



## **TRAIN THE TRAINER PROGRAM GUIDELINES**

### **GENERAL INDUSTRY**

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## The OSH General Industry Train the Trainer Program

The Occupational Safety and Health Division (OSH) Train the Trainer Program is a voluntary program to train workers to become instructors in the basics of safety and health hazard recognition and prevention. Through this program, OSH authorizes trainers to conduct occupational safety and health 10- and 30-hour awareness courses for workers.

Authorized trainers are authorized to conduct 10- and 30-hour general industry courses and receive OSH course completion cards to issue to their students. To become an authorized trainer, you must complete the NC 501, *Trainer Course in Occupational Safety and Health Standards for the General Industry*. You must also pass a final test and develop/deliver a presentation to receive your trainer authorization.

**Update Requirement.** To stay current on relevant OSH matters and maintain trainer authorization, trainers are required to attend the NC 503, *Update for General Industry Trainers*, every four years. In addition, the trainer must teach a minimum of two 10-hour courses within the four-year authorization period. The NC 501 may also be used to maintain a trainer's authorized status.

## Train the Trainer Program Guidelines

*This section contains information on the rules and procedures for conducting a training course. Trainers are responsible for understanding these requirements when planning and conducting their courses.*

**Students.** Authorized trainers may train their own employees and subcontractors on an active job site where they are currently employed. Authorized trainers are prohibited from offering courses in a consultant or sole proprietor capacity.

**Cost.** Authorized trainers are prohibited from charging for 10- and 30-hour courses. This includes supplies and materials.

**Training Topics.** See the designated training topics section (page 4). The objective is to provide workers with information on recognizing and preventing hazards on a general industry site. First Aid and CPR training can be added to the program topics, but the time cannot be counted as part of the 10- or 30-hour course.

### Training Per Day.

- A maximum of 7½ hours of training in one day.
- 10-hour courses must be delivered over a minimum of 2 days.
- 30-hour courses must be delivered over a minimum of 4 days.

The entire length of a training session may be longer than 7.5 consecutive hours, but must be shorter than 10 consecutive hours, when including time for meals and other breaks, and for time spent on administrative matters or tests. For example, a training session cannot be conducted from 9:00 pm through 7:00 am the following day, but may be conducted from 9:00 pm through 6:30 am the following day.

A 10-minute break is required for every two (2) consecutive hours of training (including student contact hours and time spent on administrative matters or tests), and a 30-minute lunch or meal break is required for every six (6) hours of training (including student contact hours and time spent on administrative matters such as attendance or tests). Training is not allowed during lunch or meals, or during other break periods.

No more than 10 hours of training (including student contact hours, lunch/meal and other breaks, and administrative matters such as attendance and tests) may be conducted in a 16-hour period. An 8-hour break (minimum) is required if 7.5 or more hours of training (including student contact hours, lunch and other breaks, and administrative matters and tests) are conducted in a 16-hour period.

**Topic Length.** OSH has assigned minimum lengths for each of the required course topics; see the designated training topics section. Unless it is otherwise noted, OSH recommends spending an hour on each topic. In the 10-hour course, a trainer may not cover any topic for more than four hours. In the 30-hour course, a trainer may not spend more than six hours on any topic.

**Training Materials.** Trainers may compile their course materials from a variety of sources, including products OSH has made available on the NCDOL ETTA website and from the NCDOL Library. OSH materials are intended to provide a foundation for the 10- and 30-hour courses, but trainers are responsible for ensuring they have the necessary training materials (including presentations) to offer the 10- and 30-hour courses in their individual workplaces. At a minimum, trainers should provide their students with reference materials (at least a fact sheet) on each topic they cover, which highlights the key training points.

**Course Time.** Breaks and lunch periods are not counted as class time. Instructional times must be at least 10- or 30-hours, as applicable. Courses may be broken into segments. Each segment must be at least one hour, and the entire course must be completed within six months. If training is delivered in segments, the same trainer must deliver and/or facilitate the program.

**Guest Trainers.** Authorized trainers may use others who have topic expertise to help conduct classes. The authorized trainer must design and coordinate the course, teach more contact hours than anyone else, attend all sessions to answer questions, ensure topics are adequately covered, and document students' attendance.

**Records.** Trainers must retain course files for five years. The file for each course must include:

- Student sign-in sheets for each class day.
- Student addresses.
- Company of employment.
- Copies of documentation sent in to request cards, including a list of the topics taught and the amount of time spent on each.
- Records that indicate the card number dispensed to each student. One way to accomplish this is to make a copy of all the cards issued.
- OSH reserves the right to request copies of course records for verification purposes.

