**Americans with Disabilities Act (ADA)**

The Americans with Disabilities Act (ADA) was enacted in 1990 with the goal of ending discrimination against individuals with disabilities. Title I of the ADA prohibits employers from discriminating in all aspects of the employment relationship — application, testing, medical examinations, hiring, training, assignments, evaluations, disciplinary actions, promotions, layoffs and terminations, as well as compensation, leave and other benefits. The ADA was revised substantially in 2009.

Since the law went into effect, enforcement by the U.S. Equal Employment Opportunity Commission (EEOC) has resulted in payments of more than $300 million by businesses to more than 20,000 individuals. Recent cases resulting in punitive-damage awards up to $13 million make the importance of understanding and complying with the ADA clear.

**Course Summary**

This 35-minute course explains the basic requirements of the ADA in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- Overview of the ADA
- Persons with disabilities
- Impairments
- Major life activities
- Records and perceptions of a disability
- Essential job functions
- Reasonable accommodation
- Undue hardship
- Qualification standards
- Safety standards
- The hiring process
- Medical exams and questions
- The ADA on the job
- Evaluations and promotions
**Americans with Disabilities Act (ADA) – Title II**

The Americans with Disabilities Act (ADA) is a law that protects the civil rights of individuals with disabilities. State and local governments are required by Title II of the ADA to provide access to public programs, activities and services in ways that do not discriminate against people with disabilities. All government employees need to understand how to appropriately serve and include people with disabilities.

The U.S. Department of Justice (DOJ) enforces Title II through an initiative called “Project Civic Access.” The DOJ ensures that counties, cities, towns and villages comply with Title II of the ADA by eliminating physical and communication barriers that prevent people with disabilities from participating fully in community life. DOJ investigators, attorneys and architects survey state and local government facilities and programs across the country to identify modifications needed to comply with ADA requirements.

**Course Summary**

This training course provides a comprehensive guide to Title II of the ADA that will help communities understand and comply with their obligations. The online ADA Title II training course includes pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that government workers should learn to recognize and deal with appropriately. The topics covered in the ADA training course include –

- The history of the ADA
- The legal framework of the ADA
- Title II coverage and enforcement
- Providing non-discriminatory services
- Equal program access
- Integrated settings
- Effective communication practices
- Construction and alteration of facilities
- Modifying policies and procedures
- Eliminating physical barriers
- Reviewing program requirements
- Appropriate signage
- Auxiliary aids
- Fundamental alterations
- Undue burdens
- Technical assistance
**Anti-Boycott Compliance**

A boycott refers to an act of refraining from dealing with or buying from a particular person, organization or country, usually as an expression of political protest. During the mid-1970s, Congress passed anti-boycott laws to address foreign governments’ economic boycotts of countries friendly to the U.S. — specifically, the Arab League’s boycott of Israel. The laws are administered by the federal Office of Antiboycott Compliance (OAC) of the Bureau of Industry and Security (BIS), an agency of the U.S. Department of Commerce, pursuant to the Export Administration Regulations (EAR).

Every U.S. company that engages in foreign or interstate commerce must comply with anti-boycott laws. Violations of these laws can lead to substantial civil and criminal penalties.

**Course Summary**

This 25-minute course provides an overview of U.S. anti-boycott regulations, their reporting and recordkeeping requirements, and the possible penalties for violations. It includes pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to spot and respond to in a way that will protect themselves and their companies.

The topics covered in the course include —

- Overview of anti-boycott laws
- Levels of boycotts
- Prohibited conduct
- “Red flags” of possible anti-boycott law violations
- Reporting requirements
- Recordkeeping
- Penalties for violations
**Anti-Harassment Policy Certification**

Most organizations now understand the importance of (a) having an anti-harassment policy and (b) being able to show that employees were made aware of the policy and the complaint procedure. For many organizations, computer-based policy-certification and training are de riguer — or at least should be. WeComply offers a top-notch online course developed in collaboration with Proskauer Rose LLP, a preeminent labor and employment law firm.

