

# Georgia Tech OSHA Training Institute Education Center

## Answers to Trainer's FAQs

### *1. I am about to conduct my first 10- or 30-hour Outreach Training class, what do I need to do?*

1. Before you conduct the class you should register on the trainer website. Georgia Tech requires all trainers to provide an advanced notification of any upcoming 10- or 30-hour Outreach class they will be teaching. The notice is submitted online using the Georgia Tech Outreach Trainer Portal/Website.
2. To register on the website go to: <https://outreachtrainer.gatech.edu> and click the **REGISTER** button at the top right-hand side of the page. After you register we must approve your registration before you can log in and an email will be sent when we approve your registration. **Registration approval usually takes 2 – 4 business days.** If your registration has not been approved within 4 business days or you need your request expedited, email: [karen.bartley@gatech.edu](mailto:karen.bartley@gatech.edu). Let me know when you registered and how to contact you (phone number, best time to call, etc.). If you are requesting an expedited approval, please provide the reason you need your request processed immediately.
3. If we cannot locate your trainer credentials we may request that you email your trainer credential documents to us. The following documents are the required trainer credential documents we must have on file for you:
  - a. A copy of trainer card,
  - b. A copy of the certificate received from the trainer class or update class, and
  - c. A signed statement of compliance and statement of certification.
    - i. The statement of compliance/certification form can be found on our trainer website. Go to: <https://outreachtrainer.gatech.edu> and then click on Help, there you will find a list of helpful links; click on the Statement of Compliance for the industry you are authorized to train.
    - ii. If you are authorized for both industries, you will need to complete both industry forms.
  - d. Credential documents should be emailed to the person making the request. If you have questions, please contact the person making the request.
4. After your registration is approved, you will receive an email letting you know and you can then log into the trainer website: <https://outreachtrainer.gatech.edu>. Detailed instructions on how to use the trainer website can be found in the Georgia Tech Trainer Manual (located on the trainer website Help page).
5. Log into the trainer website: <https://outreachtrainer.gatech.edu> and click on Create and select Advanced Notification. Fill out the required information and submit the notice by clicking the button at the bottom of the page.

- a. If you have already completed your class, go to step 6 below AND you must email us to explain why you did not submit an advanced notice. Email must be sent to: [trainingcardrequests@innovate.gatech.edu](mailto:trainingcardrequests@innovate.gatech.edu). Subject line must read: No Advanced Notice Provided. Body of the email must include the reason you did not submit a notice and an action plan to ensure it does not happen in future.
  - b. If you see an error message showing the following error message above the course date field: **\* The end date must be in the past and no older than 30 days**. You selected course report and not Advanced Notice when you clicked Create. You must go back and select Create and Advanced Notice and begin again.
6. If you neglected to submit an advanced notice and have already completed your class, you must submit your course report. Log into the trainer website: <https://outreachtrainer.gatech.edu> and click Create and Course Report and fill out the information required.
- a. After you successfully submit your course report and the system takes you to the Course Report Summary Page, you will need to print the Official OSHA Outreach Training Program Course Report Form. Click on the **Export to Word Document** button. When you see DOWNLOAD, click the link, then save the document and print the document for your files. NOTE: You are REQUIRED to have a copy of the official OSHA Outreach Training Program Report form in your course records. DO NOT SKIP this step!
  - b. Click the back button on your browser to return to the Course Report Summary Page so you can pay for the cards. NOTE: Your course report will NOT be process/approved and cards WILL NOT be mailed until payment is made. Once you are on the Course Report Summary page, click on the Purchase Student Cards button and pay for the student cards. **NOTE:** Student course completion cards cost **\$8.00 each**.
  - c. The payment system will email you a simple receipt for your payment, however, if you need a more detailed receipt, follow the instructions below:
    - i. Once the payment has been accepted, the system will take you back to the main page of the trainer website. To return to the Course Report Summary page and access the detailed receipt, click View and then Course Report. The system will show a list of all course reports you have submitted. Click on the Course Report ID # for the report you want to access.
    - ii. Once you are the Course Report Summary Page for the report you want to access, you should see Credit Card Transactions. Click on the Transaction ID # to access the detailed receipt.
    - iii. Once on the Receipt page, print the page for your records.