**Student Verification** Trainers must employ every reasonable effort to verify the identity of each individual attending their classes.

**Course Size.** The course size must be the minimum of 3 with the maximum of 40 students.

**Training Delivery.** Training must be done in person.

**Combining 10-hour Construction and General Industry Courses.** Trainers may not combine a 10-hour Construction and a 10-hour General Industry course in less than 20 hours to receive both types of student cards.

**10 + 20 Hours = 30.** If a student trained in the 10-hour course wants to take the 30-hour course at a later time, the trainer may provide 20 more training hours and receive a 30-hour card for the student. The limitations are as follows:

- The same trainer must do all the training.
- All the training must be completed, from start to finish, within six months.
- 10-hour cards must be returned, to receive the 30-hour cards.

**Monitoring.** OSH may periodically conduct training observations of courses. The purpose is to:

- Observe training.
- Obtain feedback from the trainer and the students on the training.

- Ensure awareness of the Train the Trainer Program guidelines and the materials and assistance that are available to help trainers. Through these visits, OSH aims to help trainers and ensure consistent program implementation.

To request a training observation by OSH, send the following information to the OSH Train the Trainer Program coordinator by clicking [HERE](#):

- Course date.
- Type of course: 10-hour or 30-hour, Construction or General Industry.
- Location.
- Contact information.

## Alternative Training Methods.

OSH Outreach Training Program classes must be conducted in-person, unless a written exception is obtained from OSH Division.

- Online Training. OSH Outreach Training Program authorized trainers may not conduct online OSH Outreach Training Program classes. **Please Note: Online training is not the same as virtual leader led instruction.**
- Virtual Training/Video Conferencing. OSH's preferred delivery method is through standard in person classroom instruction. OSH Outreach Training Program training conducted through a remote site video conferencing or other live, interactive instruction that is not standard in-person classroom instruction is not allowed unless OSH has granted a written exception for the conduct of such training. An exception for virtual/video conferencing request must be submitted, via email, by the OSH Outreach Training Program authorized trainer to the OSH Training Supervisor at [training.request@labor.nc.gov](mailto:training.request@labor.nc.gov). The request must be received at least 30 calendar days in advance of the scheduled training start date. Exceptions may be authorized for a designated time period, not to exceed 12 consecutive months. The request must include the following:
  - A detailed narrative statement indicating why the trainer believes an exception is necessary and explaining why the inherent flexibility of the OSH Outreach Training Program is insufficient to deliver quality training.
  - Name(s) of the primary OSH Outreach Training Program authorized trainer and assistant OSH Outreach Training Program authorized trainers or guest trainers which will conduct the training.
  - A copy of the relevant OSH Outreach Training Program authorized trainer card(s).
  - Documentation for all trainers (primary, assistant, and guest) of prior experience delivering occupational safety and health training via video conferencing, webinar, or other instruction that is not standard in-person classroom instruction, including topics, number of courses delivered, number of students trained, and cumulative student contact hours.
  - The type of hardware, software, and/or systems students will utilize to participate in the alternative training method.
  - Location of the origin training site and the type of hardware, software, or system that will be used at the origin training site.
  - List of the offsite training locations. Students must receive training in a classroom, auditorium or conference room setting. Students may receive training at home, if deemed necessary.
  - The primary OSH Outreach Training Program authorized trainer must ensure that a proctor is present at each training location, unless attendees are teleworking. The proctor will monitor consistent student attendance and collect daily student sign-in sheets. The proctor's printed first and last name, and signature must appear on the sign-in sheets.
  - A detailed course outline which indicates each topic, and the length of time for which each topic will be taught.
  - List of the materials that will be provided to each student including a description of when and how students will receive the materials.
  - Description of how the primary OSH Outreach Training Program authorized trainer will ensure that the training will be conducted in a participatory manner.

- Description of how the primary OSH Outreach Training Program authorized trainer will ensure that one or more OSH Outreach Training Program authorized trainers are available to respond to student questions.
- Description of how the primary OSH Outreach Training Program authorized trainer will ensure that student questions are answered quickly and effectively.
- Description of how the primary OSH Outreach Training Program authorized trainer will ensure that effective two-way communication will be incorporated into the OSH Outreach Training Program training.
- All training must be accessible to OSH for auditing purposes.
- Due to the dispersed nature of the training delivery, a testing component is required for Virtual/Video Conferencing training. Affirmative confirmation and a description of processes the primary OSH Outreach Training Program authorized trainer will use to ensure effective evaluation of the training and testing of the students. Time allotted for administering the testing component is administrative in nature and is not considered nor counted as instructional time. The method for conducting evaluation and testing must include the following three Evaluation Levels:

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

Level 2 – Testing.

