

Operational Services Certificate Program

This online self-paced program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees in the Operational Services Unit (ISU/03) and Division of Military and Naval Affairs (DMNA/47). Participants in this program acquire an increased understanding of the skilled trades, develop a better understanding of the role of safety and time management in the workplace, and enhance their math and grammar skills. Participants are required to successfully complete nine core courses, three elective courses, and achieve a passing grade of 70% or higher in each course.

Required Courses

Hand and Power Tool Safety – 1.0 hour

This course will provide an understanding of potential hazards associated with the use of hand and power tools as well as safety precautions required to prevent those hazards from occurring.

Construction Safety Orientation – 1.5 hours

This course is designed to inform new construction workers and site visitors in and around construction sites of the potential hazards and safe work practices associated with the construction industry.

Workplace Safety Orientation – 1.0 hour

This course provides an overview of some of the basic concepts and techniques used in modern industry to protect workers. It also describes the purpose of the following safety programs: Hazard Communication; Bloodborne Pathogen Safety; Lockout/Tagout; Confined Space Entry; Emergency Response; Respiratory Protection; Personal Protective Equipment; Hearing Conservation.

Asbestos Awareness – 1.0 hour

This course provides information about the serious health hazards associated with exposure to asbestos.

Introduction to Green Business and Sustainability – 2.0 hours

This course outlines the factors that are driving the need for environmental sustainability and explores the social, economic and environmental benefits of adopting green business practices.

Whole Numbers, Fractions and Equations – 4.0 hours

Learners will review crucial terms, basic mathematical concepts and how to apply concepts to the business environment.

Decimals and Percents – 2.0 hours

This course instructs the learner in the following: how to use decimals, including addition, subtraction, multiplication and division. It also helps the learner to solve problems involving percentages to determine portions, a rate, a whole unit and increases and decreases.

Your Time and You – 5.0 hours

This course will help you to consider the activities that currently take up most of your time and how to plan and log them. You will also be encouraged to consider the work-life balance to which you aspire and what steps you could take to make this wish a reality.

Business Grammar: Sentence Construction – 1.0 hour

This course reviews basic sentence construction, including how to develop sentences that are logical, clear and powerful – the basis of any sound work document.

Elective courses taken:
