



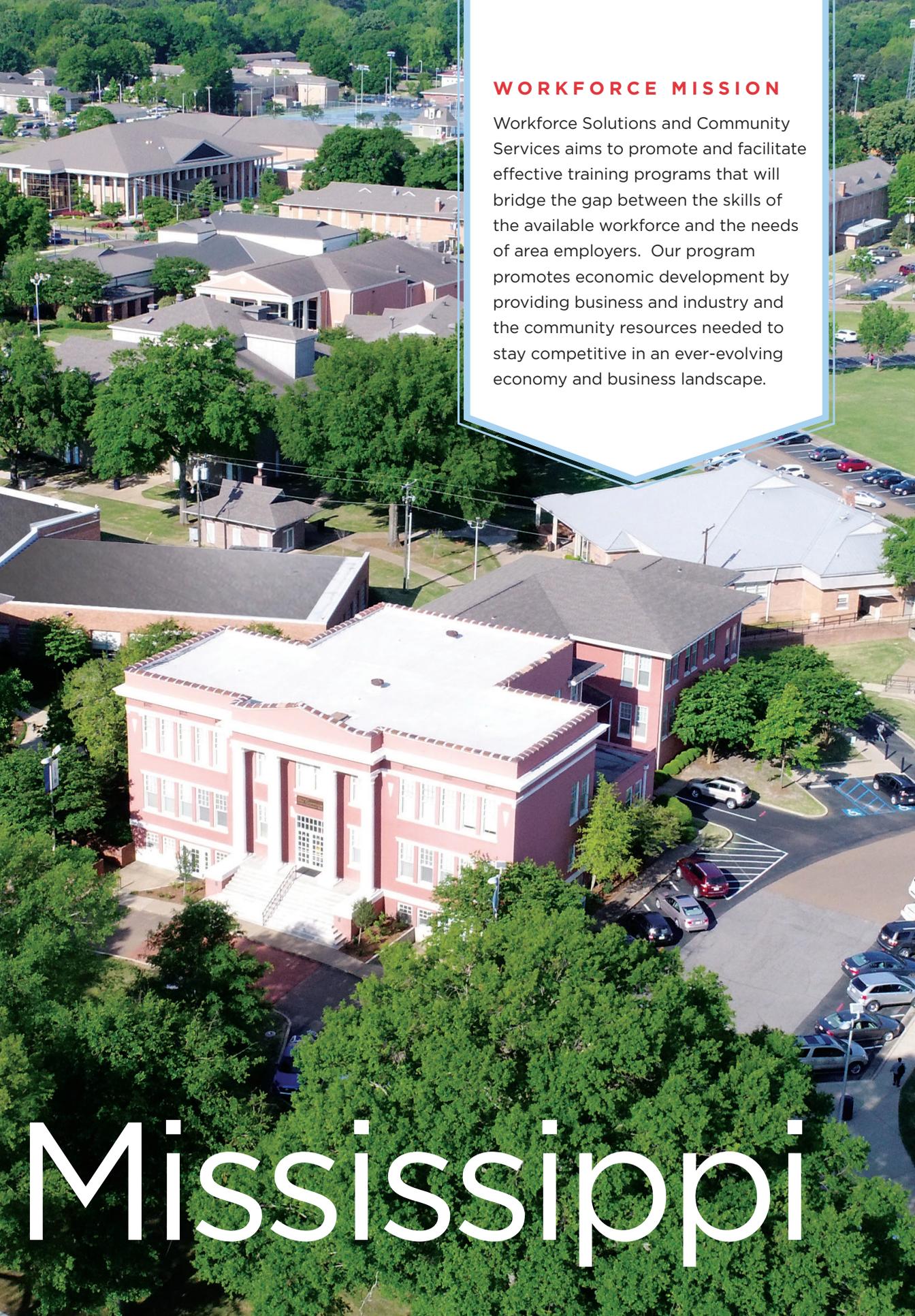
**NORTHWEST**  
MISSISSIPPI COMMUNITY COLLEGE  
WORKFORCE SOLUTIONS



# Workforce Works



Northwest Workforce  
PROVIDES  
**Solutions**  FOR



## WORKFORCE MISSION

Workforce Solutions and Community Services aims to promote and facilitate effective training programs that will bridge the gap between the skills of the available workforce and the needs of area employers. Our program promotes economic development by providing business and industry and the community resources needed to stay competitive in an ever-evolving economy and business landscape.

# Mississippi



A long history of training.  
Eleven counties strong.  
Hundreds of partners.