Level 3 – Follow-up, impact evaluation.

## Training Tips

*This section is intended to provide trainers with suggestions on how to conduct more productive and effective training classes.*

**Worker Emphasis.** Courses must be designed for workers; therefore, they must emphasize hazard identification, avoidance, control and prevention, not OSHA standards. Trainers must tailor their presentations to the needs and understanding of their audience.

**Importance of Safety and Health Training.** Explain early in the course that this training isn't a bureaucratic exercise—it may save their lives and help them continue to provide for their families.

- Highlight local stories that students will recognize.
- Discuss personal experiences.
- Provide information on injury and fatality statistics.
- Explain that safety and health training adds value to the company, the workplace and to them.

**Site-Specific Training.** The most rewarding classes for students are the ones they can relate to because the trainer uses examples, pictures, and real-life scenarios from their work place or one similar to it.

**Homogeneous Course.** The ideal course is one where students have similar positions and needs. Hold separate sessions for supervisors, managers, and workers when possible. Try to train workers from similar groups such as trade groups, office personnel, machine operators, and maintenance staff.

**Train Workers in Their Language.** Trainers must ensure that they know their audience, including whether there are language barriers. To the extent possible, teach non-English speaking workers separately. Use translators, easy to understand photos, videos in their language, and hands-on activities. Also, emphasize real-life examples. OSH has trainers, references, publications, and other tools to assist you.

**Use Objectives.** Describe the skills and abilities the students should have or exhibit for each topic. Relate the objectives to the students' work, if possible.

**Presentation Assortment.** Students learn in different manners and benefit from different training styles. Use different trainers, computer presentations, videos, case studies, exercises and graphics to make the course interesting and enjoyable. By doing so, trainers will be employing the three levels of training techniques—presentation (presenting the material in a variety of ways), discussion (getting the students involved in the learning), and performance (students practice the material they learned).

**Testing.** OSH recommends using quizzes and tests to ensure students remain focused and understand key objectives. Trainers may set passing scores. Provide feedback to the students on the exam questions.

**Evaluations.** OSH recommends having students complete a course evaluation. Trainers should use this feedback to determine whether the course is accomplishing its goals and how to improve the training.

## Designated Training Topics

### 10 Hour General Industry

The 10-hour General Industry Awareness Course is intended to provide an entry level general industry worker awareness on recognizing and preventing hazards on a general industry site. The training covers a variety of safety and health hazards that a worker may encounter. OSH recommends this training as an orientation to occupational safety and health. Workers must receive additional training on hazards specific to their jobs. Training should emphasize hazard identification, avoidance, control and prevention, not OSHA standards. Instructional time must be a minimum of 10 hours.

Break down of the topics as follows:

- **Mandatory – 6 Hours:** Six topics to be taught, for one hour each.
- **Elective – 2 Hours:** Choose at least two of these topics to teach, for a minimum of one-half hour each. Must cover at least two hours.
- **Additional – 2 Hours:** Teach any other general industry hazard topics or policies and/or expand on the mandatory or elective topics, for a minimum of one-half hour each.

#### 10-Hour Course Topic Guidelines

OSHA subpart references are provided for informational purposes; training should emphasize hazard awareness.

#### Mandatory Topics – 6 Hours

##### One Hour

Introduction to OSH including:

- NC OSH Act, General Duty Clause, Employer and Employee Rights and Responsibilities, Whistleblower Rights, Recordkeeping basics.
- Inspections, Citations, and Penalties.
- Value of Safety and Health.
- NCDOL Website and available resources.
- NCDOL 800 number.

##### One Hour (each)

- Walking and Working Surfaces—Subpart D—including fall protection.
- Exit Routes, Emergency Action Plans, Fire Prevention Plans and Fire Protection— Subparts E & L.
- Electrical—Subpart S.
- Personal Protective Equipment—Subpart I.
- Hazard Communication—Subpart Z.

##### Elective 2 Hours

Choose at least two of the following elective topics. They must be a minimum of one-half hour each and add up to at least two hours.

- Hazardous Materials—Subpart H.
- Materials Handling—Subpart N.
- Machine Guarding—Subpart O.
- Introduction to Industrial Hygiene—Subpart Z.
- Bloodborne Pathogens—Subpart Z.
- Ergonomics.
- Safety and Health Program.