But for organizations with large numbers of employees who don't have computer access or skills, e-learning may not be an option. While some of these organizations have managed to push policies and training out to their far-flung workforce, proving that particular employees received them has been nearly impossible. This can leave these organizations defenseless before the EEOC or a jury — even when they had done all the right things.

WeComply developed a telephone-based anti-harassment policy certification to address this problem. From any phone, employees call a toll-free number and follow the IVR (interactive-voice-response) prompts to authenticate themselves. They are then engaged in an interactive quiz and policy certification that takes about five minutes. Results are tracked just like an online WeComply training course and reported in real-time to your organization's training administrator. (Employees who do have computer access/skills can do the same certification online if they prefer.)

**Course Summary**

This five-minute Certification provides trackable proof that employees received, read and agreed to abide by your organization's anti-harassment policy. It also quizzes employees on basic issues of what harassment is, what a victim should do about it, and what your organization will do in response to a complaint. Finally, it provides employees with an option to report an incident of discrimination or harassment.

The certification is available in English and Spanish. It can be customized and/or made available in other languages if needed.
**Anti-Money Laundering**

Have you ever seen a drug dealer pull out a credit-card machine to accept payment for a dime bag? Ever known someone to pay for a TV they bought off the back of a truck with a personal check? Probably not. Most criminals conduct their business in cash. This creates an obvious problem — cash is bulky, heavy and risky to carry around. (One million dollars in twenties weighs about one hundred pounds.) As a result, criminals need to find a way to "launder" their ill-gotten gains. "Money laundering" is the process that criminals use to disguise the true origin and ownership of cash by introducing it into legitimate enterprises. Laundering money is a lucrative and sophisticated business, both in the U.S. and overseas. Some sources estimate that more than $300 billion is laundered annually worldwide.

You might say, “We’re not a bank, so why do we need to be worried?” There are several reasons why it is important to have some familiarity with the money-laundering process, the laws that make it illegal, and our legal responsibilities to help prevent it. As banks and financial institutions become more closely scrutinized by law enforcement in connection with money-laundering activity, criminals are forced to become more creative in finding ways to introduce their ill-gotten gains into the legitimate economy. Increasingly, they are using other types of businesses in the laundering process. Therefore, every organization is more vulnerable than ever.

**Course Summary**

This 30-minute course is intended to familiarize employees with the process of money laundering and the laws that make it a crime.
Anti-Money Laundering (cont’d)

The topics covered in the course include —

• Defining "money laundering"
• The Stages: Placement, Layering and Integration
• Money Laundering Control Act (MLCA) of 1986 and U.S. Patriot Act Amendments
• Section 1956 of the Money Laundering Control Act
• Section 1957 of the Money Laundering Control Act
• Reporting requirements
• Anti-Money-Laundering Tools
• Illegal Structuring Transactions
• Money-Laundering Targets
• Red Flags of Money Laundering
• Suspicious Co-worker Conduct
• Tips for preventing money laundering
Anti-Money Laundering for MSBs

Money laundering is a lucrative and sophisticated business, both in the U.S. and overseas. Money service businesses (MSBs) are vulnerable to being used in money-laundering schemes because they provide many of the services that the schemes depend on — money orders, traveler's checks, check cashing and currency exchanges.

Since the terrorist events of September 11, 2001, U.S. anti-terrorism efforts have focused on tracking down illegal movement of money through all financial-service businesses, including MSBs. As part of these efforts, MSBs are now required to train their employees on compliance with anti-money laundering laws and regulations.

Course Summary

This 45-minute training course will help MSB employees understand the most important anti-money laundering laws and regulations and how they affect employees' day-to-day job responsibilities. The course includes pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to spot and respond to in a way that will protect themselves and their companies.