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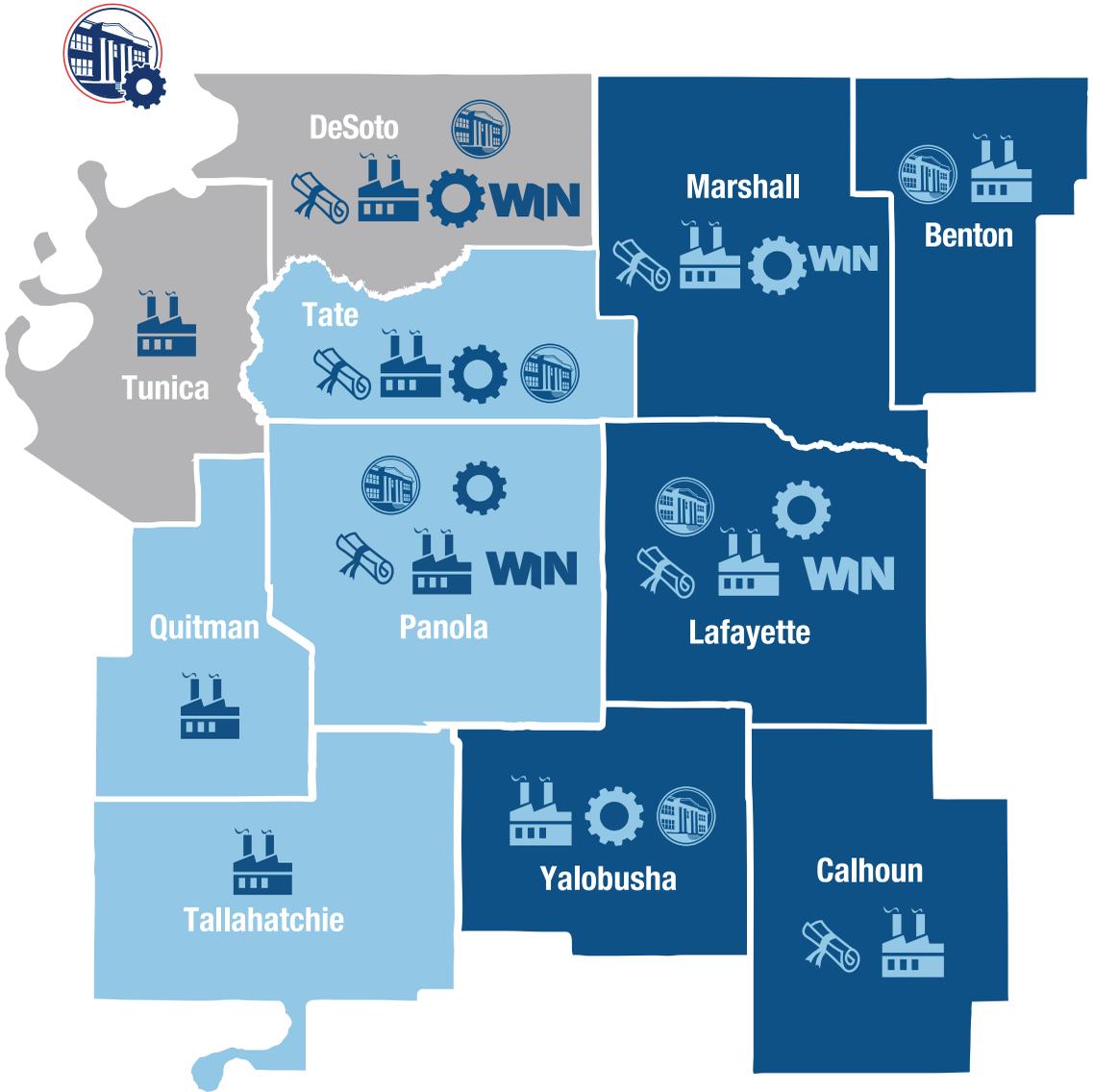
Unlimited solutions.



## NORTHWEST WORKFORCE SOLUTIONS

Northwest Mississippi Community College is the training provider for our eleven-county district. We strive daily to advance the region's economic prosperity through partnerships with existing employers as well as supporting new employers. NWCC has a proven track record of providing the competitive advantages employers need to meet and exceed the demands of today's economy. I encourage you to discover these advantages first-hand by partnering with our Workforce Solutions team. We look forward to being part of your business's success today and for the future.

Dr. Michael J. Heindl, President



SERVICE LOCATIONS AND GEOGRAPHIC SERVICE AREAS



Northwest  
Campus



Workforce  
Training Site



Adult  
Education



WIN Job  
Center



On-Site  
Training



WORKFORCE DEVELOPMENT AT NWCC WORKS

**WHY?** It is timely, efficient & customized.



**Workforce Training**

**NON-CREDIT TRAINING OPPORTUNITIES FOR COMMUNITY MEMBERS AND BUSINESS/INDUSTRY:**

The NWCC Workforce division is committed to delivering quality workforce development training from dedicated and certified instructors within our 11-county district and beyond. Our program provides technology-rich facilities with flexible scheduling options and customized course modules designed to meet the specific needs of any individual and/or organization. We aim to maximize employee performance resulting in a highly skilled and competitive workforce. Our team can assist in developing new capabilities and technologies all while keeping safety a priority. Let us help you or your company promote career development and advancement by creating a positive impact on Mississippi's workforce!



**WIN Job Center**

**WIN JOB CENTER**

The Workforce Innovation and Opportunity Act (WIOA) is funded by The Mississippi Partnership through Three Rivers Planning and Development District, Inc. and South Delta Planning and Development District. The Workforce Investment Network (WIN) in Mississippi provides convenient, one-stop employment and training services to employers and job seekers. Northwest Mississippi Community College is the One-Stop Operator of the WIN Job Centers in Desoto, Lafayette, Marshall, and Panola counties and provides WIOA career and training services to residents and employers.



