VectorSolutions™

ASSOCIATION OF CALIFORNIA WATER AGENCIES JPIA
ONLINE COURSE CATALOG

ACWA
Association of California Water Agencies

Bringing Water Together

UPDATED NOVEMBER 2021

Vector Solutions delivers employee training that helps public entities mitigate risk, reduce claims and save money.

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HUMAN RESOURCES

Vector Solutions' Human Resources courses are designed to supplement the course catalog by providing training that is relevant and essential to all employees. Courses covering Employment Practices for Supervisors cover issues encountered in the workplace for individuals tasked with making employment decisions, including issues of harassment, hiring and termination, discrimination, evaluation and documentation.

HUMAN RESOURCES
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- Business Ethics: Quick Refresh
- Computer Security Awareness
- Customer Service
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- Diversity, Equity & Inclusion: Skills for Employees
- Drug-Free Workplace
- Ethics in the Workplace
- General HIPAA Awareness
- General Office Ergonomics
- Health & Wellness
- Office Safety
- Red Flag Rules (Identity Theft Protection)
- Sexual Harassment Awareness
- Workplace Bullying
- Workplace Diversity
- Workplace Stress
- Workplace Violence

EMPLOYMENT PRACTICES FOR SUPERVISORS
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- Dealing with Issues of Alcohol and Substance Abuse
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- Employment Practices Overview
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- Interviewing Skills for Managers: Conducting an Interview
- Performance Management
- Preventing Discrimination in the Workplace
- Reasonable Suspicion of Alcohol for Supervisors
- Reasonable Suspicion of Drugs for Supervisors
- Understanding Employee Leave
- Motor Vehicle Incident Investigation for Supervisors
- Motor Vehicle Personnel Selection for Supervisors
- Motor Vehicle Safety Overview for Supervisors
- Sexual Harassment Awareness for Supervisors
- Successful Hiring
- Successful Termination

CALIFORNIA STATE MANDATED TRAINING
- Anti-Harassment Training for All Employees – California (SB1343)
- Anti-Harassment Training for Supervisors and Managers – California (SB1343/AB1825)
- CA Local Agency Ethics (AB 1234)
- Cal/OSHA Log 300

- Child Abuse: Mandated Reporter Training for California (General)

MOTOR VEHICLE SAFETY

Vector Solutions' Online Driver Training & Compliance Program offers organizations a solution to reduce motor vehicle losses. Driver curriculum is designed to change unsafe driving behavior and reinforce critical safe-driving concepts. Courses have been tailored to meet the varied needs of drivers of automobiles, large trucks and passenger vans. Supervisor curriculum is designed to provide supervisors with the training necessary to maintain a staff of safe and capable drivers. Driver training courses and curriculum for supervisors are available.

DRIVER TRAINING
- Accidents and Emergencies
- Adjusting to Changing Conditions
- Aggressive Driving
- Dangers of Speeding
- Defensive Driving Strategies
- Distracted Driving
- Driver Safety Orientation
- Expressway and Highway Driving
- Impaired Driving
- Intersection Safety
- Passenger Van Safety
- Safe Backing
- Seat Belt & Airbag Safety
- Securing Materials for Transportation
- Sharing the Road
- Vehicle Inspection and Maintenance
- Vehicle Safety and Security

LARGE VEHICLE DRIVER TRAINING
- Accidents & Emergencies for Large Vehicle Operators
- Adjusting to Changing Conditions for Large Vehicle Operators
- Aggressive Driving for Large Vehicle Drivers
- Bucket/Boom Truck Safety and Operation
- Dangers of Speeding for Large Vehicle Drivers
- Defensive Driving Strategies for Large Vehicle Drivers
- Distracted Driving for Large Vehicle Drivers
- Driver Safety Orientation for Large Vehicle Drivers
- Impaired Driving for Large Vehicle Drivers
- Intersection Safety for Large Vehicle Drivers
- Large Vehicle Characteristics
- Safe Backing for Large Vehicle Drivers
- Seat Belt & Airbag Safety for Large Vehicle Drivers
- Securing Materials for Transportation for Large Vehicle Drivers
- Sharing the Road for Large Vehicle Drivers
- Vehicle Inspection and Maintenance for Large Vehicle Drivers
- Vehicle Safety and Security for Large Vehicle Drivers