- d. Instructions for registering and using the website can be found on the trainer website by clicking Help and then clicking on Basic Instructions for the Trainer Website. Go to: <https://outreachtrainer.gatech.edu> and then click on Help, there you will find a list of helpful links. The instruction document are found under the section called 'How to' Documents.

***II. I am not a new trainer but it's been a while and I just finished a 10- or 30-hour class, how do I submit my request for cards?***

1. If you submitted a notice online for the class you just finished you will click View and Advanced Notice. Click on the Advanced Notice for the class you just completed. The system will take you to the Advanced Notice Summary Page. Scroll to the lower right corner of the Summary page and click on the button Create Course Report.
2. If you neglected to submit an advanced notice go to Question I, step 6 above AND you must email us to explain why you did not submit an advanced notice. Email must be sent to: [trainingcardrequests@innovate.gatech.edu](mailto:trainingcardrequests@innovate.gatech.edu). Subject line must read: No Advanced Notice Provided. Body of the email must include the reason you did not submit a notice and an action plan to ensure it does not happen in future.
3. If you submitted your notice and you click on the button Create Course Report from the Notice Summary page, the system will input the information from you notice onto the first page of the course report. NOTE: It is EXTREMELY important that you review this page and correct anything that may have changed from the notice to the actual class. For example, if your notice said you were going to have 12 students attend the class but only 10 actually finished the class you MUST CHANGE the number of students from 12 to 10 on this page. If the dates or time of the class changed from what you showed on the notice you must correct this information. The same is true for the class location. At the bottom of the first page of the course report you will electronically sign the STATEMENT of CERTIFICATION and the information you submit must be true and accurate.
4. If you have not registered on the trainer website you must do so now. ALL Advanced Notices and Course Reports and Card Payments must be submitted using the trainer website. See Question I Step 2 – 4 above for instructions.
5. As a reminder, after you successfully submit your course report you must print a copy of the Official OSHA Outreach Training Program Report form AND must make payment for the student cards.
  - a. After you successfully submit your course report and the system takes you to the Course Report Summary Page, you will need to print the Official OSHA Outreach Training Program Course Report Form. Click on the **Export to Word Document** button. When you see DOWNLOAD, click the link, then save the document and print the document for your files. NOTE: You are REQUIRED to

have a copy of the official OSHA Outreach Training Program Report form in your course records. DO NOT SKIP this step!

- b. Click the back button on your browser to return to the Course Report Summary Page so you can pay for the cards. NOTE: Your course report will NOT be process/approved and cards WILL NOT be mailed until payment is made. Once you are on the Course Report Summary page, click on the Purchase Student Cards button and pay for the student cards. **NOTE:** Student course completion cards cost \$8.00 each.
- c. The payment system will email you a simple receipt for your payment, however, if you need a more detailed receipt, follow the instructions below:
  - i. Once the payment has been accepted, the system will take you back to the main page of the trainer website. To return to the Course Report Summary page and access the detailed receipt, click View and then Course Report. The system will show a list of all course reports you have submitted. Click on the Course Report ID # for the report you want to access.
  - ii. Once you are the Course Report Summary Page for the report you want to access, you should see Credit Card Transactions. Click on the Transaction ID # to access the detailed receipt.
  - iii. Once on the Receipt page, print the page for your records.

### ***III. How long will it take to receive the student cards?***

OSHA requires the Education Center to provide student cards within 30 days from receipt of the request. It usually takes 2 – 6 days to process a request so you should receive the cards within 9 – 18 days. If you have not received your cards within 21 days from the date you submitted the course report, contact Yavonne Jones at [Yavonne.Jones@innovate.gatech.edu](mailto:Yavonne.Jones@innovate.gatech.edu).

### ***IV. How long do I have to submit my request for student cards?***

OSHA requires trainers to submit the course report within 30 days from the end of the class. **We recommend submitting your course report within 2 weeks from the end date of your class to allow time in case you have questions or problems.** That will allow enough time to solve any issues before the 30 day deadline.

### ***V. I understand I need to provide Georgia Tech with notice when I plan to conduct 10- or 30-hour classes. How do I provide the notice?***

1. **Georgia Tech requires all of our trainers to provide notification of upcoming 10- or 30-hour training.** Trainers are required to provide as much advance notice as possible. We do recognize that trainers may not have much notice but must

provide the advance notification to Georgia Tech as soon as possible but no later than the day the training begins.