**Adult Education**

**ADULT EDUCATION PROGRAM**

The Adult Education Program at Northwest Mississippi Community College is dedicated to serving our communities. The mission of the NWCC Adult Education Program is to offer adults the educational opportunity to improve literacy skills, earn workforce credentials, and obtain a high school equivalency diploma. Transition support is provided to assist students who wish to enter a college pathway or the workforce. The Adult Education program helps guide every student to a better and brighter future.



**On-Site Training**

**STUDENT INTERNSHIP PROGRAM**

The NWCC Career-Technical Education Division collaborates with numerous industry partners within our 11-county district to provide students paid on-the-job training. Our internship program allows students to earn no less than \$16 per hour while taking the skills learned in the classroom and applying them in an industry setting under the supervision of a seasoned professional. The program is designed to give our students a competitive edge by teaching them practical strategies, while allowing our partners to recruit and employ talented individuals!

**NWCC Workforce Solutions Pipeline**



## **CAREER-TECHNICAL EDUCATION** Graduating Career-Ready Professionals

Get the skills you need for the career you want in just 24 months or less! Choose from a variety of career pathways and earn an Associate of Applied Science degree, Technical or Career Certificate. Our Career Technical Education programs offer state-of-the-art curriculum with a premiere, real-world experience paving the way to success in more than 30 degree pathways!

Agricultural Business and Management  
Technology/Agribusiness

Agricultural Business and Management  
Technology/Animal Science

Agricultural Technology/John Deere

Aviation Maintenance Technology

Business Management Technology

Civil Engineering Technology

Collision Repair

Commercial Truck Driving

Computer Coding

Computer Networking

Cosmetology

Cybersecurity

Diesel Technology

Early Childhood Education

Emergency Medical Technology

Funeral Service Technology

Graphic Design

Health Care Assistant

Heating, A/C & Refrigeration Technology

Industrial Automation and Controls  
Engineering Technology

Industrial Electronics Engineering Technology

Marketing Management Technology

Medical Office Technology

Paralegal Technology

Physical Therapist Assistant

Practical Nursing Program

Precision Manufacturing and Machining Technology

Respiratory Therapy

Surgical Technology

Utility Line Worker

Welding and Cutting





# MANUFACTURING

Our Manufacturing Basic Skills Certification program provides participants a wide range of introductory skills that prepare them to enter an entry-level manufacturing position. Our training program is guaranteed to support the development and growth of any learner. We understand manufacturing training programs are not ‘one size fits all’; therefore, any class can be customized to meet specific individual or company needs.

## MANUFACTURING BASIC SKILLS TRAINING | 82.5 HOURS

### Blue Print Reading

14 Hours

- Read an orthographic drawing, various types of drawings used in manufacturing such as isometric, auxiliary & sectional views
- Determine dimensions from various mechanical drawings
- Identify the amount of variation permitted or tolerances on a feature in a drawing and the ability to recognize symbols used in different types of drawings
- Identify the relationship between groups of parts, drawings and other documents

### High Performance Manufacturing

31.5 Hours

- ISO 9001 Quality Management Tools
- Statistical Process Control
- Intro to Lean Manufacturing and Lean 5S
- Value Stream Mapping
- Lean Simulation

### Precision Measurement, Basic Math & Metric

14 Hours

- Learn to calculate simple addition, subtraction, multiplication and division problems with and without a calculator
- Learn the commonly used fundamental measures of the metric system, such as length, area and volume
- Learn to convert from metric units to English units and reverse
- Recognize precision measuring instruments
- Demonstrate the proper use and care of precision measuring instruments
- Demonstrate the ability to measure accurately with metric measurement scales
- Apply precision measurement devices in simulated job tasks

### OSHA General Industry Safety Certification

14 Hours

- Introduction to OSHA
- Blood-borne pathogens
- Electrical
- Exit routes, emergency action plans, fire prevention plans and fire protection
- Flammable and combustible liquids
- Personal protective equipment
- Hazard communication
- Safety and health programs
- Machine guarding
- Walking-working surfaces

### CPR Certification

4 Hours

- Students will obtain a basic CPR Certification card from a recognized AHA provider

### Basic Computer/Employability

5 Hours

- Microsoft Word, Excel, Outlook & Internet searches for information
- Demonstrate basic skills using a browser and by entering the URL
- Learn how to complete templates
- Learn basic employability skills & the importance of life-long learning



# DISTRIBUTION

Distribution Basic Skills Certification is the initial course designed to provide the student with the basic skills needed to be successful in a high-performance distribution facility. Students will learn the basic skills necessary to successfully hold an entry-level position in a high-performance distribution facility.