The topics covered in the course include —

- What is money laundering?
- Money laundering at MSBs
- Laws and regulations
- The four pillars of compliance
- Reporting requirements
- Currency Transaction Reports (CTRs)
- Suspicious activity
- Red flags — customer information
- Red flags — transactions
- Red flags — internal
- Suspicious Activity Reports (SARs)
- Handling customer information
- OFAC compliance
- Record management
- Penalties for noncompliance
Antitrust Essentials

As the complexities of the business world multiply, so do potential antitrust problems for a business enterprise up and down its organizational chain. An intricate web of federal, state and international statutes and regulations poses significant dangers for both intentional and inadvertent antitrust violations — organizations are fined, mergers and acquisitions are thwarted, enormous litigation costs pile up, and people go to jail. Just as important, organizations and their employees become afraid to be inventive, aggressive and competitive in completely legitimate ways.

Thus, it is crucial that organizations train their employees on the basic what, why and how of antitrust enforcement: (1) what are the basic legal principles, and what problems can occur in the real world in dealings with colleagues, customers, competitors, suppliers and business partners; (2) why is compliance with antitrust law important to your organization’s business goals and the free-enterprise system in general, and why avoiding violations and civil and criminal penalties is so important; and (3) how to recognize potential problems and deal with them appropriately, and how to compete creatively and legitimately.

Course Summary

This 40-minute course explains the basic principles of U.S. antitrust law in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.

The topics covered in the course include —

- Overview of U.S. antitrust law
- Recognizing "red flags"
- Relationships with competitors
- Price-fixing
  - Allocating markets or customers
  - Boycotts
  - Other improper competitor contacts
  - Price-related restrictions
  - Geographic or customer restrictions
Antitrust Essentials (cont’d)

- Relationships with customers
  - Exclusive dealing
  - Tying
  - Reciprocal dealing
  - Dual Distribution
- Mergers and acquisitions
  - Pre-merger reporting
  - Pre-closing sharing of information
- Monopolistic behavior
  - Predatory pricing
  - Refusals to deal
- Price discrimination
  - Meeting competition
  - Promotional services
- Exemptions from the antitrust laws
  - Lobbying activities
  - Labor-related activities
  - State action
  - Regulated industries
- Special industries
  - Insurance
  - Healthcare
- Antitrust in other contexts
  - Government contracting
  - Foreign trade
**Appropriate Internet and E-mail Use**

Without a doubt, the Internet has revolutionized the workplace. According to the Pew Research Center, 62% of American employees now use the Internet for their work, with 27% reporting "constant" use. With an Internet connection, a laptop or netbook, and a cell phone or PDA, many employees are fully equipped for their work wherever they are. Indeed, nearly half of employed Americans now work from home at least some of the time — and 18% do so every day or almost every day.

But with all of the potentially positive uses of the Internet come potential abuses, as well. Of 1,200 companies surveyed about Internet usage, 54% reported that they had caught employees browsing Web sites that were unrelated to their work — some up to eight hours per day! Another survey found that of the 30% of employers who fire employees for web-related violations, 84% cited the reason as the viewing or uploading of inappropriate material.

In addition, improper or indiscriminate use of e-mail, text- or instant-messaging, postings to blogs, Facebook, Twitter, etc., can lead to issues of workplace discrimination (including sexual harassment), copyright infringement, securities-law violations, antitrust violations, the loss of company trade secrets, and many other legal and practical problems.

**Course Summary**

This 30-minute course explains the basic rules and guidelines for appropriate use of the organization's electronic-communication systems. The topics covered in the course include —

- Overview
- E-communications
- Monitoring and access
- Personal use
- Social networking
- Inappropriate communications
- Prohibited Internet use
- Passwords
- Working remotely
- Violations
Avoiding Insider Trading

Investing in the stock market has become an important factor in the financial lives of millions of people across many income levels. News reports of fortunes being won and lost in the stock market can tempt employees to try to capitalize on "inside" information that they learn at work before it is available to the general public. But whether these employees buy or sell stock themselves or "tip" others to do so, their activities could violate federal securities laws and lead to severe fines and even prison sentences — for themselves, their supervisors, friends and family, and their company.

Thus, it is essential that public companies — and businesses that come in contact with material, nonpublic information about public companies — provide their employees with a basic understanding of insider-trading law and policy.