2. Log into the card request website: <https://outreachtrainer.gatech.edu>, click on Create, select Advanced Notification, then complete the information requested and submit.
3. Once you complete the class, log into the website and click on View, then select Advanced Notification, then double click on the line showing the advanced notice you provided for the class you just completed.
4. At the bottom of the Advanced Notification form you will see the Create Course Report button. Click the button.
5. The information you provided on the advanced notice will auto-populate on the course report form. You will be able to update or correct any information as needed. Complete the course report form, pay for the student cards and Export the document to Word for your files.

#### ***VI. I conducted a 10- or 30-hour class with another trainer, who should request the cards?***

Only one trainer can request cards for a class. If you and another authorized trainer (or trainers) collaborate to conduct a 10- or 30-hour class, you should decide in advance which trainer will submit the request for cards and get credit for the class. That trainer will be responsible for maintaining the paperwork for that class.

#### ***VII. I need to request a class size exception, what do I need to do?***

OSHA requires Outreach Training class be limited to 3 – 40 students and class size exception requests must be submitted to the trainer’s Authorizing Training Organization (Georgia Tech OSHA Ed Center).

- I. A request to conduct training with more than 40 students must be made at least 60 days prior to the class. The following is taken from the OSHA Outreach Training Program Requirements document. Trainers must provide the following explanation with the request for exception. The exception request must be emailed to: [outreachtraining@gtri.gatech.edu](mailto:outreachtraining@gtri.gatech.edu) with the subject line: **Advance Notification and Request for Class Size Exception**

1. **Explanation.** Explain why the training cannot be conducted in accordance with OSHA requirements.
2. **Class Curriculum.** A topic outline which indicates each topic, the length of time each topic will be taught, and the date and time the topic will be taught.
3. **Student Materials.** Provide a general list of materials which will be provided to each student.
4. **Method for Facilitating Student Questions.** Explain how students will be able to ask questions when the class is not in session. Possible methods include email, answering questions after class, and a Q & A session after each topic.

**5. Documentation for Student Attendance.** Confirm that attendance will be taken at the beginning and end of each class day.

II. A request to conduct training with fewer than 3 students must be made at least 7 days prior to the class. The following is taken from the OSHA Outreach Training Program Requirements document. Trainers must provide the following explanation with the request for exception. The exception request must be emailed to:

[trainingcardrequests@innovate.gatech.edu](mailto:trainingcardrequests@innovate.gatech.edu) with the subject line: **Advance Notification and Request for Class Size Exception**

**1. Explanation.**

a) Explain why the training cannot be conducted in accordance with OSHA requirements. Include information regarding why students cannot obtain the training in a larger class at a later time.

b) If this type of training is considered a routine business practice, such as when beginning employment, please note this. If applicable, note the period over which this practice will continue. The Authorizing Training Organization may provide an exception over an extended period.

**2. Target Audience.** If applicable, indicate whether the training is for in-house employees, if the training is required for employee orientation purposes or to fulfill company or jurisdictional policy, or if it is makeup training.

***VII. How do I get my Georgia Tech Trainer ID #?***

The system will automatically assign your Georgia Tech Trainer ID # and will fill your ID # on the course report. You can locate your ID # on the My Profile page after logging into the trainer website: <https://outreachtrainer.gatech.edu>. You will find the My Profile button at the top right-hand side of the page after logging in. Your Trainer ID # will be listed at the top of the My Profile page.

***VIII. I just printed my course report and noticed my Georgia Tech Trainer ID # is wrong...how can I correct it?***

When we transitioned to the online website you were assigned a new Georgia Tech Trainer ID #. The old Trainer ID # will only be used in reference to the requests sent in the past and your new Trainer ID # will be used going forward. You can validate/check your current Georgia Tech Trainer ID # by accessing the My Profile page after logging into the trainer website: <https://outreachtrainer.gatech.edu>.

You will find the My Profile button at the top right-hand side of the page after logging in. Your Trainer ID # will be listed at the top of the My Profile page.