SUPERVISOR TRAINING
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- Motor Vehicle Safety Overview for Supervisors
- Motor Vehicle Personnel Selection for Supervisors

OFFICE PRODUCTIVITY

ACCOUNTING
- Mastering QuickBooks Online 2018

DATABASE
- SharePoint for Site Owners
- SharePoint Online Basics

DESKTOP APPLICATIONS
- Adobe Acrobat DC Essentials
- Gmail Essentials 2015
- Microsoft Lync Essentials
- Microsoft Sway Essentials
- OneDrive Essentials (2016)
- Outlook Online Essentials (2018)
- Power BI Essentials
- Skype for Business Essentials
- What's New in Office 2016?

MICROSOFT

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- Mastering Access 2016, Intermediate
- MS Access 2013 01: Working with Databases
- MS Access 2013 02: Creating, Modifying, and Managing Tables
- MS Access 2013 03: Working with Forms
- MS Access 2013 04: Working with Queries
- MS Access 2013 05: Sharing and Protecting Your Data

Excel
- Excel Basics for Mac
- Excel: Creating Dashboards
- Excel: Introduction to PowerPivot
- Excel: Power Functions
- Excel for Project Management
- Mastering Excel 2019 – Basics
- Mastering Excel 2016
- What's New in Excel 2019

Outlook
- Mastering Outlook 2019 – Advanced
- Mastering Outlook 2019 - Basics
- Mastering Outlook 2016
- Mastering Outlook 2016 Advanced
- Mastering Outlook 2016 Basics
- MS Outlook 2013 01: Getting Started
- MS Outlook 2013 02: Message and Contact Management
- MS Outlook 2013 03: Time and Task Management

Office 365
- Microsoft Forms Essentials
- Mastering Microsoft Teams (2019)
- Mastering Office 365 (2018)
- Microsoft Teams Essentials
- Office 365 Groups Essentials
- Office 365 Planner Essentials
- OneNote for Windows 10 Essentials

PowerPoint
- Mastering PowerPoint 2019 – Basics
- Mastering PowerPoint 2016 Advanced
- Mastering PowerPoint 2016 Basics
- Power Up PowerPoint
- What's New in PowerPoint 2019

Word
- Mastering Word 2019 – Basics
- Mastering Word 2016
- Mastering Word 2016 Advanced
- Mastering Word 2016, Basics
- Mastering Word 2016, Intermediate
- What's New in Word 2019

OPERATING SYSTEMS
- MS Windows 8: An Introduction
- Windows 8.1 Essentials
- Windows 10 Essentials

- Driving Safety
- Drug-Free Workplace
- Electrical Safety

OSHA & COMPLIANCE

Vector Solutions' online courses can be used to help comply with OSHA and other federal and state regulatory agency training mandates. Complete all your required compliance training courses online, eliminating the logistic issues inherent in traditional training methods.

COVID-19 TRAINING COURSES
- Coronavirus 101: What You Need to Know
- Coronavirus 102: Preparing Your Household
- Coronavirus 103: Managing Stress and Anxiety
- Coronavirus 104: Transitioning to a Remote Workforce
- Coronavirus 105: Cleaning & Disinfecting Common Spaces
- Coronavirus 106: CDC Guidelines for Using Cloth Masks
- Coronavirus 107: Reopening Your Organization
- Coronavirus 108: The Basics of Vaccines
- Coronavirus 109 – What You Should Know about Variants

COMPLIANCE
- ADA Compliance in Business
- Cal/OSHA Log 300
- Federal Acquisition Regulation Overview 3.10
- General HIPAA Awareness
- Sexual Harassment Awareness
- Sexual Harassment Prevention: Quick Refresh
- Workplace Diversity