Course Summary

This 25-minute course explains the laws prohibiting insider trading in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.

The topics covered in the course include —

- Overview of insider trading
- What information is "material"?
- What is "non-public" information?
- Who may be liable for insider trading?
- Civil and criminal penalties for insider-trading violations
- Insider trading and Regulation FD
Avoiding Retaliation

When an employee accuses a supervisor or the organization of misconduct, the supervisor may find it difficult to treat the employee impartially. But taking adverse action against an employee who has made a good-faith complaint makes the organization vulnerable to claims of retaliation – even if the underlying complaint was without merit!

Employee retaliation claims are surging. According to the Equal Employment Opportunity Commission (EEOC), retaliation claims more than tripled between 1992 and 2009. In 2010, retaliation surpassed race as the type of complaint most often filed with the EEOC. Retaliation claims now make up more than one-third of all EEOC complaints, and the EEOC has indicated that pursuing retaliation claims is its top priority.

Some employment experts say that retaliation claims are the number-one risk that employers face. Retaliation claims can be difficult to defend in court, and the jury verdicts and settlements for retaliation claims can reach seven figures or beyond. For these reasons, supervisors need to understand what retaliation is and how to avoid it while carrying out their managerial responsibilities.

Course Summary

This 25-minute course addresses practices and strategies supervisors and managers should use to avoid retaliating against employees who exercise their legal rights in the workplace. The topics covered in the course include —

- Overview
- What is retaliation?
- Why retaliation matters
- Retaliation considerations
- Sound management practices
- Responding to complaints
**Bloodborne Pathogens and MRSA (OSHA)**

OSHA’s Bloodborne Pathogens Standard prevents workplace exposure to the body fluids that spread bloodborne illnesses, such as hepatitis and HIV. Since enactment of the Standard in 1991, the number of healthcare workers infected with the hepatitis B virus at work has dropped to less than 300 per year, compared with 12,000 in 1985. Therefore, all employees who work around blood and other body fluids that contain blood should receive training on the OSHA Standard.

Staph is a bacterial infection spread by human skin or wounds. MRSA, an antibiotic-resistant strain of staph, is now responsible for nearly 19,000 deaths each year — more than the number killed by HIV in 2005. Once confined to hospitals and other specific areas, MRSA is now found in locker rooms, laundry facilities and elsewhere. Staph prevention training is a must for workers who shower at work or who work with dirty clothes, razor blades or other items that have been in close contact with human skin or open wounds.

**Course Summary**

This 45-minute course addresses the prevention of workplace exposure to bloodborne pathogens and MRSA or other forms of staph.

The topics covered in the course include —

- Introduction to bloodborne pathogens
- Potentially infectious materials (PIMs)
- Universal precautions
- Handling sharps
- Handling PIMs
- Personal protective equipment
- Engineering controls
- PIM containment
- Biohazard signs and labels
- Waste containment
- Housecleaning
- Handling laundry
- Hepatitis B virus and vaccines
- Exposures and follow-ups
- Recordkeeping
- MRSA and other staph infections
- Preventing staph infections
Bullying in the Workplace

According to a recent poll, 37% of workers in the U.S. reported that they’ve been bullied at work (Workplace Bullying Institute and Zogby International). Another survey found that 29% of HR executives had one or more employees in their workplaces resign due to workplace bullying (Challenger Gray & Christmas). Between 12% and 18% of psychological-based disability claims are directly related to bullying. Books and movies such as The Devil Wears Prada are raising awareness about an issue that is anything but fiction.

Both business executives and lawmakers are taking action to define and address workplace bullying. Anti-bullying laws are already a reality in Australia, parts of Canada and in several European countries, including the U.K. Starting with California legislators in 2003, state lawmakers nationwide in the U.S. have considered bills that would provide a cause of action based on an “abusive work environment.”

Wise employers aren’t waiting for public mandates and are implementing anti-bullying policies as a way to retain employees, stimulate recruitment and maintain a healthy, happy and more productive workforce.

