, identify, and respond to trauma. In this course you will explore the different types of trauma and how they affect the brain, body, and emotions. Learn how trauma manifests through physical symptoms, emotional responses, and behavioral patterns, as well as the common triggers that can aggravate these reactions. Participants will learn immediate techniques to help someone experiencing a triggered response, while also exploring long-term recovery methods. Whether you are a caregiver, educator, healthcare professional, or you are on the path to your own recovery, this course offers valuable tools and insights to create safe, empathetic, and trauma-informed environments for healing and growth.

What To Do? A Course on Critical Thinking and Problem Solving (3487698) | 0.75-hour | NEW

Equip employees, managers, and leaders with a proven seven-step process for solving problems and thinking critically in a fast-paced, data-driven workplace. Learners will discover how to identify true root causes, uncover hidden issues, evaluate alternatives, and implement solutions with confidence. Instead of reacting to recurring challenges or "putting out fires," participants learn how to break down issues methodically, collaborate effectively, and improve decision-making across teams and departments.

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July (HR & Business Skills)

Harassment Prevention for Employees (Canada) (864477) | 0.92-hour | NEW

Workplace harassment refers to unwelcome behavior directed at an employee because of a protected characteristic, such as race, sex, religion, or age. Harassment becomes unlawful when submitting to or enduring the conduct is made a condition of employment, or when the behavior is so severe or pervasive that it creates an intimidating, hostile, or offensive work environment. This course introduces employees in Canadian workplaces to the principles of harassment and violence prevention, with emphasis on recognizing, reporting, and responding to inappropriate workplace conduct. This course will review key concepts under Canadian federal, provincial, and territorial frameworks, including harassment, sexual harassment, workplace violence, discrimination, bullying, psychological harassment, microaggressions, and poisoned work environments. Through practical scenarios, you will learn how harmful behaviour may appear in everyday workplace interactions, including in person, online, at job sites, during work-related communications, and in other work-

connected settings. The course explains the difference between harassment and reasonable management action, outlines employee responsibilities for respectful conduct, and describes how concerns are reported, documented, investigated, and resolved according to workplace policy and applicable law. It also examines confidentiality expectations, cooperation during investigations, anti-reprisal protections, and the role of respectful communication in maintaining a safe, inclusive, and compliant workplace.

Harassment Prevention for Supervisors (Canada) (864476) | 0.83-hour | NEW

Harassment and violence are all too common in the workplace. Harassment and violence are all too common in the workplace. Unfortunately, many of us have experienced it ourselves or know someone who was harassed in the workplace. Do you know what to do if you experience harassment, violence, or bullying in the workplace? What if an employee reports harassment to you? What do you do with the information? Who should you contact? Is there an investigation? What happens after harassment is reported? These are all topics covered in this course. To start with, your company has a specific company harassment and violence prevention policy as it's a legal requirement. In addition, the harassment program details how the policy is implemented and enforced in the workplace. A policy is no good if it is not upheld. After completing this course, you will be skilled to create a healthy workplace and address any concerns of harassment.

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June (HR & Business Skills)

Anti-Bribery and Anti-Corruption - Doing Business with Integrity (3421737) | 0.18-hour | NEW

This course provides a practical introduction to anti-bribery and anti-corruption principles in today's global business environment. Participants will learn how to recognize bribery, kickbacks, and other forms of corruption, understand the laws and regulations that prohibit them, and identify risks in everyday business situations. The course also covers how to apply anti-bribery frameworks and codes of conduct, handle gifts, hospitality, and entertainment appropriately, and recognize the serious consequences of noncompliance. By the end, participants will be equipped to identify red flags, apply sound judgment, and support ethical business practices in their roles.

Microlearning Course - Business Ethics (3421719) | 0.02-hour | NEW

Ethical decisions at work are not always obvious. They often show up as everyday choices under pressure, competing priorities, or unclear situations. In this microlearning, you'll explore common workplace scenarios where ethics can be challenged and learn how to recognize when something feels off. You'll practice slowing down, evaluating your options, and making decisions that protect safety, quality, and trust.

Microlearning Course - Change Management (3421720) | 0.03-hour | NEW

Change in the workplace often creates uncertainty, resistance, and questions. In this microlearning, you'll learn how to communicate change clearly and support your team through the transition. Through a realistic scenario, you'll explore how to explain the purpose behind change, clarify what's different, address concerns, and provide support to help others adapt successfully.