OCCUPATIONAL HEALTH & SAFETY
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- Advanced HAZWOPER Awareness (Modules 1–4)
- Aerosol Transmissible Diseases
- Alcohol-Free Workplace
- Anhydrous Ammonia Awareness
- Asbestos Awareness
- Back Injury Prevention
- Bloodborne Pathogens
- Bloodborne Pathogens Safety
- Building Evacuation and Emergencies
- Combustible Dust
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined-Space Entry
- Confined Space Entry - Permit Required
- CPR Academic
- Crystalline Silica Awareness
- Diet & Nutrition
- Disaster Preparedness
- DOT Hazmat - General Awareness

- Eye Safety
- Fall Protection
- Fire Extinguisher Safety
- Fall Prevention and Protection - General Industry
- Fire Prevention Safety
- First Responder Operations Level Refresher (1–4
- Flagger and Cone Safety
- Flammable and Combustible Liquids
- Forklift Safety
- General Construction Safety
- General Electrical Hazard Awareness for Site Safety
- General First Aid Part 1
- General First Aid Part 2
- General Office Ergonomics
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- Hand Safety
- Hazard Communication
- Hazard Communication GHS
- HAZMAT Spill Prevention & Control
- HAZMAT Transportation
- Health & Wellness
- Hearing Conservation
- HIV/AIDS Awareness
- Hydrogen Sulfide Awareness
- Incident Investigation
- Indoor Air Quality
- Industrial Ergonomics
- Introduction to OSHA
- Laboratory Safety
- Ladder Safety
- Ladder & Scaffolding Safety
- Laser Safety
- Lead Awareness
- Lock-Out / Tag-Out
- Lockout Tagout for Authorized Employees
- Office Safety
- Personal Protective Equipment
- Radiation Safety
- RedVector – Walking and Working Surfaces
- RedVector – Ladder Safety
- RedVector – Legionella Prevention and Control
- RedVector – Eye and Face Protection
- RedVector – EHS Regulatory Overview
- RedVector – Triethylaluminium Safety Awareness
- RedVector – Ethylene Oxide Safety
- RedVector – Exit Routes, Emergency Action Plans & Fire Prevention Plans
- RedVector – Introduction to Powered Industrial Trucks

- Respiratory Protection
- Risk Assessment Analysis
- Safety Management: Incident Investigation
- Safety Management: OSHA Recordkeeping
- Safety Showers and Eye Washes
- Slips, Trips, & Falls Prevention
- Trenching & Shoring
- Welding Safety
- Working in Extreme Temperatures
- Workplace Bullying
- Workplace Stress
- Workplace Violence

PROJECT MANAGEMENT

ADVANCED PROJECT MANAGEMENT
- Advanced Project Management: Advanced Project Risk Management
- Advanced Project Management: Advanced Project Scheduling
- Advanced Project Management: Converting Strategy Into Action
- Advanced Project Management: Executing Complex Programs
- Advanced Project Management: Integrated Project Delivery
- Advanced Project Management: Managing Project Teams
- Advanced Project Management: Project Management in a Dynamic Environment
- Advanced Project Management: Project Performance Management
- Advanced Project Management: Sustainability in Project Management
- Advanced Project Management: The Power of Project Leadership
- Advanced Project Management: Understanding the Project, Program, and Portfolio Architecture