Course Summary

This 30-minute training course describes what workplace bullying is and details its various forms. Our online workplace bullying training course addresses abusive bosses, clients and vendors, as well as bullying between co-workers. It explains both how to avoid bullying behavior and how best to respond to it.

The topics covered in the workplace bullying training course include —

- What is workplace bullying?
- The toll that workplace bullying takes on everyone
- Anti-bullying law and policy
- Forms of bullying, including hostility, abuse, abuse of power, deceit and sabotage
- Psychological causes of workplace bullying
- Bullying as a violation of company policy
- Enforcement
**Business Etiquette**

Good etiquette is vital in today's workplace. Globalization means that employees are more likely to interact with people from different countries, regions and cultures in the course of their work. Adherence to shared etiquette principles and protocol in the workplace — the unwritten "code" of business etiquette — can facilitate working relationships, enhance business dealings, reduce stress and encourage productivity by bringing parties together. Training employees to practice good business etiquette can make the difference between a comfortable working environment and a tense one, or even between a successful deal and no deal at all.

**Course Summary**

This course explains the fundamental principles of business etiquette in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world issues that employees should learn to handle properly and effectively. The topics covered in this training course include —

- Overview of etiquette principles
- Considerate workplace conduct
- Dealing with diversity
- People with disabilities
- Phones and conferencing
- E-mail, texting and instant messaging
- Online networking
- Professional appearance
- Business attire
- Business socializing and dining
- Special considerations for international business
Business Gifts and Courtesies

Business courtesies — including gifts, meals and entertainment — are an important way to cement good working relationships between those who do business together. However, the practice can have negative consequences for an organization and its relationships with business partners if it is not handled correctly. Inappropriate business courtesies may even be illegal if they can be considered bribes or kickbacks, and government employees and contractors must adhere to legal limits on the value of gifts they may accept.

Course Summary

This course explains what employees need to know about giving and receiving gifts, entertainment and other courtesies in the business context. It describes which business gifts and courtesies are appropriate and which are inappropriate, as well as how to handle questionable situations. It includes pop quizzes, news clippings and a final quiz highlighting real-world issues that employees should learn to spot and respond to.

The topics covered in the course include—

- Overview
- What Are Business Courtesies?
- General Considerations
- Receiving Gifts
- Giving Gifts
- Meals and Entertainment
- Handling Inappropriate Business Courtesies
- Accurate Reporting
**Canadian Competition Law**

Canada’s Competition Act is the oldest competition statute in the western world. Although similar to its U.S. corollary — known as “antitrust law” — Canada’s competition law differs in several important respects and was amended substantially in 2009.

As commerce becomes increasingly global, an understanding of the laws of various countries is necessary to do business and avoid unnecessary litigation, fines and even prison. A web of international rules poses significant dangers for both intentional and inadvertent competition-law violations. Consequently, organizations and their employees may become afraid to be inventive, aggressive and competitive in completely legitimate ways.

Thus, it is crucial that organizations train their employees on the basic what, why and how of competition-law enforcement: (1) what are the basic legal principles, and what problems can occur in the real world in dealings with colleagues, customers, competitors, suppliers and business partners; (2) why is compliance with antitrust law important to your organization’s business goals and the free-enterprise system in general, and why avoiding violations and civil and criminal penalties is so important; and (3) how to recognize potential problems and deal with them appropriately, and how to compete creatively and legitimately.

**Course Summary**

This 35-minute course explains the basic principles of Canadian competition law in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.
Canadian Competition Law (cont’d)

The topics covered in the course include —

- Overview of Canadian competition law
- Relationships with competitors
  - Price-fixing
  - Market allocation
  - Bid-rigging
  - Boycotts
  - Agreements about quality or quantity
- Reviewable trade practices
  - Market restriction
  - Refusals to deal
  - Resale price maintenance
  - Exclusive dealing
  - Tied selling
- Abuse of dominance
  - Price discrimination
  - Predatory pricing
  - Promotional allowances
- Merger control and review
Careful Communication

With the arrival of the Information Age and the explosion of high technology, communication is getting faster but not necessarily better. Many employees believe that if they act with integrity and simply follow their bosses' or customers' instructions, their good intentions will keep their communications from becoming a legal "smoking gun."