## DISTRIBUTION BASIC SKILLS TRAINING | PROGRAM 53 HOURS

|   |   |
|---|---|
| <b>Introduction to Distribution</b><br>3.5 Hours              | <ul style="list-style-type: none"> <li>• Basic principles of a distribution warehouse</li> <li>• Quality and picking processes</li> <li>• Basics of inventory control</li> <li>• Contrasts of Lean Manufacturing principles in distribution</li> <li>• Lean 5S</li> <li>• Problem solving and root cause analysis</li> <li>• International shipping standards</li> </ul>  |
| <b>Basic Math &amp; Metric</b><br>3.5 Hours                   | <ul style="list-style-type: none"> <li>• Learn the commonly used fundamental mathematical applications of the English Standard and SI metric system.</li> <li>• Learn to convert from metric units to English units and reverse.</li> </ul>   |
| <b>OSHA General Industry Safety Certification</b><br>14 Hours | <ul style="list-style-type: none"> <li>• Introduction to OSHA</li> <li>• Walking-working surfaces</li> <li>• Exit routes, emergency action plans, fire prevention plans, and fire protection</li> <li>• Electrical</li> <li>• Personal protective equipment</li> <li>• Hazard communication</li> <li>• Hazardous material in a distribution setting</li> <li>• Emergency response guide</li> <li>• Ergonomics in the workplace</li> <li>• Machine guarding</li> <li>• Blood-borne pathogens</li> <li>• Material handling</li> </ul> |
| <b>Forklift Operation</b><br>17.5 Hours                       | <ul style="list-style-type: none"> <li>• Sit, Stand, and Order-picker</li> <li>• Simulation</li> <li>• Skills check-off</li> </ul>  |
| <b>Warehouse Simulation</b><br>7 Hours                        | <ul style="list-style-type: none"> <li>• Teamwork applications</li> <li>• Basic RF</li> <li>• Pulling/Packing/Restacking</li> <li>• Palletizing</li> <li>• Shrink wrap</li> <li>• Applied safety</li> </ul>   |
| <b>CPR Certification</b><br>4 Hours                           | <ul style="list-style-type: none"> <li>• Students will obtain a basic CPR Certification card from a recognized AHA provider</li> </ul>  |
| <b>Employability</b><br>3.5 Hours                             | <ul style="list-style-type: none"> <li>• Basic employability skills and the importance of life-long learning</li> <li>• Diversity in the workplace</li> <li>• Teamwork</li> <li>• Resume writing and interview skills</li> </ul>  |

### Class activities included in all courses:

- Reading/writing assignments
- Hands-on exercises
- Quizzes
- Group Discussions
- Audio and visual instruction
- Exit exams per module and/or class



# INDUSTRIAL MAINTENANCE TRAINING

Our maintenance curriculum is tailor-made and designed to teach the principles of mechanical, electrical, instrumentation and basic skills. Through our individualized approach, this training is intended to advance the skill sets of your employees which will allow your company to run at peak performance. Upon successful completion, participants will gain confidence leading to quality work and job satisfaction.

## INDUSTRIAL ELECTRICAL PROGRAM | 98 HOURS

### Industrial Electricity I

28 Hours

- Electrical safety
- Electrical theory
- Various voltage systems
- Electrical symbols and diagrams
- Use of meters
- Ohm's Law
- Basic operation of transformers
- Motors
- Conductors
- National Electrical Code
- Voltage drop

### Industrial Electricity II

28 Hours

- Electrical safety
- Troubleshooting: Fuses, Starters, and Motors
- Prints
- Meters: Volts, Ohms, Amps
- Basic motor controls

### Industrial Electricity III

28 Hours

- Safety
- Industrial motor controls
- DC motor speed controls
- AC motor speed controls

### Industrial Electricity IV

14 Hours

- Safety
- Basic electrical troubleshooting

## INDUSTRIAL MECHANICAL SKILLS TRAINING | 42 HOURS

- Safety
- Mechanical drive systems
  - Belt drives
  - Chain drives
  - Gear drives
- Shaft alignment & coupling
- Bearings
- Gaskets and seals
- Lubrication
- Clutches and brakes

## INDUSTRIAL HYDRAULICS/PNEUMATICS | 56 HOURS

- Safety
- Symbols
- Circuit diagrams
- Tanks, filters, pumps and pressure regulators
- Manual controls
- Pilot operated controls
- Electric controls
- Single-acting cylinders
- Double-acting cylinders
- Flow control and cylinder cushions

### Class activities included in all courses:

- Reading/writing assignments
- Quizzes
- Audio and visual instruction
- Hands-on exercises
- Group Discussions
- Exit exams per module and/or class

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## INDUSTRIAL ELECTRICAL SAFETY AND HAZARD RECOGNITION | 14 HOURS

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- Electrical accidents
  - Fire
  - Shock
  - Arc Flash
  - Arc Blast
  - Procedures & plans
  - Lockout/tagout
  - Qualified & unqualified workers
  - Flash hazard analysis
  - Hazard risk analysis
  - Flash protection boundaries
  - Energized work permits
  - Levels of personal protective equipment
  - Auditing and record keeping
- 

## BASIC PROCESS/CONTROL INSTRUMENTATION TRAINING | 35 HOURS

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- Safety
  - Temperature
  - Pressure & Level
  - Flow
  - Open loop controls
  - Closed loop controls
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## NFPA 70E - ARC FLASH ELECTRICAL SAFETY | 14 HOURS

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- **Level 1** | 7 hours  
Low Voltage (600 Volts and Less)
  - **Level 2** | 7 hours  
High Voltage (Above 600 Volts)
- 

## SMART RELAYS | 35 HOURS

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- Safety
  - Installation
  - Basic Programming
  - Troubleshooting
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## HVAC

### INTRODUCTION TO AIR CONDITIONING FOR INDUSTRY | 24 HOURS

This course is designed to give industrial maintenance technicians an introduction to air conditioning systems. The course will cover theory, concepts, components and basic troubleshooting skills of air conditioning systems. Topics will include: basic refrigeration cycle, system components, cleaning, charging, and evacuation of a system.