AGILE
- Agile Project Management: 01 - Agile Series Overview
- Agile Project Management: 02 - Traditional vs. Agile Project Management
- Agile Project Management: 03 - Agile Manifesto Principles 1 - 6
- Agile Project Management: 04 - Agile Manifesto Principles 7-12
- Agile Project Management: 05 - Value Driven Project Management
- Agile Project Management: 06 - Setting Vision and Prioritization in Agile Projects
- Agile Project Management: 07 - Scrum and Extreme Programming (XP) Methodologies
- Agile Project Management: 08 - Other Less-Common Agile Methodologies
- Agile Project Management: 09 - Planning Agile Projects
- Agile Project Management: 10 - Estimating Agile Projects
- Agile Project Management: 11 - Implementing Agile Projects
- Agile Project Management: 12 - Team Formation and Creating an Agile Environment
- Agile Project Management: 13 - Communication in Agile Projects
- Agile Project Management: 14 - Increasing Agile Stakeholder Engagement
- Agile Project Management: 15 - Soft Skills and Servant Leadership in Agile Projects
- Agile Project Management: 16 - Testing and Risk Management in Agile Projects
- Agile Project Management: 17 - Problem Detection, Metrics, and Resolution in Agile Projects
- Agile Project Management: 18 - Quality and Earned Value Management in Agile Projects
- Agile Project Management: 19 - Continuous Improvement for Management and Project Agility
- Agile Project Management: 20 - PMI Code of Conduct in Agile Management
- Agile Project Management: PMI Agile Certified Practitioner (PMI-ACP)® Exam Prep
- RVLS-3182 - Agile Project Management: Test Me-PMI Agile Certified Practitioner (PMI-ACP)® Exam

FROM AEC PROJECT MANAGER TO PRINCIPAL
- From AEC Project Manager to Principal 1: Foundations of Management
- From AEC Project Manager to Principal 2: Marketing Your Services
- From AEC Project Manager to Principal 3: Negotiation Outcomes & Strategies
- From AEC Project Manager to Principal 4 & 5: Manpower & Quality
- From AEC Project Manager to Principal 6: Financial Management

TRADITIONAL
- Keys to On-Time, On-Budget Results
- PMBOK® Guide - Sixth Edition: 01-Project Management Overview
- PMBOK® Guide - Sixth Edition: 02-Managing Projects within Organizations
- PMBOK® Guide - Sixth Edition: 03-Project Management Process Groups
- PMBOK® Guide - Sixth Edition: 04-Execution, Monitoring and Controlling
- PMBOK® Guide - Sixth Edition: 05-Project Change Control and Closure
- PMBOK® Guide - Sixth Edition: 06-Initiation Basics, Developing a Project Charter and Project Management Plan
- PMBOK® Guide - Sixth Edition: 07-Collecting Requirements and Defining Scope
- PMBOK® Guide - Sixth Edition: 08-Monitor and Control Project Scope
- PMBOK® Guide - Sixth Edition: 09-Defining and Sequencing Project Activities
- PMBOK® Guide - Sixth Edition: 10-Developing and Controlling the Project Schedule
- PMBOK® Guide - Sixth Edition: 11-Estimating Activity Resources and Duration
- PMBOK® Guide - Sixth Edition: 12-Controlling Costs
- PMBOK® Guide - Sixth Edition: 13-Estimating & Budgeting Project Costs
- PMBOK® Guide - Sixth Edition: 14-Project Quality Planning
- PMBOK® Guide - Sixth Edition: 15-Quality Assurance and Cost Control
- PMBOK® Guide - Sixth Edition: 16-Managing Projects for Human Resources
- PMBOK® Guide - Sixth Edition: 17-Planning Projects for Human Resources

- PMBOK® Guide - Sixth Edition: 18-Processes for Managing Project Communications
- PMBOK® Guide - Sixth Edition: 19-Stakeholders and the Communication Management Plan
- PMBOK® Guide - Sixth Edition: 20-Identifying Project Risks
- PMBOK® Guide - Sixth Edition: 21-Performing Risk Analysis
- PMBOK® Guide - Sixth Edition: 22-Risk Management Planning
- PMBOK® Guide - Sixth Edition: 23-Risk Response, Monitor and Control
- PMBOK® Guide - Sixth Edition: 24-Managing Procurement During Your Project
- PMBOK® Guide - Sixth Edition: 25-Planning Procurement for Your Project
- PMBOK® Guide - Sixth Edition: 26-Stakeholder Identification and Planning
- PMBOK® Guide - Sixth Edition: 27-Project Stakeholder Engagement and Communication
- PMBOK® Guide - Sixth Edition: Test Me-Project Management Professional (PMP)®