In reality, however, nothing could be further from the truth. Almost everything an employee says or does on behalf of his or her organization can be used as evidence against the individual and/or the organization at a later date. Documents, both paper and electronic, create a paper trail that lawyers can use to "connect the dots" to paint a picture that may not be very pretty. But by following a few simple guidelines, such as those outlined in this course, these dangers can often be reduced or eliminated.

Course Summary

This 30-minute course explains the following eight tips for avoiding — or at least minimizing — the many lurking "smoking guns" of business communications:

- Recognizing that you can’t always know your audience
- Understanding the law that applies to your organization's business
- Recognizing the limits of your own knowledge
- Meaning what you say and saying what you mean
- Managing the closure process
- Being consistent with record retention
- Understanding the attorney-client privilege
- Working to improve your writing
**Code of Conduct**

It’s widely agreed that every company needs to have a policy statement on legal and ethical conduct. The Organizational Sentencing Guidelines require that a company “must have taken steps to communicate effectively its standards and procedures to all employees and other agents, e.g., by requiring participation in training courses or by disseminating publications that explain in a practical manner what is required.” Thus, if a company hopes to qualify for more lenient treatment under the Guidelines in the event of employee or corporate misconduct, having, disseminating and enforcing a Code of Conduct are essential.

Think about it — in most companies, a new employee is given a copy of the Code on his or her first day of work, signs the acknowledgment page, and puts the Code in a bottom desk drawer, never to be opened again. But if legal or ethical issues arise down the road, what standard of conduct will the company be held to? The Code of Conduct. Code of Conduct training lifts your company’s Code out of employees’ bottom drawers and makes it a resource for dealing with important issues that arise in the workplace.

**Course Summary**

This 40-minute course provides basic training on the most important topics found in almost every company’s Code of Conduct. The topics covered in the course include —

- Honesty and fairness
- Diversity and respect
- Conflicts of interest
- Information security
- Business records
- Electronic communications
- Health, safety and the environment
- Alcohol and drug abuse
- Workplace violence
- Political activity
- Insider trading
- Fair disclosure
- Anti-competitive conduct
- Bribery and kickbacks
- Sanctions and trade embargoes
- Working with integrity
- Reporting violations
- Acknowledgment
**Conducting Effective Investigations**

Every organization should be prepared to conduct a prompt and thorough investigation of all employee complaints, accidents, allegations of misconduct and other indications of a violation of law or policy. If handled properly, the investigation can help to prevent or reduce financial losses, employee morale problems and negative public attention. It can also limit the organization's exposure to regulatory or law-enforcement intervention and litigation.

In many or most cases, the organization will assign a supervisor or manager to conduct or assist with the investigation. It's important that these supervisors and managers understand the fundamentals of effective investigations and are prepared to deal appropriately with the legal and practical situations that are likely to arise.

**Course Summary**

This 40-minute training course explains the basics of planning and conducting internal investigations in simple, understandable terms. It includes interactive pop quizzes, news clippings and a final quiz highlighting the issues that supervisors and managers may encounter. The topics covered in the training course include —

- Why are investigations important?
- When must we investigate?
- Choosing an investigator
- Developing a plan
- Implementing the plan
- Interview preliminaries
- Preparing for witness interviews
- Conducting the interviews
- Interviewing techniques
- Interviews of complainant and accused
- Interview notes
- The final investigative report
- Remedial action
Confidentiality (42 CFR) Alcohol & Drug Treatment Facilities

In the 1970s, Congress passed legislation and the Department of Health and Human Services issued regulations to guarantee confidentiality for those seeking treatment for substance abuse. The idea behind the regulations — known as "42 CFR" (which refers to Title 42 Part 2 of the Code of Federal Regulations) — was that those in need of treatment for substance abuse would be more likely to access it if they could do so confidentially. These regulations apply to every organization that receives federal funds for diagnosing, assessing, treating or referring someone for chemical-dependency treatment.