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## WELDING

### WELDING TRAINING HOURS VARY

NWCC offers welding to include Arc, MIG, and TIG that can include certification for participants through the American Welding Society taught by AWS Certified Welding Inspectors/Educators. Classes are tailored to fit the business/industry's needs.



# AUTOMATION

Our expert instructors can train your team on-site or at one of our training facilities. Learn theory and practical application in PLC's, collaborative robotics, troubleshooting techniques, and much more! You have the option to choose from a pre-designed program, free-standing courses, or ask one of our project managers to customize a training plan to specifically meet your individual or organization's needs.

## PROGRAMMABLE LOGIC CONTROLLERS

### RSLOGIX 500 | 84 HOURS

#### Basic RSLogix 500 Series 42 Hours

- Electrical safety and procedures
- Sensing and actuating field devices
- Ladder logic and electrical continuity
- Binary and hexadecimal number systems
- File and addressing structure
- Creating and opening projects
- Downloading and uploading projects
- Input, output and branch instructions
- Sync and source devices
- Online project monitoring
- Timer and counter instructions
- Safety for people and machines
- Field wiring AC and DC
- Troubleshooting without laptop
- Troubleshooting with laptop
- Monitoring data table files
- Find, go to
- Faults
- Force
- Tool bars

#### Advanced RSLogix 500 Series 42 Hours

- Safety
- Operator panel
- Advanced: buttons, indicators, displays, gauges, graphs, trending, alarms, etc.
- Analog
- Configuration, engineering units, coordinate variable inputs with operator panel display
- Network communications
- PLCs to PLCs
- Operator panel to PLC
- Operator panel to multiple PLCs
- Multiple operator panels to multiple PLCs
- Messages
- Other programming options

### COMPACTLOGIX/RSLOGIX 5000 | 84 HOURS

#### Basic RSLogix 5000 Programming 42 Hours

- Safety
- Identifying system and software components
- Communicating with a Logix 5000 controller
- Interpreting RSLogix 5000 project organization and execution
- Identifying local I/O tags
- Drafting basic ladder logic
- Editing ladder logic online
- Modifying timer and counter instructions
- Monitoring arrays & tags of user-defined data types
- Documenting and printing components
- Applying preventative maintenance and troubleshooting strategies
- Forcing I/O and toggling bits
- Managing project files

#### Advanced RSLogix 5000 Programming 42 Hours

- Safety
- Ethernet setup
- RSNetWorx scanner setup
- Ethernet to PowerFlex 40 variable speed drive
- Three phase motor
- Ethernet PanelView 600

# AUTOMATION TRAINING

## SIEMENS STEP 7/TIA PORTAL TRAINING | 70 HOURS

### Part I

35 Hours

- Introduction to Siemens PLCs
- Memory allocation
- Basic programmable instructions
- Ladder logic & motor control
- Counters
- Timers
- Math instructions
- Data manipulation instructions
- Analog inputs and outputs

### Part II

35 Hours

- Program control instruction
- Event sequencing instructions
- Servo and motion control
- Basics of HMI operation
- HMI application editing
- PLC system troubleshooting

## ROBOTICS TRAINING

42 HOURS

This course is designed to introduce participants to industrial robotics. The training covers “Handling Tool Operations” and “Vision Operation” for Fanuc robotics. The course content will also include training in the operations for KUKA robotics. Fanuc and KUKA manufacturer brand certifications are available.

- Safety rules and procedures
- Robot characteristics
- Robot components
- Work envelopes
- Robot actuation
- Input devices
- Robot performance evaluation
- Basic programming
- End effectors
- Visual and tactile sensors
- Basic troubleshooting

### Class activities included in all courses:

- Reading/writing assignments
- Quizzes
- Audio and visual instruction
- Hands-on exercises
- Group Discussions
- Exit exams per module and/or class





# PRECISION MANUFACTURING & MACHINING

The Precision Manufacturing and Machining program is a flexible introductory training curriculum that teaches fundamental skillsets in mechanical and automated processes. This program is designed for pre and post employment as well as for individuals wishing to learn new competencies for professional development.

## MACHINING FOR MAINTENANCE | 128 HOURS

**Introduction to Safety, Precision Measurement, Machine Tool Math & Layout Procedures**  
24 Hours

**Introduction to common machine shop measuring instruments**

- Micrometers (outside, inside and depth)
- Calipers
- Dial indicators
- Gage blocks
- Common shop math problems & calculations
- Layout projects using semi-precision & precision layout tool

**Introduction to the Lathe**  
40 Hours

**Learn to effectively use the lathe and accessories**

- Parts of the lathe
- Simple turning
- External threading
- Internal threading
- Boring
- Broaching

**Introduction to the Mill**  
40 Hours

**Learn to effectively use the mill and accessories**

- Parts of the mill
- Vise and part indicating
- Drilling and slotting
- Boring
- Cutting shaft keyways

**Introduction to the Surface Grinder**  
24 Hours

**Learn to effectively use the surface grinder and accessories**

- Parts of surface grinder
- Wheel dressing
- Grinding blocks square and flat
- Angle grinding

## CNC PLASMA MACHINING | 64 HOURS

**Introduction to the CNC Plasma Cutter Software**  
32 Hours

**Introduction of common machine shop measuring instruments.**

- Learn parts of the CAM software
- Simple shape drawing and scaling
- Import pictures for vectorization
- Creating tool paths
- Exporting tool paths

**Introduction to the CNC Plasma Cutter**  
32 Hours

**Learn to import programs and operate machine**

- Learn parts of the CNC Plasma
- Part edge finding and setup
- Machine settings for optimum performance
- Machine operation

**Class activities included in all courses:**

- Reading/writing assignments
- Quizzes
- Audio and visual instruction
- Hands-on exercises
- Group Discussions
- Exit exams per module and/or class

## CNC MACHINING | 104 HOURS

### Introduction to Safety, Precision Measurement, Machine Tool Math, and G Codes

24 Hours

Introduce and practice with common machine shop measuring instruments

- Micrometers (outside, inside & depth)
- Calipers
- Dial indicators
- Gage blocks
- Common shop math problems & calculations
- Common G codes

### Introduction to the CNC Lathe

40 Hours

Learn to write programs to perform common CNC lathe operations

- Parts of the lathe
- Simple turning
- Radius turning
- External threading
- Boring

### Introduction to the CNC Mill

40 Hours

Learn to write programs to perform common CNC milling operations

- Parts of the mill
- Vise and part indicating
- Drilling and slotting
- Boring



**HEXAGON**  
MANUFACTURING INTELLIGENCE

**Coordinate Measuring Machine Certification**

Hexagon Manufacturing Intelligence

Level 1 (40 hours)  
Operation and Use

Level 2 (40 hours)  
Improved Precision and Accuracy



# SAFETY/HEALTH OSHA COMPLIANCE

Our course offerings seek to address the most current and prevalent issues in safety, health, and OSHA compliance. Our certified OSHA instructors provide basic and more advanced training about common safety and health hazards on the job. Choose the program or course that best aligns with your needs!

## SAFETY/HEALTH TRAINING

First Aid/CPR/AED training is offered through the American Heart Association

### Introduction to Design & Implementation of Health & Safety Programs

3 Hours

This course is designed for management of companies that are seeking to develop or improve their health and safety programs.

- Benefits of an effective health & safety program
- Introduction to OSHA standards
- Importance of record keeping
- Importance of health and safety procedures
- How to begin to design an effective health and safety program
- Steps to implement a health & safety program
- Overview of health, safety & compliance training

### Standard First Aid with CPR/AED

6.5 Hours

- Before giving care
- Checking an ill or injured person
- Breathing emergencies and conscious choking-adult
- Cardiac emergencies
- CPR and unconscious choking-adult
- AED-adult
- Soft tissue injuries
- Injuries to muscles, bones and joints
- Sudden illness
- Heat and cold-related emergencies

### Other classes

- Standard First Aid with CPR-Adult - 5.5 hours
- CPR/AED - 4.5 hours
- Standard First Aid - 3.5 hours
- Adult CPR - 3.5 hours
- Adult AED - 1.5 hours



## OSHA TRAINING

### OSHA 30-Hour General Industry Outreach Training 30 Hours

This course provides compliance safety training to prepare those employees who have supervisory responsibility in safety and health programs. Participants who successfully complete the training receive an OSHA course completion card.

- Introduction to OSHA
- Managing safety and health
- Walking and working surfaces
- Means of egress and fire protection
- Hazardous materials
- Personal protective equipment
- Permit-required confined spaces
- Lockout/tagout
- Material handling
- Machine guarding
- Welding, cutting and brazing
- Electrical and safety-related work practice
- Hazard communication
- Introduction to industrial hygiene/blood-borne pathogens
- Record keeping
- Ergonomics
- Safety and health programs

### OSHA 10-Hour General Industry Outreach Training 10 Hours

This course will introduce the employee to workplace health and safety practices and OSHA standards. Participants who successfully complete the training receive an OSHA course completion card.

- Introduction to OSHA
- Walking and working surfaces
- Means of egress and fire protection
- Electrical safety
- Personal protective equipment
- Hazard communication

#### Choice of three or more of the following topics:

- Hazardous materials
- Blood-borne pathogens
- Material handling
- Machine guarding
- Ergonomics
- Safety and health programs
- Introduction to industrial hygiene
- Fall protection

#### Class activities included in all courses:

- Reading/writing assignments
- Quizzes
- Audio and visual instruction
- Hands-on exercises
- Group Discussions
- Exit exams per module and/or class



# AUTHORIZED SAFETY TRAINING

Authorized Safety Training is for individuals who face hazards on the job everyday. Each course is designed to teach students how to eliminate or diminish occupational injury and carry out safety related functions while meeting regulatory compliance standards. Students who successfully complete any of our safety courses will gain the confidence and proven competencies to protect not only themselves, but also those around them.

## AUTHORIZED SAFETY TRAINING

### Lockout/Tagout 4 Hours

This class is intended for those who are authorized to perform lockout/ tagout procedures.

- OSHA standard for lockout/tagout
- Types of hazardous energy
  - Electrical
  - Hydraulic/pneumatic
  - Fluids and gases
  - Mechanical
- Hazardous energy control program
- When to implement lockout/tagout
- Who can implement lockout/tagout
- How to implement lockout/tagout
- How to end lockout/tagout
- Special lockout/tagout circumstances

### Safe Lifting 2 Hours

- Why back safety is important
- Proper lifting and carrying techniques
- Use of equipment
- Avoidance of injuries

### Annual Refresher/Update Training for General Industrial Safety and Health Compliance 4 Hours

This class is intended for those who have completed initial HazCom, blood-borne pathogen, lockout/tagout & confined space awareness training.

- HazCom awareness refresher/OSHA standard updates
- Blood-borne pathogen awareness refresher/OSHA standard updates
- Lockout/tagout awareness refresher/OSHA standard updates
- Confined space awareness refresher/OSHA standard updates

### Ergonomics for the Workplace 4 Hours

This class is intended for those employees who have supervisory responsibility in safety and health programs.

- Workplace conditions that may contribute to injuries
- Recognizing possible hazards
- Repetitive motion
- Ergonomics and musculoskeletal disorders
- Workplace practices and programs to control ergonomic hazards

### Permit Required Confined Space 4-6 Hours

- OSHA standard for confined space
- Confined space hazards
- Preparing to enter a confined space
- Identify the roles and responsibilities of the entrant, attendant and management as defined by OSHA
- Use and need for a confined space permit

### Confined Space Rescue 4 Hours

**Pre-requisite: Permit Required Confined Space**

- Identify rescue team members
- Roles and responsibilities of team members
- Identify other required training for team members
- Development of procedures
- Rescue and emergency services

**Personal Protective Equipment**  
Hours Vary

Length of training and topics vary depending on the type of equipment used and the environment in which it is used.

- Eye and face protection
- Respiratory protection
- Head protection
- Foot protection
- Electrical protective equipment
- Hand protection

**Powered Industrial Lift Truck Operator Safety and Certification**  
18 Hours

OSHA standard for powered industrial lift trucks

- Visibility
- Fork and attachment limitations and use
- Vehicle capacity and stability
- Pre-use inspection
- Refueling and changing/ charging batteries
- Operating limitations
- Surface conditions
- Load composition and stability
- Pedestrian traffic
- Narrow-aisle and restricted-area operation
- Ramp and sloped-surface operation
- Operating the vehicle in closed environments
- Operator evaluation

**Refresher training and evaluation**  
4 Hours

An evaluation of each powered industrial truck operator's performance shall be conducted at least once every three years.

**Powered Industrial Lift Truck Train-The-Trainer**  
8 Hours

- How to follow OSHA requirements to conduct operator training and evaluations
- Identify types of testing to judge trainee's competency
- Identify pass/fail requirements for trainees
- How to conduct hands-on operator evaluation

**Material Handling (hoist/crane/rigging training)**  
4 Hours

- OSHA standards that apply to hoists, cranes and rigging
- Pre-use inspection
- Understanding load to be moved
- Understanding equipment and components to be used
- Safe operation procedures
- Operator responsibilities

**Class activities included in all courses:**

- Reading/writing assignments
- Quizzes
- Audio and visual instruction
- Hands-on exercises
- Group Discussions
- Exit exams per module and/or class





# AWARENESS TRAINING

Awareness courses are intended for general employees exposed to potential hazards. NWCC provides multiple safety training courses to prevent workplace injuries and/or illnesses as well as equip employees with general awareness of potential hazards. Connect with one of our project managers to find a class suitable for your needs.

## AWARENESS TRAINING | 8 HOURS

### Blood-borne Pathogens Awareness

2 Hours

- Introduction to OSHA standard for blood-borne pathogens
- Disease transmission
- Exposure control plan
- Personal protective equipment to prevent transmission
- Hazard controls
- Coping with emergencies
- Incident reporting
- Hepatitis B treatment

### Lockout/Tagout Awareness

2 Hours

- Introduction to OSHA standard for hazardous energy control
- Hazardous energy control program
- Who can implement lockout/tagout
- Types of hazardous energy
  - Electrical
  - Hydraulic/pneumatic
  - Fluids and gases
  - Mechanical

### Confined Space Awareness

2 Hours

- Introduction to OSHA standard for confined space
- Definition of a confined space
- Confined space hazards
- Use and need for a confined space permit

### Hazard Communication (HazCom) Awareness

2 Hours

- Introduction to OSHA standard for hazard communication
- Safety Data Sheet (SDS)
- Importance of labeling
- Incidents and reporting





# SOFT SKILLS

Teamwork, problem solving, computer concepts, public speaking and leadership skills are just a few of the soft skills your Workforce Development Coordinator can build to meet your organization’s needs. Other customized training topics can be offered through Northwest Workforce Development to meet industry-specific needs.

## TEAM-ORIENTED PROBLEM-SOLVING | 16 HOURS

This program presents the fundamentals of team building, team communication, behavioral styles and team problem-solving processes. The program has specifically been designed for shop floor employees in manufacturing and distribution environments. However, the program can be used to train employees at all levels. The program is presented as four modules. To receive maximum benefit from this training, the company should appoint a team champion that will work with teams as they form and assist with the initial problem-solving activities.

### Module 1

- Fundamentals of teaming
- Benefits of teaming
- Characteristics of effective teams
- Team formation
- Communication within teams
- Team activities

### Module 2

- Behavioral Styles
- DISC profile
- Benefits of diverse behavioral styles in a team environment

### Modules 3 & 4

#### Overview of lean principles and how/why problem solving is an important part of the lean environment

- Systematic approach to problem solving
- Team Problem-Solving Worksheet
  - Step 1 – Develop a problem description
  - Step 2 – Develop a contain plan
  - Step 3 – Conduct problem investigation
  - Step 4 – Detail corrective/preventive action
  - Step 5 – Follow-up
- Record keeping
- Problem-solving activity

## VITAL LEARNING SUPERVISORY/ LEADERSHIP SERIES

This training is designed to meet the needs of frontline supervisors and team leaders. Each topic is a four-hour module.

- Essential skills of leadership
- Essential skills of communicating
- Coaching job skills
- Resolving conflicts
- Supporting change
- Effective discipline
- Delegating
- Communicating up
- Managing complaints
- Developing performance goals and standards
- Providing performance feedback
- Improving work habits

## VITAL LEARNING CUSTOMER SERVICE SERIES

Other soft skills training:

- Computer training
- Quality concepts
- Lean manufacturing
- Development Dimensions International (DDI)
- Covey: 7 Habits of Highly Effective People

Class activities included in all courses:

- Reading/writing assignments
- Quizzes
- Audio and visual instruction
- Hands-on exercises
- Group Discussions
- Exit exams per module and/or class



# CAREER READINESS ASSESSMENT



Numerous surveys have demonstrated a gap between the current workforce and the basic skills needs of employers. To reduce the cost of remedial training and lost efficiency, more employers are implementing pre-employment assessments to identify these skills prior to hiring.

## A NATIONALLY RECOGNIZED WORK SKILLS CREDENTIAL

The ACT National Career Readiness Certificate (ACT NCRC®) is an assessment-based credential powered by ACT WorkKeys®. Issued at four levels, the ACT NCRC measures and certifies the essential work skills needed for success in jobs across industries and occupations.

The ACT NCRC is widely used by employers, educators, workforce developers, and others with a stake in the success of the economy. More than 2.3 million ACT NCRCs have been issued nationwide since the credential was introduced in 2006.

### ACT NCRC highlights

- Awarded at four levels—Platinum, Gold, Silver, and Bronze
- Powered by ACT WorkKeys research-based assessments
- Measures and certifies broadly relevant foundational work skills
- Recognized and recommended by thousands of employers
- Recommended for college credit by the American Council on Education (ACE)
- Serves as the basis of state- and county-level workforce and economic development initiatives

### Based on ACT WorkKeys foundational skills assessments

The ACT NCRC is based on ACT WorkKeys research-based work skills assessments. To earn an ACT NCRC, an examinee must successfully complete three ACT WorkKeys assessments: Applied Mathematics, Workplace Documents, and Graphic Literacy.

These assessments measure a range of essential work skills, including the ability to:

- Perform basic mathematic operations relevant to the workplace
- Read and understand documents commonly found in the workplace
- Find information presented in common workplace graphics
- Set up and solve complex work-related math problems
- Determine the relevance of written information to work-related tasks
- Apply information derived from graphics to work-related problems

### ACT NCRC levels correspond to the skill requirements of ACT-profiled jobs in the ACT JobPro® database.

- Platinum indicates the skills required for approximately 99% of profiled jobs
- Gold indicates the skills required for at least 93% of profiled jobs
- Silver indicates the skills required for at least 69% of profiled jobs
- Bronze indicates the skills required for at least 17% of profiled jobs



## **WORKFORCE SOLUTIONS**

(662) 562-3402

## **ADULT EDUCATION**

(662) 562-3450

## **CAREER TECHNICAL EDUCATION**

CTE Program: (662) 562-3954

Internships: (662) 560-5357

## **WORKFORCE DEVELOPMENT COORDINATOR OFFICES**

Senatobia: (662) 562-3457

Byhalia: (662) 851-4190 ext. 106

Batesville: (662) 560-5272

Advanced Technology: (662) 560-4196

## **WIN JOB CENTER/WIOA PROGRAMS**

(662) 562-3355

## **For more information, please visit**

[Northwestms.edu/workforce](http://Northwestms.edu/workforce)

Northwest Mississippi Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award the Associate of Arts degree, the Associate of Applied Science degree, and certificates in career education. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, GA, 30033-4097, or call (404) 679-4500 for questions about the accreditation of Northwest Mississippi Community College.

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