ULTIMATE PROJECT MANAGER

- The Ultimate Project Manager, Chapter 01: Today's Project Manager
- The Ultimate Project Manager, Chapter 02: Marketing and Proposals
- The Ultimate Project Manager, Chapter 03: The Contract Agreement
- The Ultimate Project Manager, Chapter 04: The Project Management Plan
- The Ultimate Project Manager, Chapter 05: The Project Schedule
- The Ultimate Project Manager, Chapter 06: The Project Budget
- The Ultimate Project Manager, Chapter 07: Leading the Project Team
- The Ultimate Project Manager, Chapter 08: Managing Client Relationships
- The Ultimate Project Manager, Chapter 09: Developing Effective Communications
- The Ultimate Project Manager, Chapter 10: The Project Startup
- The Ultimate Project Manager, Chapter 11: Managing Your Time
- The Ultimate Project Manager, Chapter 12: Managing Project Studies and Reports
- The Ultimate Project Manager, Chapter 13: Managing Design and Construction Phases
- The Ultimate Project Manager, Chapter 14: Managing Project Quality
- The Ultimate Project Manager, Chapter 15: Managing Project Risks
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- The Ultimate Project Manager, Chapter 17: Project Management and Design Technology
- The Ultimate Project Manager, Chapter 18: Monitoring and Controlling the Project
- The Ultimate Project Manager, Chapter 19: Project Closeout
- The Ultimate Project Manager, Chapter 20: Alternative Project Delivery Methods
- The Ultimate Project Manager, Chapter 21: A/E Project Management Benchmark Data
- The Ultimate Project Manager, Series Summary: The Short and Sweet Version

SMARTTEAM – PROFESSIONAL DEVELOPMENT

Vector Solutions provides online training courses to help employees improve their productivity in the workplace. These courses educate employees on customer service skills, leadership abilities, health and wellness, sales knowledge, and much more. By training with Vector Solutions, employees can improve their abilities and become more effective employees.

CERTIFICATE PROGRAM

Comprehensive Sales Program
Discusses how to approach cold calls, create winning phone scripts, how to identify qualified prospects and most importantly how to close the sale. Additionally, you'll get a course on B2B sales as well as a course on the complete sales cycle.

- Smart Sales 1: Understanding the Psychology of Sales
- Smart Sales 2: Identifying the Decision Maker & Setting Appointments
- Smart Sales 3: Securing Appointments & Advancing the Sale
- Smart Sales 4: Overcoming Objections & Closing the Sale
- Smart Sales 5: Business-to-Business Sales
- Smart Sales 6: The Sales Cycle

Manager Essentials
Helps every manager master the essentials, including how to motivate and inspire every member of a team to increase productivity, morale, and ultimately the success of your business.

- Smart Management: The Art & Science of Delegation
- Smart Workplaces: Putting Your People First (Personnel Administration)
- Smart Management: Methods for Motivating Your Team

Quality Essentials
Provides an overview on how to build quality awareness, move on to systematic problem solving and conclude with process improvement. Our Quality Essentials Certificate is a must have for all team members and will help all levels of the organization improve quality, whether you are a frontline team member or the CEO.

- Smart Quality: Building Quality Awareness
- Smart Quality: Systematic Problem Solving
- Smart Quality: Process Improvement

COMMUNICATION
In today's business world, e-mails, proposals, and reports are important forms of business communication. These interactive online courses educate employees on communication best practices in a professional setting.

Smart Business Writing
- 4 Stages to Writing Your Best
- Email Do's and Don'ts
- How to Write Powerful & Persuasive Emails
- Short, Sweet and To-the-Point Reports
- Tackling the Technical Proposal
- Writing Effective Emails

COMPUTER SKILLS
Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills.

CUSTOMER SERVICE
In customer service, employees are representative of a business. That's why it's important for employees to represent to the company professionally. These interactive courses are designed to help employees understand how to provide exceptional customer service.