Course Summary

This 25-minute online confidentiality training course describes the 42 CFR confidentiality regulations in simple, understandable terms. It explains what employees need to know about maintenance, control and disclosure of client records and information; the role of client consent; and exceptions to the confidentiality regulations. The topics in the confidentiality training course include —

- Overview of 42 CFR confidentiality regulations
- Basic protections
- Consent
- Problems with "consent"
- Exceptions to confidentiality requirements
- Relationship between 42 CFR and HIPAA
- Violations of 42 CFR
Conflicts of Interest

Almost every week brings a front-page story about a corporate employee or public official who engaged in an activity tainted by a conflict of interest. Without a doubt, the surge in private-sector conglomerates and joint ventures has increased the potential for conflicts of interest to arise.

Conflicts of interest can create bad publicity, damage an organization’s reputation and goodwill, and interfere with the organization’s performance. It’s critical that those who perform any work for an organization learn to recognize and avoid conflicts of interest, particularly with regard to handling personal, financial and family interests, dealing with customers and suppliers, and handling offers of gifts and entertainment.

Course Summary

This 30-minute training course explains what conflicts of interest are and how to avoid them in simple, understandable terms. It includes interactive pop quizzes, news clippings and a quiz highlighting the issues that employees may encounter.

The topics covered in this conflicts of interest training course include —

- What is a conflict of interest?
- Relationships with customers and suppliers
- Accepting gifts and entertainment
- Duty of loyalty
- Outside activities
- Financial interests
- Family and personal relationships
- Dealing with government employees
- Reporting conflict-of-interest violations
Conflicts of Interest Questionnaire

More and more companies are instituting an annual conflicts-of-interest questionnaire by employees as part of their corporate-governance process. For global companies, this can be a daunting task — disseminating the questionnaire in multiple languages worldwide, following up to ensure a timely 100% completion rate, reporting on the results, and identifying and responding to exceptions.

Use our fully automated Conflicts of Interest Questionnaire to implement your process electronically — with customized questions and policy links, periodic e-mail "reminders," and real-time tracking and reporting of responses — in as many languages you need. You can customize it to ask as many multiple-choice questions and/or solicit as many free-form text responses as your needs dictate. Include "trigger questions" to make it easy for managers to complete the Questionnaire in a matter of seconds if they have no exceptions to report. Roll out the Questionnaire by itself, or append it seamlessly to annual Code of Conduct training — whichever will make your job easier!

Course Summary

This two-minute Questionnaire addresses the topics listed below. Where employee responses indicate an exception, they are asked to provide details.

- Whether the employee or a family member works for anyone that does or is seeking to do business with the organization;
- Whether the employee or a family member has accepted benefits from anyone that does or is seeking to do business with the organization;
- Whether the employee has disclosed confidential information outside of the scope of his/her employment or used such information in any way to promote his/her own interest or the interests of others;
- Whether the employee or a family member has any other interest or arrangement that may represent a conflict of interest; and
- Conflicts of interest policy acknowledgment.
Business people deal with contracts in many different contexts — purchasing, sales, marketing, distribution, employment and others — almost every day. A contract serves, in effect, as the "private law" of the parties on whatever subjects it covers. This is a powerful tool, since the law gives parties tremendous flexibility in defining their contractual relationships. Whatever terms the parties agree to include (within broad legal limits) define their respective rights and obligations for the duration of the contract.

Because every valid contract gives rise to legal rights and obligations, it is important to understand how contracts are (and are not) formed and enforced. Dire consequences may await those who fail to form a valid contract when intended, or who bind themselves or their organization to a contract inadvertently.

**Course Summary**

This 35-minute course provides an overview of contract law — what makes a contract valid and enforceable, what remedies are available in the event of a breach, and what employees should look for in their real-world dealings with business contracts. The topics covered in the course include —

- What is a contract?
- Forming a contract — the offer
- Responding to an offer
- Consideration
- Defenses to enforcement
- Breach
- Remedies
- