Annual Report

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WEST VIRGINIA abounds in natural resources. Our coal has powered America for generations. Our natural gas continues to open new opportunities for both extraction and downstream manufacturing. Our beautiful landscapes provide endless opportunities for tourism and recreational adventures unmatched anywhere in the world. But West Virginia’s greatest resource has been, and will always be, our people, the hardworking members of our workforce. The investments we make in our workers are critical for attracting and keeping good, high-paying jobs in West Virginia. The only way to remain competitive is by thinking outside the box — with nontraditional apprenticeships, utilizing our community and technical colleges, and stressing to our young people that there are pathways to prosperity through skills education right here at home.

West Virginia’s nationally recognized Governor’s Guaranteed Work Force Program helps businesses meet the challenges of an ever-changing marketplace by helping them train new employees and upskill existing workers. New industries and established businesses must be our partners as we reshape the workforce and move toward an exciting new chapter in the Mountain State’s history together. During fiscal year 2019, the Governor’s Guaranteed Work Force Program provided 43 businesses with funding that delivered customized training to 2,512 workers – an increase of 420 workers from the previous year. The state invested $1,042,571.63 towards improved workforce quality. In turn, partnering companies invested five times that amount — $5,523,213.46 — in approved training programs, an increase of more than $2 million in investment over the previous year. This public/private partnership ensures that the workforce we train today will be prepared for the workplace of tomorrow.

The value of increased training cannot be overstated. This year an average of $415 of Governor’s Guaranteed Work Force Program funding was spent on training each participating worker. In comparison, employers spent $2,198.73 per worker; which shows their commitment to this successful program. The result is higher wages for the worker, increased productivity for employers, and increased tax bases for the state and local communities.

Over the years, West Virginia’s workforce and business climate have earned a world-class reputation, one that we will continue building through this unique program for customized business and industry training. As Governor, I am committed to ensuring that our workforce has the training and skills necessary to fill all the good, high-paying jobs available right now in the Mountain State.

Sincerely,

Jim Justice
Governor
THE GOVERNOR’S GUARANTEED WORK FORCE PROGRAM (GGWFP) plays a vital role in attracting new enterprises and encouraging the growth and expansion of the state’s existing companies. The program provides customized training and technical assistance to support effective employee training strategies.

The award-winning Governor’s Guaranteed Work Force Program provides training awards for eligible new and expanding companies that create at least 10 net new jobs within a 12-month period. Overall funding levels are based on wages and benefits, location of the facility, number of employees and number of individuals to be trained. Awards cannot exceed $2,000 per trainee.

Administered by the West Virginia Development Office, the GGWFP is a catalyst for organizational development that enhances the overall performance of the workforce and provides solutions to complicated human resources issues. The program builds the capacity of each company it assists by providing more effective internal training. Training assistance may also be provided to eligible existing businesses when training, retraining or upgrading services will result in the retention of existing jobs or the creations of additional jobs, or both.

Each organization faces unique challenges. The Governor’s Guaranteed Work Force Program has successfully developed partnerships with numerous training providers, such as community colleges, universities, and public education to leverage additional resources for our West Virginia businesses, thus ensuring the most cost-effective training for our customers.

West Virginia’s Competitive Improvement Program (CIP), funded by the Appalachian Regional Commission, helps existing West Virginia businesses that may not be in a hiring mode to train and/or retrain their employees, thus stimulating their global competitiveness, as well as addressing critical workforce issues through customized workforce training.

The CIP program provides training resources for West Virginia businesses enabling them to provide competitive skills training tailored to their most critical needs, which range from process improvements and worker training to industry specific certifications and quality assurance.
Companies interested in making their processes leaner and aligned with customer needs and obtaining specific industry recognized certifications making them more competitive globally will receive preference. As well, the CIP program provides basic technology skills training customized and tailored to the businesses’ needs.

Using these awards, West Virginia businesses improve competitiveness, productivity and profitability; reduce work force injuries; increase worker morale and provide higher quality products and services.

West Virginia benefits through the program’s emphasis on sharing lessons learned by businesses, training providers and technical service providers. As well, this program uses local community colleges, universities and public education to leverage additional resources whenever possible.

The programs increase the retention of business and industries while developing world-class, high performance, flexible manufacturers able to compete successfully in a global economy.
IN 2019, a total of $1,042,571.63 of state grant funds were invested in the Governor’s Guaranteed Work Force Program, with an additional $5,523,213.46 invested by participating companies. All of this adds up to a more highly skilled global workforce.

The Governor’s Guaranteed Work Force Program is administered by the West Virginia Development Office. The funding for the program comes from the General Revenue Fund.
## Fiscal Year 2019 Summary

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>FUNDING</th>
<th>NUMBER OF PROJECTS FUNDED</th>
<th>TOTAL INVESTMENT</th>
<th>TOTAL COMPANY INVESTMENT</th>
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Projects for Fiscal Year 2019
Governor’s Guaranteed Work Force Program

Training Providers Participation

- 42% Vendor Training
- 8% Community and Technical Colleges/Higher Education
- 38% Internal Training
- 12% Manufacturing Assistance Centers

Distribution of 43 Projects by Industry Cluster

- 74.4% Manufacturing
- 9.3% Information Technology
- 9.3% Business Services
- 2.3% Energy
- 2.3% Fulfillment/Distribution
- 2.3% Tourism
Distribution of 43 Projects by Location
## Projects for Fiscal Year 2019

### Governor’s Guaranteed Work Force Program

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>INDUSTRY TYPE/ COMPANY NAME/LOCATION</th>
<th>TOTAL EMPLOYEES</th>
<th>EMPLOYEES TRAINED TOTAL</th>
<th>TOTAL GGWFP TRAINING INVESTMENT</th>
<th>TOTAL COMPANY INVESTMENT</th>
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<td>TOTAL COMPANY INVESTMENT</td>
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### Governor’s Guaranteed Work Force Program

#### Projects for Fiscal Year 2019

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<tr>
<th>COUNTY</th>
<th>INDUSTRY TYPE/COMPANY NAME/LOCATION</th>
<th>TOTAL EMPLOYEES</th>
<th>EMPLOYEES TRAINED</th>
<th>TOTAL GGWFP TRAINING INVESTMENT</th>
<th>TOTAL COMPANY INVESTMENT</th>
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<td><strong>781</strong></td>
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<td><strong>$1,042,571.63</strong></td>
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</table>
A.F. WENDLING’S FOODSERVICE in Buckhannon is West Virginia's largest family-owned broad-line foodservice distributor and provides fresh meats to many of the state's family-run restaurants, senior centers, juvenile and correctional facilities and hospitals. With a presence in nine states and $50 million in sales, the company has come a long way since its founding in 1913. A.F. Wendling is investing in new technology and training to make customer ordering easier and improve inventory management, employee retention and management skills. These changes reduced costs and increased average hourly employee earnings and will help the company achieve sales and profit growth for the fifth year in row.

“We’ve partnered with the WV Development Office and the Governor’s Guaranteed Work Force Program for more than a decade and appreciate their support and guidance, which has helped our company grow, expand, improve, innovate and create new jobs in West Virginia.”

Chris Wendling, President
AL REC has built a successful business by processing industrial aluminum scrap, dross and chips into a useable recycled product. When some of the Millwood-based company’s customers began requiring suppliers meet ISO-certified standards, AL REC looked for the training it needed to stay competitive. Established in 2006, AL REC consulted with West Virginia University’s Manufacturing Extension Partnership program to find the training it needed. The company subsidized the training with funds from the Governor’s Guaranteed Work Force Program. The matching funds for the ISO training and certification process enabled AL REC to strengthen its competitive position, allowing the company to retain existing customers and expand its potential customer base.

“The GGWFP can greatly assist West Virginia companies to become competitive and remain competitive in the ever-changing world economy we find ourselves. The program and personnel were excellent to work with.”

Dan Grimm, Owner
ECOLAB, which has a facility in Martinsburg, is the global leader in water, hygiene and energy technologies and services. With 50,000 employees in 130 countries, making sure employees' skills are up to changing demands of making the world cleaner, safer and healthier is a challenge. To overcome this workforce challenge, the company wanted to train inexperienced employees in basic technical skills and develop high-level troubleshooters in operations and maintenance. With funding support from the Governor’s Guaranteed Work Force Program, Ecolab provided training for its employees. Workers are now more effective and have increased their skills to become more autonomous.

Technical training is instrumental in ensuring our employees have a solid foundation for building more capability. These foundational skills will help employees transition from operators to technicians and gradually be able to maintain, and eventually rebuild, their own equipment.

Luz Lopez-Stewart,
Mixing Production Manager
IBM employs 400 people at its Rocket Center facility, which supports federal clients with cyber security, software development, service desk, infrastructure and project management services. This work requires highly skilled technicians, which are difficult to recruit and retain.

To address this workforce challenge, IBM started an apprenticeship program that allowed people with in-demand skills to receive up to a year of paid, on-the-job training and mentorships in software development and cyber security.

“The IT landscape changes, on average, every five years and we need to continue to learn and evolve with technology. The apprenticeship program has empowered IBM to modernize its workforce and provide highly skilled individuals to better serve our clients.”

Charlotte Clark, HR director
N3 is an outsourced sales and marketing execution firm. The company leverages a scalable, technology-enabled sales framework supported by integrating Digital Marketing, Inside Sales, and Custom Analytics. N3 accelerated adoption by converting digital interest into long-term consumption through a customer-centric, solution-based selling approach.

The Governor’s Guaranteed Work Force Program funding was used to support all aspects of sales training and the company credits all of the talented 190+ employees at least in part to the fund. According to local managers, the company's Atlanta headquarters may have been surprised to find that the West Virginia office is one of the most profitable and hard-working locations within the company - but it comes as no surprise to those employees in West Virginia.

After starting with roughly 26 employees in the West Virginia Regional Tech Park, N3 currently employees 190+ people in the Charleston office, and we are still hiring. GGWFP helps build skills that will help individuals gain knowledge and experience to become better professionals.

Nick Kirby, Operations Analyst
Projects for Fiscal Year 2019
Competitive Improvement Program
funded by the Federal Appalachian Regional Commission

Training Providers Participation

- 57% Vendor Training
- 12% Community and Technical Colleges/Higher Education
- 21% Internal Training
- 10% Manufacturing Assistance Centers

Distribution of 27 Projects by Industry Cluster

- 81.5% Manufacturing
- 7.4% Information Technology
- 3.7% Business Services
- 3.7% Energy
- 3.7% Tourism
## Projects for Fiscal Year 2019
### Competitive Improvement Program
**funded by the Federal Appalachian Regional Commission**

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>INDUSTRY TYPE/COMPANY NAME/LOCATION</th>
<th>TOTAL EMPLOYEES</th>
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<td>18</td>
<td>$1,940.71</td>
<td>$4,235.84</td>
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<td>Preston</td>
<td>Pioneer Conveyor</td>
<td>68</td>
<td>3</td>
<td>$2,843.32</td>
<td>$4,300.92</td>
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</tbody>
</table>
### Projects for Fiscal Year 2019

**Competitive Improvement Program**

*funded by the Federal Appalachian Regional Commission*

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>INDUSTRY TYPE/MARKET/COMPANY NAME/LOCATION</th>
<th>TOTAL EMPLOYEES</th>
<th>EMPLOYEES TRAINED</th>
<th>TOTAL ARC INVESTMENT</th>
<th>TOTAL COMPANY INVESTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Berkeley</td>
<td>Quad/Graphics Martinsburg</td>
<td>813</td>
<td>61</td>
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<td>$58,450.48</td>
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<td>Tyler</td>
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<td>Brooke</td>
<td>SAL Chemical Weirton</td>
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<td>$26,552.00</td>
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<td>Pocahontas</td>
<td>Snowshoe Mountain, Inc. Snowshoe</td>
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<td>21</td>
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<td>$137,237.00</td>
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<tr>
<td>Jackson</td>
<td>Star Plastics, Inc. Millwood</td>
<td>140</td>
<td>8</td>
<td>$945.00</td>
<td>$1,557.00</td>
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<td>Preston</td>
<td>Superior Fibers, LLC Reedsville</td>
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<td>177</td>
<td>105,128.03</td>
<td>259,832.03</td>
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<td>Jefferson</td>
<td>Sustainable Solutions, LLC Shepherdstown</td>
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<td>1</td>
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<td>Kanawha</td>
<td>Touchstone Testing Lab South Charleston</td>
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<td>Morgan</td>
<td>Washington Homeopathic Products Berkeley Springs</td>
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<td>$3,680.00</td>
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<td>Upshur</td>
<td>Weyerhaeuser NR Buckhannon</td>
<td>290</td>
<td>48</td>
<td>$17,048.50</td>
<td>$50,629.50</td>
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</tbody>
</table>

**Total** | 5,095 | 957 | **$300,000.00** | **$924,493.21**
ALPHA TECHNOLOGIES is a service disabled veteran owned small business headquartered in Hurricane, W.Va. with a global datacenter located in South Charleston, W.Va. The company took off eight years ago when it acquired Union Carbide’s 80,000 square foot data center.

Alpha spent $5 million to build 35 miles of underground fiber to the commercial districts of South Charleston and Charleston to serve business clients’ hardware and software needs.

The company’s success has been noticed. In 2016, the Small Business Administration honored Alpha Technologies by naming them West Virginia Veteran Owned Small Business of the year.

Using training dollars from the Governor’s Guaranteed Work Force Program enabled staff to acquire several valuable certifications, including HIPAA HITECH and the ISO 27001. These important security designations allowed financial institutions, health care providers, and government institutions to host their data here, in West Virginia.

Doug Tate, CEO/President
ND FAIRMONT PAPER is an environmentally friendly company that manufactures various types of high-quality pulp, paper and paper-based packaging materials. At its Fairmont mill, the company produces recycled pulp, which can be made into several types of paper products, such as towel and tissue supplies, printing and writing paper and packaging materials.

Between 2016 and 2018, the facility hired five new engineers out of college, but they needed additional training. Through the Governor’s Guaranteed Work Force Program, the company helped the engineers take courses in paper, hydraulics, process instrumentation and control certification through the University of Kansas and North Carolina State University, as well as industrial providers such as Rexroth.

I would recommend the GGWFP to all manufacturing sites. It is a great program for providing resources to develop employees in skills that help the business as well as the individual.

Steven Demyon, General Manager
PIETRO FIORENTINI designs, manufactures and distributes a complete range of natural gas pressure reducing and metering technologies. These modern technologies, advanced techniques and equipment, as well as a drive to develop safe and clean energies, requires the company to have highly trained employees.

Fiorentini has faced challenges finding skilled employees, so the company used Governor’s Guaranteed Work Force Program funds to support leadership and management training in Weirton. The company also sends employees to train at its home plant in Italy.

Thanks to this training, our employees have become more efficient by learning lean manufacturing and 5S principles. And we have always found it beneficial and effective to send our employees to Italy for training. They come back with new ideas and solutions because they see things from a different perspective from around the world.

Marc England, HR Director
STAR PLASTICS opened in 1988, providing customers with quality plastics and recycled material while investing in the careers and education of the neighboring Jackson County community.

The company needed formal training on quality management concepts for a new audit team to strengthen the company’s pursuit of higher quality products. Governor’s Guaranteed Work Force Program funds and training at WVU-Parkersburg got them the help they needed.

The training brought new insight and strategy possibilities with many team members gaining a more detailed understanding of the ISO 9001 (quality) standard. Justin Roark, company ISO Leader, recommended businesses take a close look at the support West Virginia makes available to invest in both employees and product quality.

“The GGWFP was a fantastic opportunity for us to apply fresh ideas to the way our quality systems are managed and audited”

Doug Ritchie, President & CEO
Weyerhaeuser in Buckhannon produces wood products for residential and commercial construction. The plant was opened in West Virginia to complement the company’s distribution and utilize raw material from a 150-mile radius. Since opening in 1995, the plant has provided many jobs, but finding qualified millwrights and electricians who can operate high-tech machinery has been a challenge. The company used funds from Governor’s Guaranteed Work Force Program to train its maintenance team. As a result, Weyerhaeuser has reduced annual electrical and reliability costs by $20,000, improved safety cultures and created an incident-free environment.

“...The funds received from the Governor’s Guaranteed Work Force Program have allowed our plant to become more competitive, by increasing the skills of our employees through much needed training and allowed us to invest in our community by hiring local talent.

Vikki Rovello,
Human Resources Support Specialist
EMPLOYERS HAVE THE OPPORTUNITY to choose the training provider(s) of their choice when participating in our training awards programs. We encourage businesses to give initial consideration to West Virginia Community and Technical Colleges and manufacturing training centers for development and delivery of training. These providers are able to broker other training providers to address specific, specialized training needs they cannot deliver at a lower price.

www.workforcewv.org

WorkForce West Virginia helps companies or businesses find the right workers, saving them time and money. With the largest online database of job seekers in the state, WorkForce West Virginia can match qualified applicants to employers which increase worker retention and productivity. WorkForce West Virginia is a one-stop center for workforce resources, including training, tax incentives and labor market information at no cost. WorkForce West Virginia works with the seven local Workforce Development Boards throughout West Virginia to provide funding for classroom and on-the-job training opportunities for adult, dislocated, and youth workers.

West Virginia Community and Technical College Grants and Programs

West Virginia’s Community and Technical College System offers grants and programs that link companies with colleges. Whether it is customized training, skill enhancement, certificate or associate degree programs, West Virginia’s community and technical colleges are prepared to deliver.
Learn and Earn

Would you like your employees to have on-the-job training while earning their degree?

This program is the leading workforce development, economic development, and educational partnership in the Mountain State. Learn & Earn connects employers with students through colleges, allowing students to take technical courses while gaining paid work experiences. The student's pay is shared by the company and the college, and students receive at least $10 per hour to work in the field in which they are studying.

Rapid Response Advance Grant

Are you trying to fill an immediate training need?

This grant is awarded to colleges to partner with industries on projects that address the state's workforce needs - including pre-employment programs, pre-preparation programs, skills upgrades, new and expanding companies and job retention.

Tech Program Development

Do you need a community and technical college to develop an academic program?

This program supports the creation and development of technical programs that are in high demand, lead to high-wage careers, and enhance economic development efforts across the Mountain State. Eligible programs must target high-demand occupations that will result in wages averaging at least $12 per hour with benefits.

Tech Scholars Program

Do you want to invest in a skilled workforce for West Virginia?

This program provides scholarships to students who enroll in high-demand, applied technology programs.

- 50/50 employer & community college matching contribution
- Must lead to a Certificate of Applied Science (CAS) or Associate of Applied Science (AAS)
- Employer benefits by investing in a skilled workforce
- Students gain much-needed financial assistance while attending school
The West Virginia Community and Technical College System (WVCTCS) offers a wide variety of career-technical degrees and numerous customized training programs through 9 community and technical colleges with 27 campuses.

WVCTCS’ mission is to promote and provide high-quality, accessible, affordable, and responsive education and training opportunities that maximize student learning, improve the standard of living for West Virginians, and contribute to the economic vitality and competitiveness of our state.
Operating for more than 25 years as West Virginia’s Advanced Manufacturing Technology Center, RCBI provides local access to technology solutions for everyone from sole proprietors to Fortune 500 companies. RCBI delivers workforce development initiatives focused on career skills; specialized, hands-on training; quality management systems certification and implementation, and business development assistance to meet today’s rigorous industry requirements.

www.statler.wvu.edu/minext/industrial

The WVU industrial extension service and the West Virginia Manufacturing Extension Partnership helps West Virginia businesses improve competitiveness. We accomplish this through foundational support services and growth services.

Foundational support services optimize your business processes, maintain compliance certifications and educates the workforce.

Growth services assist in developing new products, utilizing new technology, accessing new national and global markets, and optimizing your business processes.

The WVMEP provides services to all regions of the state and to all industrial segments operating in the state.
Governor’s Guaranteed Work Force Program

Sampling of Training Courses

**Apprenticeship**
- Aviation Maintenance Apprenticeship
- Electrical
- FAA Air Frame Certification
- Machinist
- Mechanical
- Welding

**Equipment Operation**
- Allen Bradley Controls
- Centrifugal
- Deutz Diesel Engine Repair
- Extrusion Procedures
- Industrial Controls Panel
- Process Instrumentation
- Production Equipment (Various)

**Information Technology**
- 3D Modeling
- Agile Project Management
- Application Development Specialist
- AST Datamyte
- AutoCAD
- Blockchain Software
- Cisco Total Access
- Cloud Computing
- Cyber Security
- Data Security & Firewall Administration
- Enterprise Design Thinking
- Hewlett Packard Training
- InDesign Desktop Publishing Software
- Job Boss Software Procedures
- Photoshop
- Pressco Camera
- Software Development
- Solidworks
- SYSPRO ERP Software Implementation
- Video Investigator
- Web Design & Desktop Publishing

**Internal**
- Job-specific training skills taught by an internal qualified Subject Matter Expert

**Machine Operation**
- Bagging Machine Operations
- Blow Operator
- Cabinet Vision Machine
- CNC Mill Operation
- Crane Operation
- Machine Operation
- Machinery Lubrication
- Miraflex Press Operation
- New Machines (Various)
- Process Training (Various Machines)
- Rip Saw
- Trivor Inkjet Press
- Work Instruction
**Management/Leadership**
- 5S Workplace Management
- Catalyst SAP Inventory Readiness
- Executive Coaching
- Export Compliance
- First Line Supervision
- Inventor Mentoring
- Leadership
- Lean 101
- Maximizing Generational Workforce
- Measuring & Assessing Company Culture
- Process Instrumentation & Control
- Professional Pool Management
- Project Management
- Team Communications and Expectations

**Quality**
- Continuous Improvement
- Food Service Benchmarking
- High Cycle Fatigue
- ISO 1400 Environmental Certification
- ISO 9001 Certification & Auditing
- Liquid Testing
- Magnetic Testing
- Six Sigma
- Statistical Process Control (SPC)
- Tensile & Fatigue
- Ultrasonic Testing

**Safety**
- Cell Tower Rescuer
- Confined Space
- Energy System Safety
- Fire Alarm Design
- Forklift Safety
- Hazmat
- Industrial Fire Brigade
- MSHA
- OSHA 30
- OSHA 500
- Regulatory Procedures
- Safety Procedures
- Strategic Metals Management

**Technical Skills**
- Abrasive Blasting & Painting
- Airframe Technician
- Basic Electrical
- Basic Refinery Operation
- Bearing Maintenance
- Component & Mechanical Systems
- Core Sensors
- Craft Distillation
- Electrical
- Electronics for Imaging
- ERP/MRP
- Fabrication Skills
- Fluid Power
- Laboratory Management
- Level Technologies
- Lumber Grader

**Train-the-Trainer**
- Base Managed Climbing Instructor
- Crane Operation
- Electronics Instructor Certification
- Forklift Operation
- Train-the-Trainer Safety

**Safety**
- Master Cam
- Mechatronics
- Metallurgy
- Motor & Pump Analysis
- Picking Warehouse Operations
- Sound to Theatre
- Supply Chain
- Total Production Maintenance
- Tower Climber
- Well Cap Workover