Microlearning Course - Clear Communication (3421714) | 0.03-hour | NEW

Unclear communication can lead to mistakes, delays, and safety risks. In this microlearning, you'll learn how to communicate clearly in fast-paced environments where noise, pressure, and complexity can get in the way. Through a realistic scenario, you'll explore practical techniques to confirm understanding, deliver clear instructions, and reduce errors before they happen.

Microlearning Course - Conflict Management (3421716) | 0.03-hour | NEW

Workplace conflict often builds from small misunderstandings that escalate under pressure. In this microlearning, you'll learn how to manage conflict in the moment using practical techniques grounded in emotional awareness and clear communication. Through a realistic scenario, you'll explore how to pause, understand different perspectives, align on the issue, and work toward a solution.

Microlearning Course - Emotional Intelligence at Work (3421722) | 0.03-hour | NEW

Tense moments can quickly derail workplace interactions. In this microlearning course, you'll learn how to use emotional intelligence to manage stress in real time and keep conversations productive. Through a realistic workplace scenario, you'll practice simple techniques to pause, listen, acknowledge concerns, and guide discussions toward solutions.

Microlearning Course - Real-World AI Ethical Dilemmas in the Workplace (3421730) | 0.03-hour | NEW

AI tools are increasingly used to support workplace decisions, but they can introduce risks when outputs are accepted without review. In this microlearning, you'll explore real-world scenarios where AI-generated information may be incomplete, inaccurate, or misleading. You'll learn how to apply critical thinking, validate outputs, and make informed decisions that uphold accuracy, accountability, and trust.

Microlearning Course - Substance Abuse Awareness (3421728) | 0.03-hour | NEW

Subtle changes in behavior can signal a serious safety risk. In this 90-second microlearning, you'll learn how to recognize potential signs of substance impairment in the workplace and respond

appropriately. Through a realistic scenario, you'll explore how to observe, report, and follow company policy to help protect your team and maintain a safe work environment.

Smart Customer Service 5: Handling Customer Complaints (376389) | 1.0-hour | UPDATED

This interactive online course is designed to help you understand why customers may complain, uncovers the special skills needed for handling customer complaints, and teaches an easy to learn step-by-step method for handling these types of customer contacts. At the end of this course you will apply the skills to your work environment to successfully handle any customer in any situation.

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February (HR & Business Skills)

Project Management Essentials (3017521) | 2-hour | UPDATED

Project Management is a widely recognized discipline today. A project can be a one-time, temporary event or an ongoing initiative to create a unique product, deliver a client service or design, or develop a solution or achieve a specific result within an organization. Project Management, as an essential part of business and operational management, provides the methodologies and business practices that support the organization and management of resources, the delivery of all work required to complete a project, and adherence to defined Scope, Time, and cost constraints. This course offers an in-depth examination of the essential skills and capabilities required for successful project management. In this course, we will delve into the evolution and history of modern project management, exploring how it established the foundation for today's key project elements and life cycle phases. We'll cover the human element of Project Management and how to plan, manage, and control the project and the resources to exceed customer expectations.

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Driver Training

February | June | September

September (Driver Training)

Alert Driving (3508893) | 0.25-hour | NEW

Understanding the importance of being an alert driver can mean the difference between life and death. Learn how to observe conditions around you, anticipate hazardous situations, and react to avoid hazards with our Alert Driving course. Our course discusses driving at

safe speeds, the dangers of driving while impaired, and illustrates how to increase your reaction time by following the two-second rule. Alert driving is a fundamental element of safe, defensive driving techniques.

Backing Up Safely (3508895) | 0.25-hour | NEW

How often do you need to back up your vehicle? If you are like most drivers, you spend less time backing up than driving forward. However, backing up is one of the more risky maneuvers you do throughout the day, especially if it is in crowded parking lots or restricted spaces. This course will identify potential hazards for backing up and best practices for avoiding those hazards.

Dangers of Distracted Driving (3508897) | 0.25-hour | NEW

Driver distraction has become a serious problem, and unfortunately, seems to be increasing. Think about the last time you drove or rode in a car. Did you notice other distracted drivers? Or, were you distracted while driving? Even though most people know distracted driving is risky, they still become distracted while they drive. This course will describe why distracted driving is risky and identify strategies to reduce distracted driving.

Delivery Truck Maintenance (3508891) | 0.5-hour | NEW

Many businesses depend heavily on their fleet of vehicles. In some businesses, such as package or propane delivery, or taxis, the fleet really is the business. In other cases, such as trades like electricians and plumbers, the vehicle is somewhat secondary to the actual job being performed, but no less important. In order for businesses which rely on vehicles to thrive, those vehicles which make up the fleet need to be able to operate safely and properly as close to 100% of the time as possible.