- 3 Steps to Successful Customer Interaction
- Courtesies, Attitude, and Ethics
- Effective Verbal and Nonverbal Communication
- Handling Customer Complaints
- Listening for Understanding

FINANCE
A detailed budget helps an organization determine its financial position and where it needs to go in the future. Vector Solutions' interactive online courses help organizations establish and maintain a budget that works for you.

- Creating a Budget that Works for You

HEALTH & WELLNESS

Vector Solutions' Health & Wellness courses are designed to educate employees on health and wellness. This curriculum contains titles in safety, health, and mental health covering fundamental information to improve lifestyles and performance of employees.

Smart Safety
- Safe Driving

Smart Health
- Best Practices to Help You Quit Smoking
- Bloodborne Pathogens
- Child Nutrition - How to Avoid/Prevent Childhood Obesity
- Drinking Responsibly
- Eating Right
- HIPAA Privacy Standards for Everyone
- Managing Your Cholesterol and Blood Pressure
- Physical Fitness – Choosing an Exercise Plan That's Right for You
- Proper Posture and Breathing
- Yoga & Meditation - Finding your Inner Chi

Smart Mental Health
- Core Values and Finding a Purpose in Life
- Goal Setting and Visualization Techniques
- Happiness is a Choice - Keys to Living a Joyful Life
- Keys to Successful Parenting
- Managing Anger and Emotions
- Mastering Marriage
- Reducing Stress and Anxiety
- Surviving and Thriving After Divorce

LEADERSHIP

Leadership development is ultimately self-development, and this series of courses will help leaders in your organization meet that daily challenge. This series inspires leaders to create a workplace that rejoices in celebration and encourages the best efforts from everyone.
- Part 1 - What Leaders Do
- Part 2 - Model the Way
- Part 3 - Inspire a Shared Vision
- Part 4 - Challenge the Process
- Part 5 - Enable Others to Act
- Part 6 - Encourage the Heart

MANAGEMENT

These online courses cover important management topics. Vector Solutions' interactive Management courses are designed to help one gain a general knowledge of various techniques required to interact with co-workers, supervisors, managers, clients, and vendors.

- Business Essentials
- Coaching for Better Performance

- Data Security
- Discrimination in the Workplace for Managers
- Effective Performance Review Practices
- Equal Employment Opportunity and Diversity for Managers
- Getting the Most out of a Multigenerational Workforce
- Hiring the Right Talent - Customer Service
- Hiring the Right Talent - Sales
- How to Handle Workplace Challenges
- Key Skills for Managing & Coaching Your Team
- Lawful Employee Discipline
- Lawful Hiring Practices
- Lawful Termination Practices
- Managing a Geographically Distributed Workforce
- Methods for Motivating and Mentoring Your Team
- SMART Goals - Setting Effective Targets for Success
- The Art & Science of Delegation

Smart Project Management
- Keys to On-Time, On-Budget Results

Smart Time Management
- 7 Steps to Regaining Control of Your Day
- The 80/20 Rule for Making Every Minute Count

Smart Workplaces
- Code of Conduct - Ethics Education & Social Media Guidelines
- Designing Safe Workspaces & Preventing Injury
- Optimizing LinkedIn for Sales Prospecting and Business Networking
- Preparing for a Pandemic Flu Outbreak
- Protecting Your Team against Violence at Work
- Putting Your People First - Personnel Administration
- Responsible Social Media for Team Members
- Anti-Harassment Training for All Employees - Non-State Specific
- Understanding the Family Medical Leave Act (FMLA)
- Webinars – Conducting a Web-based Presentation

Smart Quality
- Building Quality Awareness
- Process Improvement
- Systematic Problem Solving

SALES

Sales courses are designed to help develop professional sales skills. These titles are comprised of a six-part and 10-part series that discuss the preparation, strategy, and process of the sales cycle to ultimately close the sale.