***Help! I forgot my password. What do I do and who do I contact?***

If you need to have your password reset go to the trainer website: <https://outreachtrainer.gatech.edu> and click Login, on the Login page below the area where

you type in your login credentials, click the [Forgot Password](#) link. The system will email you a link to reset your password. If you do not receive the link to reset your password within 24 hours, leave a message for us at the following number: 404-407-8363. Be sure to provide details of why you are calling and the best number to reach you and the best time to reach you. You may also email us here: [trainingcardrequests@innovate.gatech.edu](mailto:trainingcardrequests@innovate.gatech.edu) with the subject line: **Help! I need my password rest.** Please be sure to provide a phone number and the best time to reach you. We will respond to your phone call or email within 24 hours.

### ***VIII. Help! I tried to submit a course report and now I've been blocked!***

If you have been blocked you will need to contact us before we can unblock your account. We must review the information you tried to submit. You should leave a message at the following phone number: 404-407-8363 or you can contact Karen Bartley at [karen.bartley@gatech.edu](mailto:karen.bartley@gatech.edu) or Yavonne Jones at [yavonne.jones@innovate.gatech.edu](mailto:yavonne.jones@innovate.gatech.edu). Please put **Blocked Account** in the subject line and attach a copy of your agenda for the class you are trying to enter. NOTE: Your agenda must have details on when you taught each topic for each day of class (detailed instructions on the information OSHA requires for the topic outline can be found in the Georgia Tech Trainer Manual and in the OSHA Outreach Training Program Requirements document.

We will respond to your phone call or email within 1 – 24 business hours.

### ***IX. I lost my trainer card (or certificate), how can I get a replacement?***

If you lost your trainer card or certificate and would like to receive a replacement you will need to complete a Trainer Replacement Card/Certificate form and pay for the replacement card. Replacement cards or certificates cost \$25. NOTE: We cannot replace a trainer card that is older than 3 years but certificate can be replaced any time.

1. Locate the Trainer Card Replacement form on our trainer website. Go to: <https://outreachtrainer.gatech.edu> and then click on Help, there you will find a list of helpful links; click on Trainer Replacement Card (Certificate) form to open the document.
2. Complete the Trainer Replacement Card (Certificate) form.
3. You will pay for the replacement card or certificate using the old payment website: [https://epay.gatech.edu/C20793\\_ustores/web/store\\_main.jsp?STOREID=156](https://epay.gatech.edu/C20793_ustores/web/store_main.jsp?STOREID=156).
4. Once payment is submitted, email the completed form to: [trainingcardrequests@innovate.gatech.edu](mailto:trainingcardrequests@innovate.gatech.edu).
5. The request will be fulfilled within 1 week and we will notify you via email when the card or certificate is mailed. If you do not hear from us within 5 business days to let you know the card has been mailed, please email [karen.bartley@gatech.edu](mailto:karen.bartley@gatech.edu) or [yavonne.jones@innovate.gatech.edu](mailto:yavonne.jones@innovate.gatech.edu).

***IX. I'm not sure if I'm using the most up to date requirement for my Outreach Training classes. Where can I find the most recent requirement information?***

For the most up to date information, go to OSHA's website: [www.osha.gov](http://www.osha.gov) and click on the Training tab. You can also do a search on the site's A to Z index or search the site's FAQs site. The links to each of these can be found at the top of the webpage.

Here are the links to the Outreach Training Program Requirements document, as well as the Construction and General Industry Procedures documents.

[http://www.osha.gov/dte/outreach/program\\_requirements.pdf](http://www.osha.gov/dte/outreach/program_requirements.pdf)

[http://www.osha.gov/dte/outreach/construction/construction\\_procedures.pdf](http://www.osha.gov/dte/outreach/construction/construction_procedures.pdf)

[http://www.osha.gov/dte/outreach/generalindustry/generalindustry\\_procedures.pdf](http://www.osha.gov/dte/outreach/generalindustry/generalindustry_procedures.pdf)

***X. Help! I really need to speak with someone.***

If you have a question or an urgent request and need to contact us, you may contact Karen Bartley or Yavonne Jones.

Karen's Email: [karen.bartley@gatech.edu](mailto:karen.bartley@gatech.edu)

Karen's Phone #: 404-407-8317

Yavonne's Email: [glenda.brown@innovate.gatech.edu](mailto:glenda.brown@innovate.gatech.edu)

Yavonne's Phone #: 404-407-8349