Driving Hazard Recognition (3508894) | 0.25-hour | NEW

Safe drivers recognize potential hazards and stay out of harm's way. With our Driving Hazard Recognition course, you'll learn techniques for negotiating intersections and blind spots as well as avoiding erratic drivers, pedestrians, animals, and parked vehicles. You'll also learn about driving with limited visibility and in slippery conditions. Paying extra attention to common driving hazards can help ensure that your passengers and cargo return home safely.

Driving Large Vehicles and Heavy Equipment (2745864) | 0.33-hour | NEW

Vehicles on public roadways come in many different shapes and sizes. Most passenger vehicles – cars, vans, SUVs, and pickup trucks – have similar configurations and controls, and drivers of these vehicles understand their capabilities and limitations. However, drivers of large trucks and heavy equipment must use extra caution in order to safely navigate and

share the roads with smaller vehicles. This course covers some of the things that must be considered when driving large vehicles or operating heavy equipment in order to ensure the safety of operators and people who are nearby. Topics covered include blind spot awareness, how to safely back up, dealing with inclement weather and poor road conditions, construction and work zone considerations, minimizing in-cab distractions, and general best practices.

Driving Preparation (3508898) | 0.25-hour | NEW

Be prepared for any trip with our Driving Preparation training that provides the basics of vehicle maintenance and inspection as well as suggestions for planning your route. Our course also suggests some valuable emergency supplies that can help prevent a minor inconvenience from becoming a major problem, such as common tools, spare tire, jumper cables and more. In addition to saving time and other costs, proper driving preparation can ultimately save your life as well as the lives of other drivers, passengers, and pedestrians around you.

Environmental Driving Hazards (3508900) | 0.25-hour | NEW

Although most driving occurs during the daytime hours with good visibility, there are instances where you may have to drive with limited visibility or in inclement weather. This course identifies common environmental hazards and strategies to prevent crashes related to environmental hazards.

Hazard Perception - Hidden Hazards (3508901) | 0.25-hour | NEW

Hidden hazards are not easily identifiable. They are partially or completely hidden from your view, but still have the potential to develop into a risk. Because the hazard is partially or completely hidden, it is unlikely you will be able anticipate the risk far in advance. This course will identify examples of hidden hazards and best practices to reduce the risks of these hazards.

Heavy Equipment Visibility (2951102) | 0.25-hour | NEW

When operating heavy equipment, the driver's view is likely to be blocked in several directions. These "blind spots" can even obscure a person standing right next to the equipment. One wrong move and that person could be injured or even killed. But these incidents do not have to happen. This module will discuss how to safely operate and work around heavy equipment to avoid injuries.

Preventing Intersection Collisions - Cross Traffic (2745865) | 0.25-hour | NEW

Intersections are one of the most dangerous locations on any roadway. You should pay particular attention to the cross traffic as you approach the intersection. Cross traffic

includes all road users that are traveling on the intersecting road and may cross or enter your path. This course will identify common contributing factors to cross traffic intersection collisions and strategies to prevent intersection collisions due to cross traffic.

Preventing Intersection Collisions - Rear-ends (2745866) | 0.25-hour | NEW

More than 25 percent of all car crashes are rear-end collisions. A rear-end crash occurs when the front of one vehicle comes into contact with the rear of another vehicle. This course will describe contributing factors to rear-end crashes and identify strategies to prevent rear-ending or being rear-ended by another vehicle.

Preventing Intersection Collisions - Turning (2745869) | 0.25-hour | NEW

Intersections are one of the most dangerous locations on the roadway. Research has shown that a large number of crashes every year occur in an intersection or are intersection-related. This course identifies intersection hazards and strategies to prevent crashes in intersections.

Preventing Loss of Control Crashes (2745873) | 0.25-hour | NEW

Have you ever unexpectedly lost control of your vehicle while driving? Perhaps you lost control of your vehicle in inclement weather. Maybe it was raining hard and you applied the brakes suddenly, or you crossed a bridge that was covered with ice. Or, maybe you lost control because you had to suddenly steer to avoid hitting another vehicle or object. If so, you are not alone. These are all common factors that lead to loss of control events. This course will identify common loss of control crashes and then discuss ways to reduce loss of control and how to regain control.

Preventing Sideswipe Collisions (2745874) | 0.25-hour | NEW

Have you ever noticed another vehicle drifting slowing across the lane line into your lane? Or perhaps your vehicle was the one unintentionally crossing the lane line into another lane? If so, you are not alone, this is a common sideswipe crash scenario. This course will identify potential hazards that may lead to sideswipe crashes and best practices for avoiding those hazards.

Safely Operating Golf Carts (3397278) | 0.32-hour | NEW

This course provides comprehensive training on the safe operation of golf carts and utility vehicles in workplace environments. You will learn to identify hazards, perform pre-operation inspections, follow safe driving practices, and ensure the safety of passengers and cargo. The course also covers applicable OSHA regulations, giving you the knowledge and skills to operate carts responsibly and prevent workplace injuries.

Safely Operating Utility Vehicles (3397279) | 0.37-hour | NEW

Off-road vehicles such as Utility Terrain Vehicles (UTVs) and All-Terrain Vehicles (ATVs) are essential tools that allow workers to move equipment, reach remote areas, and complete tasks efficiently where standard vehicles simply can't operate. However, these vehicles introduce unique hazards—their handling characteristics differ significantly from passenger vehicles, and unpredictable terrain like slopes, mud, loose gravel, and uneven ground can create dangerous situations even for experienced workers. This comprehensive course will teach you how to operate UTVs and ATVs safely by learning to identify hazards, interpret manufacturer guidelines, perform inspections, secure loads, and respond to emergencies. You'll also learn to protect yourself and your coworkers through proper communication, PPE use, and adherence to company policies.

Sharing the Road with Pedestrians and Cyclists (3508902) | 0.25-hour | NEW

Unless you are driving on an interstate, it is possible you will be sharing the road with other types of road users. For example, you may encounter pedestrians and bicyclists while driving in urban, suburban, or rural areas. These situations are dangerous because collisions between vehicles and cyclists or pedestrians often result in serious injuries or fatalities. This course will identify clues that cyclists and pedestrians may become hazards and strategies to prevent collisions with cyclists or pedestrians.

Speed and Space Management (3508904) | 0.25-hour | NEW

Speeding is one of the contributing factors in a large percentage of crashes. Not only does speeding above the posted speed limit increase your risk of being involved in a crash, it also increases the severity of the crash. High speed crashes are more likely to result in a fatality or injury compared to lower speed crashes. This course will identify why it is important to manage your speed and space around your vehicle and describe strategies for effective space management.

Work Zone Driving Hazards (2745875) | 0.25-hour | NEW

Work zones or construction zones are some of the most risky locations on any road. In the United States, a crash occurs in a work zone every 5 to 6 minutes. These crashes result in dozens of serious injuries every day and multiple fatalities each week. This course will identify why work zones are hazardous and describe strategies to reduce your risk of a crash in a work zone.

Work Zone Safety (2745877) | 0.25-hour | NEW

A “work zone” is an area of roadway associated with construction, maintenance, or utility work activities. Work zones are typically marked by a combination of signs, channeling

devices, pavement markings, and/or work vehicles. Because they are often adjacent to active roadways, work zone workers are exposed to significant risks. Motorists, cyclists, and pedestrians traveling through and around work zones also face significant risks. Roadways and work activities differ, and weather, traffic volumes, and local environments also vary, so a “one size fits all” approach to work zone safety is not appropriate. However, there are policies, procedures, and guidelines which do apply. These are all covered in this module.

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June (Driver Training)

Defensive Driving Strategies (2324) | 1.0-hour | UPDATED

This course is a replacement for the following, which will be sunset: 5009e - Defensive Driving Strategies (EDU)

The number one cause of work-related fatalities in the U.S. is vehicle crashes. A worker is more likely to suffer fatal injury while operating a vehicle than any other job activity. The need for enhancing safety when driving cannot be understated. Unfortunately, improving one's own driving ability does not guarantee safety on the roadway. No matter how safe a driver is trained to be, they cannot control the behavior of other vehicle operators. Encountering unsafe drivers is an inevitable part of every driver's experience. This interactive online course is aimed at preparing drivers for encountering potential hazards on the roadway whether they are on the job or off the clock. The material in this course is not intended as a replacement of behind-the-wheel training. Rather, it is best used in conjunction with such training, as certain driving tasks require applied practice and instruction.

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February (Driver Training)

Distracted Driving for Emergency Vehicle Operators (2314) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Fleet Program Distracted Driving for Emergency Vehicle Operators - EMS

Emergency vehicle operators face significant risks from distracted driving, with even momentary distractions potentially causing deadly motor vehicle accidents during both emergency and routine operations. Research shows that distracted driving by first responders resulted in over 1,700 deaths between 2002-2012, with more than fifty percent occurring during non-emergency operations. This interactive online course will teach you to recognize common distracting factors such as mobile data terminals, GPS devices, radio communications, and cell phones that can impair your ability to safely operate an emergency vehicle. Additionally, you will learn evidence-based prevention strategies, communication best practices, and department policies to minimize distraction risks and maintain focus on the critical task of safe driving.

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Office Productivity

August

August (Office Productivity)

AI Fluency - Intro to Reasoning Models (3487687) | 0.55-hour | NEW

In this Bigger Brains course, you'll be guided by Dr. Kevin Jones, an expert with over twenty years of experience in Natural Language Processing, Machine Learning, and Large Language Models. Dr. Jones brings a practical and engaging approach to understanding AI reasoning models. You'll explore what reasoning models are and why they matter, including their availability, benefits, and unique characteristics. You'll learn how reasoning mode differs from standard AI responses, and you'll see practical use cases for when to use—and when not to use—reasoning models. You'll also learn to craft effective prompts using four key components and how to apply a structured process for incorporating reasoning models into your work. By the end of this course, you'll be equipped to identify, apply, and leverage reasoning models confidently to get better results from your AI tools.

AI Fluency - Quick Wins with AI (3487693) | 0.43-hour | NEW

Ready to see real results with AI—fast? Quick Wins for AI is your shortcut to mastering artificial intelligence for everyday tasks that make life easier and help you to work smarter. In this course, you'll learn how to use AI to quickly draft and edit emails, saving you time and helping your messages stand out. You'll discover the secrets to writing prompts that get AI working for you, and you'll use simple tools to create presentation outlines, build full presentations, and even quickly create eye-catching images and charts. Along the way, you'll uncover how different AI tools have their own strengths and weaknesses, so you can pick the right one every time. You'll also find out how AI can instantly summarize documents—no more hours spent reading—and you'll get tips on what to watch out for, like privacy and accuracy. Plus, this course dives into the world of deep research, showing you how to harness Gemini and ChatGPT to get answers and insights in record time. If you're looking for quick wins that boost your productivity and put you ahead of the curve, this is the place to start.

AI Fluency - Terms and Concepts (3487686) | 0.6-hour | NEW

In this course, you'll learn essential terms, concepts, and operations that define the rapidly evolving world of Artificial Intelligence. You'll explore what AI is, how it differs from advanced forms like AGI and ASI, and why AI fluency is becoming a critical skill for today's business professionals. You'll also learn how AI is already being applied across industries through tools like chatbots, recommendation engines, and advanced analytics.
You'll learn the basics of AI technologies, from neural networks and generative models to

prompt engineering and multimodal systems. You'll also learn about the limitations and risks of AI and explore responsible approaches to using these tools in business. By the end of the course, you'll be equipped with foundational knowledge to discuss AI concepts and explore their practical use in your business environment with greater confidence.

AI Fluency - Which AI to Choose (3487692) | 0.52-hour | NEW

In this Bigger Brains course, you'll learn from expert Dr. Kevin Jones—who brings over 20 years of experience in Natural Language Processing, Machine Learning, and Large Language Models—how to evaluate ChatGPT, Claude, Microsoft Copilot, and Google Gemini with clarity and confidence. You'll see the major strengths and limitations of each tool, explore their pricing levels, and learn how privacy settings, data retention policies, and account setup options differ across platforms. You'll also learn practical evaluation criteria you can use when deciding which AI tool best fits your specific tasks. You'll explore strategies for using multiple tools together, identify privacy options unique to each system, and learn how to develop a clear plan for testing and implementing AI tools in your workplace. By the end of the course, you'll be equipped to compare these AI tools and make smart, informed decisions that support your productivity and business goals.

ChatGPT Essentials Part 2 (3487688) | 0.87-hour | NEW

In this Bigger Brains course, you'll explore how to define, create, and use custom GPTs and how to organize your work efficiently with projects. You'll learn to customize projects, manage account settings, and adjust memory preferences for a more personalized experience. Microsoft expert Chip Reaves will demonstrate how to navigate ChatGPT's different modes, including agent mode, and show you how to leverage these tools for complex tasks. You'll also learn the power of deep research and agents—what they are, how they work, and the benefits they bring to professional workflows. You'll see how to use these advanced features effectively and learn about potential issues and limitations. By the end of this course, you'll have the skills to customize ChatGPT, optimize its settings, and use its advanced capabilities to boost productivity and creativity.

Digital Transformation Using Microsoft's Power Platform (3487689) | 0.88-hour | NEW

In this Bigger Brains course, expert Microsoft trainer Kathy Snizaski will guide you through practical techniques to streamline processes and unlock data-driven insights. You'll learn how to collect and organize data using forms and apps, including creating new forms, adding branching logic, and building SharePoint lists from scratch or Excel files. You'll see how to create and customize apps from SharePoint data, modify app functionality, and edit Power Apps to fit your business needs. You'll also learn how to automate repetitive tasks with Power Automate, from moving email attachments to creating scheduled flows and writing formulas for trigger actions. Finally, you'll explore how to turn raw data into actionable insights with Power BI—connecting to SharePoint data, modifying tables, and

building interactive reports with slicers. You'll see how to publish and share reports in Teams, empowering collaboration and smarter decision-making across your organization.

Getting Started with Claude (3487691) | 0.53-hour | NEW

In this Bigger Brains course, you'll learn what sets Claude apart in the world of large language models. Guided by subject matter expert Dr. Kevin Jones, who has over twenty years of experience with Natural Language Models, Machine Learning, and LLMs, you'll explore what makes Claude distinctive, its focus on reliability and accuracy, and the differences between its available tiers. You'll learn how Claude handles data retention and how to opt in or out of specific settings. You'll also learn how to create an account, adjust privacy preferences, open incognito chats, and navigate the interface. Kevin will show you how to organize your work by renaming, searching, and deleting chats and how to define and use projects for longer workflows. You'll explore Claude's core features, including coding assistance, document analysis, and longform writing—and learn how to write effective prompts for each. You'll see how extended thinking mode and research mode support deeper, more complex tasks. You'll also learn about Claude's integration options and its strengths and limitations, equipping you to use it effectively in your daily work.

Getting Started with Gemini (3487690) | 0.55-hour | NEW

In this Bigger Brains course, you'll explore Gemini's unique features and capabilities that set it apart from other AI tools. Guided by Dr. Kevin Jones—a subject matter expert with over twenty years of experience in Natural Language Processing, Machine Learning, and Large Language Models—you'll learn how to create an account, adjust privacy settings, and navigate the interface with confidence. You'll see how to rename and search chats, create temporary conversations, and define and use Gems to organize your work. You'll also learn about Gemini's core features, including multimodal analysis, YouTube video insights, and image and video generation. You'll explore the benefits of Gemini's large context window for research, discover how to leverage Deep Research and Workspace integration effectively, and use Google search for comprehensive results. By the end of this course, you'll understand Gemini's strengths and limitations, best practices for using it, and how to get started with features that make Gemini a powerful tool for productivity and creativity.

Microsoft Whiteboard Essentials (3487685) | 0.55-hour | NEW

In this Bigger Brains course, you'll explore the essential features and tools of Microsoft Whiteboard, designed to enhance team collaboration and creativity. You'll learn how to access and create new whiteboards, navigate the intuitive interface, and apply drawing and annotation tools to bring your ideas to life. You'll also learn how to add and manipulate objects like images, Loop components, and web links to enrich your content. You'll see how to use templates to streamline your creation process and how to integrate Whiteboard with other Microsoft 365 apps for a seamless workflow. You'll explore real-time collaboration features that make teamwork more dynamic and productive, and you'll learn how to use

Copilot to enhance your whiteboards with AI-powered assistance. Finally, you'll discuss best practices for using Microsoft Whiteboard to maximize its impact in meetings, brainstorming sessions, and project planning.

Organizational Best Practices for AI (3487684) | 0.75-hour | NEW

In this Bigger Brains course, Jason Price, a nationally recognized technology trainer and AI specialist with over 25 years of experience, guides you through key strategies for implementing AI effectively across your organization. You'll learn the benefits of AI, the barriers companies face, and how to overcome challenges such as resistance to change and integration with legacy systems. You'll also learn how to align leadership, define business value, and build a transformative AI vision that earns buy-in from all levels of your organization. Jason will show you how AI impacts roles from executives and IT professionals to HR and project managers. You'll explore practical ways to reduce resistance and improve human-AI collaboration. You'll learn principles of Responsible AI and Human-Centered Design, reviews solutions for successful implementation, and see how you can apply these insights to real-world scenarios. Whether you're leading an AI project or supporting one, this course equips you with the tools to drive strategic, ethical, and effective AI adoption.

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Project Management

April

April (Project Management)

PMBOK® Guide - Eighth Edition: Building High-Performance Teams in an Agile Framework (3369197) | 1-hour | NEW

Welcome to Building High-Performance Teams in an Agile Framework. In this course, we will explore what it really means to build and sustain high-performing teams in modern Agile and product-focused environments. As organizations increasingly move away from traditional, temporary project structures and toward continuous product delivery, the way teams are formed, led, and supported must evolve as well. Aligned with the PMBOK® Guide Eighth Edition, this course focuses on the principles, mindsets, and human-centered practices that enable teams to consistently deliver value. We will examine leadership behaviors, team dynamics, emotional intelligence, stewardship, and collaboration, and look at how these elements come together to support both co-located and distributed Agile teams. This latest version represents a significant evolution in the discipline of project and product management. This is an evolution, not a replacement. Project and product management are evolving disciplines. As such, the body of knowledge that encapsulates its

best practices, principles, and techniques should also grow. The PMBOK emphasizes principles over prescriptive processes, encouraging practitioners to adapt their approach based on context, value delivery needs, and human factors. This course reflects that same principle-based mindset.

PMBOK® Guide - Eighth Edition: Delivering Value Through Value Systems Thinking (3369199) | 1-hour | NEW

This course introduces learners to systems thinking as a foundational mindset for modern project and product management, aligned with the PMBOK® Guide – Eighth Edition. Participants will explore how projects, programs, portfolios, and organizational systems interact to deliver value in complex environments. Through practical scenarios across industries—including technology, construction, healthcare, and global product launches—learners will examine how value is defined, created, perceived, and sustained by diverse stakeholders. The course emphasizes moving beyond isolated project outputs toward holistic value delivery, helping learners understand interdependencies, value chains, and organizational ecosystems. By applying systems thinking principles, participants will gain the ability to anticipate impacts, improve collaboration, and make informed decisions in predictive, agile, and hybrid delivery contexts.

PMBOK® Guide - Eighth Edition: Selecting a Project Management Methodology (3369200) | 1-hour | NEW

As we all know, managing projects and products is essential to every organization; therefore, applying the appropriate methodology and mindset to each project might be the single most important factor. This course provides a global set of standards for project managers worldwide. It is intended to offer insights into basic project management methodologies and frameworks, and provide project managers and project contributors with some fundamental decision-making tools to apply toward a successful project. In this course, you'll explore the two dominant project management methodologies, traditional (predictive) and agile, and examine how each approach interprets and responds to constraints such as scope, time, and resources. Through relatable examples, learners will see how different approaches shape behaviors, expectations, decisions, and ultimately success. You will walk away with a grounded, practical understanding of how to choose the most suitable management approach for any project, why the wrong choice can derail even the most skillful teams, and how organizational culture, expectations, and mindsets influence methodology selection.

PMBOK® Guide - Eighth Edition: The Agile Mindset and Principles (3369196) | 1-hour | NEW

This course explores the agile mindset and principles as defined and reinforced by the PMBOK® Guide – Eighth Edition, with a strong emphasis on the difference between “doing

agile" and "being agile." Rather than focusing on tools, frameworks, or specific methodologies, this course examines agility as a way of thinking, behaving, and making decisions in environments where change, uncertainty, and learning are constant. Through real-world stories, practical examples, and reflective moments, learners will explore: what the agile mindset really is; why agility is about perspective, not just process; when agile approaches are appropriate and when they are not; how collaboration, empowerment, adaptability, and continuous improvement shape agile behavior; and, how the Agile Manifesto principles connect to modern value delivery beyond software development. This course is designed for project professionals, product teams, leaders, and contributors who want to understand agility at a deeper level and apply it thoughtfully rather than mechanically.

PMBOK® Guide - Eighth Edition: What's New in the PMBOK® 8th Edition (3369201) | 1-hour | NEW

The Project Management Body of Knowledge, more commonly known as the PMBOK® Guide, is curated and published by the Project Management Institute, or PMI. The PMBOK is widely regarded as the most credible, most referenced body of knowledge in project management. This course explores what is new in the PMBOK® Guide – 8th Edition, why those changes were made, and how they impact the way modern projects are planned, executed, and led. Using real-world stories, historical context, and applied examples, this course explains how PMI has refined principles, reintroduced structured guidance, emphasized tailoring, and updated certification expectations to better support today's complex and fast-changing project environments. New and expanded application chapters in the PMBOK® Guide – 8th Edition address industry-specific practices by illustrating how predictive, agile, and hybrid approaches are tailored across different organizational and regulatory environments. This course is designed for project managers, contributors, and certification candidates who want to understand not only what changed in the PMBOK® 8th Edition, but why those changes matter and how they should influence everyday project decisions.

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Water & Wastewater

February | June | October

October (Water & Wastewater)

CPR Academic (3000983) | 1-hour | UPDATED

Are you ready to respond effectively in a cardiac emergency? As a potential first responder, your ability to recognize and react to cardiac arrest can mean the difference between life and death for someone in crisis. This interactive online course is designed to help you

understand the essential skills of cardiopulmonary resuscitation (CPR), including how to perform chest compressions, deliver rescue breaths, and use automated external defibrillators (AEDs) for adults, children, and infants. You will learn the complete chain of survival, proper techniques for different age groups, and critical best practices that align with the American Heart Association's latest guidelines, empowering you with the knowledge needed to act confidently and effectively during a cardiac emergency. (CAPCE CEH Category - Basic/Advanced)

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June (Water & Wastewater)

Smart Trenching - Installation, Renewal, Risk (3421638) | 1.0-hour | NEW

Trenchless technology has changed the way utilities are built and maintained underground. Open-cut methods are undesirable for the site, take longer, and cost more. Trenchless methods, on the other hand, produce less surface disruption, work better, have less of an effect on the environment, are better accurate, and make the working site safer. This course covers three essential aspects of trenchless engineering - installation methods (Horizontal Directional Drilling, Pipe Jacking, Pipe Ramming, and Guided Boring), renewal techniques (CIPP rehabilitation, sliplining, and innovative approaches), and risk assessment (failure modes and root causes). These topics are critical for engineers to develop resilient, durable pipeline systems.

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February (Water & Wastewater)

Hydraulic Principles for Municipal Systems: Understanding Flow, Pressure, and Design (3169071) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Water Industry Hydraulics (2033)

Municipal operations staff are subject to service disruptions, equipment failures, and costly emergency repairs due to inadequate understanding of hydraulic principles that govern water and wastewater systems. The majority of pumping system problems and pressure-related issues can be prevented by applying proper hydraulic fundamentals and maintenance protocols. This interactive online course will teach you how to analyze fundamental hydraulic principles including pressure, flow, and head relationships to optimize municipal water and wastewater system performance. Additionally, you will learn flow measurement techniques using the Continuity Equation and Bernoulli's principle, pipe network design considering friction losses and pump characteristics, and comprehensive troubleshooting strategies to prevent hydraulic system failures and extend equipment lifespan.

Water Main Installation (3166594) | 1-hour | UPDATED

This course is a replacement for the following, which will be sunset: Water Industry Water Main Installation (2013)

Water main installation workers face serious risks including cave-ins, utility strikes, and contamination exposure that can result in severe injuries or death. Proper implementation of OSHA trenching protocols, 811 Call Before You Dig procedures, and comprehensive safety measures can prevent the majority of water main installation accidents. This interactive online course will teach you how to calculate proper trench dimensions, select appropriate Personal Protective Equipment, and execute safe pipe laying and joining techniques according to American Water Works Association standards. Additionally, you will learn regulatory compliance requirements including Safe Drinking Water Act provisions, hydrostatic pressure testing protocols, and accurate documentation procedures essential for protecting public health and infrastructure integrity.

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EDU

June

June (EDU)

Defensive Driving Strategies (2324) | 1.0-hour | UPDATED

This course is a replacement for the following, which will be sunset: 5009e - Defensive Driving Strategies (EDU)

The number one cause of work-related fatalities in the U.S. is vehicle crashes. A worker is more likely to suffer fatal injury while operating a vehicle than any other job activity. The need for enhancing safety when driving cannot be understated. Unfortunately, improving one's own driving ability does not guarantee safety on the roadway. No matter how safe a driver is trained to be, they cannot control the behavior of other vehicle operators. Encountering unsafe drivers is an inevitable part of every driver's experience. This interactive online course is aimed at preparing drivers for encountering potential hazards on the roadway whether they are on the job or off the clock. The material in this course is not intended as a replacement of behind-the-wheel training. Rather, it is best used in conjunction with such training, as certain driving tasks require applied practice and instruction.

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