- Advanced Tele-Prospecting - Closing the Call
- Advanced Tele-Prospecting - Creating Opening Statements
- Advanced Tele-Prospecting - Dealing With Dismissive Objections

- Advanced Tele-Prospecting - Follow-up Strategies and Tactics
- Advanced Tele-Prospecting - Getting Past Gatekeepers
- Advanced Tele-Prospecting - Handling Smokescreen and Authentic Objections
- Advanced Tele-Prospecting - Overview and Pre-Call Planning
- Advanced Tele-Prospecting - Presenting an Offer
- Advanced Tele-Prospecting - Qualification and Questioning
- Advanced Tele-Prospecting - Using Email in the Tele-Prospecting Process
- Business-to-Business Sales
- Identifying the Decision Maker & Setting Appointments
- Overcoming Objections & Closing the Sale
- Securing Appointments & Advancing the Sale
- The Sales Cycle
- Understanding the Psychology of Sales

WATER & WASTEWATER

Vector Solutions' Water and Wastewater continuing education courses have been designed to fulfill both the safety and technical recertification requirements for all levels of water industry professionals. Please contact Vector Solutions for details regarding how Vector Solutions' courses meet requirements for each state. Courses cover the following categories: Environmental Awareness, General Safety, Human Resources, Occupational Health and Technical.

GENERAL
- Advanced HAZWOPER Awareness (Modules 1–4)
- Aquifer Remediation
- Asbestos Awareness
- Back Injury Prevention
- Backflow Prevention Methods
- Backflow Prevention Overview
- Bloodborne Pathogens Safety
- Building Evacuation and Emergencies
- CPR Academic
- Coagulation, Flocculation and Sedimentation
- Combustible & Flammable Liquids
- Compressed Gas Safety
- Confined-Space Entry
- Corrosion Control
- Disaster Preparedness
- Disinfection Basics
- Distribution Service to Customers
- Distribution System Materials and Equipment
- Drinking Water Quality - Critical Parameters
- Drinking Water Quality - Monitoring & Security
- Driving Safety
- Effective Meter Reading
- Emergency Response to Terrorism (Modules 1–4)
- Eye Safety
- Fall Protection
- Filtration Basics
- Fire Extinguisher Safety
- Fire Prevention Safety
- Flagger and Cone Safety
- Forklift Safety
- General Construction Safety
- General First Aid Part 1
- General First Aid Part 2
- General Office Ergonomics
- Ground Water Treatment
- HAZMAT Spill Prevention & Control
- HAZMAT Transportation
- Hand & Power Tool Safety
- Hearing Conservation
- Hydraulics
- Incident Investigation
- Indoor Air Quality
- Industrial Ergonomics
- Laboratory Safety
- Ladder & Scaffolding Safety
- Laser Safety
- Lead Awareness
- Lead Contamination of Public Water Systems
- Lock-Out / Tag-Out
- Low Voltage Electrical Safety
- Machine Guarding
- Maintenance on Pumps, Motors, and Circuits
- Materials Handling, Storage, Use, & Disposal
- Mathematics Applied
- Mathematics Basics
- Personal Protective Equipment
- Pumping Stations - Piping, Valves and Hydraulics
- Pumping Stations - Pumps, Motors and Electrical Systems
- Radiation Safety
- Rehabilitation of Water Distribution Systems: Current Technologies
- Rehabilitation of Water Distribution Systems: Selecting Rehab Methods
- Rehabilitation of Water Distribution Systems: Designing Renewal Projects
- Respiratory Protection
- Right-to-Know (Hazard Communication)
- Risk Assessment Analysis
- Slips, Trips, & Falls Prevention
- Storm Water Pollution Prevention
- Trenching & Shoring
- Wastewater Treatment
- Water Industry Excavation
- Water Main Installation
- Welding Safety
- Working in Extreme Temperatures

HUMAN RESOURCES & EMPLOYMENT PRACTICES
- Alcohol-Free Workplace
- Diet & Nutrition
- Drug-Free Workplace
- Health & Wellness
- Office Safety
- Principles of Debt Collections
- Reasonable Suspicion of Alcohol for Supervisors
- Reasonable Suspicion of Drugs for Supervisors
- Sexual Harassment Awareness
- Workplace Diversity
- Workplace Stress
- Workplace Violence