**Additional 2 Hours**

Teach any other general industry hazard topics or policies and/or expand on the mandatory or elective topics, for a minimum of one-half hour each.

**Special Industry Recommendations**

In addition to the six mandatory hours, the groups noted below should also teach the following:

- **Medical/Health Care** – 1 hour each – Introduction to Industrial Hygiene, Bloodborne Pathogens; one-half hour – Ergonomics and Workplace Violence.
- **Maintenance** – Ergonomics and (if applicable) Powered Industrial Trucks.
- **Utility** – Ergonomics, Electric Power Generation, Transmission and Distribution, and Confined Spaces.
- **Office** – Ergonomics.

## Designated Training Topics

### 30-Hour General Industry

The 30-hour General Industry Awareness Course is intended to provide a variety of training to workers with safety responsibility. Workers must receive additional training on hazards specific to their job. Training should emphasize hazard identification, avoidance, control and prevention, not OSHA standards. Instructional time must be a minimum of 30-hours.

Breakdown of topics as follows:

- **Mandatory** – 12 hours: Seven topics to be taught, ranging from one to two hours each.
- **Elective** – 10 hours: Choose at least five of these topics to teach, for a minimum of one-half hour each.
- **Additional** – 8 hours: Teach any other general industry hazard topics or policies and/or expand on the mandatory or elective topics, minimum of one-half hour each.

### 30-Hour Course Topic Guidelines

*OSHA subpart references are provided for informational purposes; training should emphasize hazard awareness.*

#### Mandatory Topics – 12 Hours

##### One Hour

Introduction to OSH including:

- OSH Act, General Duty Clause, Employer and Employee Rights and Responsibilities, Whistleblower Rights, Recordkeeping basics.
- Inspections, Citations, and Penalties.
- Value of Safety and Health.
- NCDOL Website and available resources.
- NCDOL 800 number.

##### Two Hours

Managing Safety and Health

May include Injury and Illness Prevention Programs, job site inspections, accident prevention programs, management commitment and employee involvement, worksite analysis, hazard prevention and control, accident investigations, how to conduct safety meetings and supervisory communication.

##### One Hour (each)

- Walking and Working Surfaces – including fall protection – Subpart D.
- Personal Protective Equipment (PPE) – Subpart I.
- Hazard Communication – Subpart Z.

##### Two Hours (each)

- Exit Routes, Emergency Action Plans, Fire Prevention Plans and Fire Protection – Subparts E & L.
- Electrical – Subpart S.
- Materials Handling and Storage – Subpart N.

**Elective Topics – 10-Hours**

Choose at least five of the following topics for a total of a **minimum of 10 hours**, for a minimum of one-half hour each.

- Bloodborne Pathogens – Subpart Z.
- Ergonomics.
- Fall Protection.
- Hazardous Materials (Flammable and Combustible Liquids, Spray Finishing, Compressed Gases and Dipping and Coating Operations) – Subpart H.
- Introduction to Industrial Hygiene – Subpart Z.
- Lockout/Tagout – Subpart J.
- Machinery and Machine Guarding – Subpart O.
- Occupational Noise Exposure.
- Permit-Required Confined Spaces – Subpart J.
- Powered Industrial Vehicles.
- Safety and Health Programs.
- Welding, Cutting and Brazing – Subpart Q.

**Additional Topics – 8-Hours**

Teach any other general industry hazard topics or policies and/or expand on the mandatory or elective topics, for a minimum of one-half hour each.

## Program Administration

### Obtaining Student Course Completion Cards

This section contains information on course completion cards. After conducting a 10- or 30-hour course, follow the instructions below to document your class and receive student course completion cards.

### New and Existing Trainers

To receive student completion cards for training you have conducted, send these items:

- OSH Train the Trainer Program Report (which includes trainer and course information).
- Be sure to provide a return address that goes directly to you because OSH cannot replace card packages that are not received.
- A copy of your Train the Trainer card.
- A list of the students who completed the training. The list must be clear and legible or a card will not be dispensed. Only send one list, not the sign-in sheets.
- Topic Outline. List the topics taught and the amount of time spent on each. Complete the topic outline on the bottom of the report (10-hour) or on the back (30-hour) or send a separate outline.

### Other Key Points on Submitting Course Documentation

- Trainers must sign the statement of certification attesting that they have conducted the training in accordance with the guidelines and have submitted accurate documentation.
- Trainers must document training within six months of class completion.
- Trainers must report classes separately. Each class should be reported individually and contain each of the items indicated above.
- Existing trainers with ID numbers may e-mail or fax their course documentation.
- Trainer is currently authorized.
- Trainer complies with guidelines (topics, time, etc.).
- Documentation is complete and correct.

### What to Submit

- Train the Trainer Program report.
- Student names.
- Course topic list and the time spent on each.

### Send Documentation To

Submit all required documentation to:

N.C. Department of Labor  
Occupational Safety and Health Division  
ETTA/Train the Trainer Program  
1101 Mail Service Center  
Raleigh, NC 27699-1101  
Fax: 919-807-2876  
E-mail: [dol.trainthetrainer@labor.nc.gov](mailto:dol.trainthetrainer@labor.nc.gov)

### **Records Trainers Must Retain for Five Years**

Student sign-in sheets for each class day.

Student addresses.

Copy of the documentation sent in to request cards, including a list of the topics taught and the amount of time spent on each.

Records that indicate the card number dispensed to each student. One way to do this is to make a copy of the cards issued.

### **ID Number Information**

All trainers will receive an ID number upon completion of the course.

ID numbers must be included on submittals for student cards.

If you misplaced your ID number, note on the report that you were issued one but misplaced it.

Contact the NCDOL OSH Division Training Supervisor, if you need your trainer card replaced.

If the training took place more than three years ago, no replacement card will be issued.

### **Information on Student Course Completion Cards**

- For legibility, trainers must complete student cards by legibly printing or typing.
  1. Student's name
  2. Company name
  3. Course end date
  4. Trainer's name (the trainer may also sign the card)
- Trainers may not alter the cards or use white out on them. If you misprint or mistype the cards, you may return the cards to NCDOL and receive replacements.
- Student course completion cards do not expire. However, employers and other organizations may have different requirements. OSH recommends 10- and 30-hour courses as an orientation to occupational safety and health for workers. Participation is voluntary. Workers must receive additional training on the specific hazards of their job.
- Trainers may provide training certificates to students. This often helps them verify that they took the training prior to receiving their card.
- Trainers must use the back of the cards for other identification or training information.
- This can be helpful and appropriate if your outreach class is targeted to a specific audience.
- The cards may be laminated.
- Processing card requests takes four to six weeks. Please wait at least six weeks before inquiring about the status of a request.

### **Student Cards**

- Contact NCDOL if you need your student cards replaced.
- If the training took place more than three years ago, no replacement cards will be issued.
- Trainers must maintain records that indicate the card number dispensed to each student.

### **Misprinted Cards**

Return all misprinted cards for replacement. Do not attempt to correct and use misprinted cards.

## Further Assistance

This section provides resource information that trainers can use to help them to prepare and conduct training.

### N.C. Department of Labor Website

- [NCDOL Home Page](#)
- [ETTA Calendar of Events](#)
- [Library](#)
- [NCDOL Publications](#)
- [Article 16. Occupational Safety and Health Act of North Carolina](#)
- [Occupational Safety and Health Division](#)
- [OSH Enforcement Procedures](#)
- [OSH Presentations](#)
- [OSH Example Programs](#)
- [OSH Statistical Data](#)
- [Outreach Training and Services](#)
- [Posters](#)
- [Safety and Health Topics A to Z](#)
- [Standards Information and Activity](#)

### Other Resources

- [Safety and Health Council of North Carolina](#)
- [N.C. State University Industrial Extension Service](#)

### Federal OSHA Website Resources

- [OSHA Home Page](#)
- [Training and Reference Materials Library](#)
- [Alliance Program Participants Development Products Compliance Assistance](#)
- [OSHA Small Business Page](#)
- [Teen Workers](#)
- [Spanish Training & Training References](#)
- [Spanish Outreach Trainers](#)
- [Making the Business Case for Safety and Health](#)

### General Industry and Training Websites

- [Safety and Health Topics Index](#)
- [Industry-Specific Resources](#)
- [Health Care Industry Quick Start](#)
- [Alliance Program Participants Developed Products](#)
- [OSHA e-Tools – Web-based training tools, includes Hospital and Powered Industrial Trucks](#)
- [NIOSH Safety and Health Topics](#)
- [General Safety and Health References - Other Internet Sites](#)
- [General Safety and Health References](#)

### Construction and Training Websites

- [Construction Outreach Materials](#)
- [Construction - Other OSHA Presentations for Outreach](#)
- [OSHA Construction e-Tools](#)
- [Preventing Fatal Falls in Construction](#)
- [Safety and Health Topics Index](#)

### Technical Support

For support call Education, Training and Technical Assistance Bureau at 919-707/7876.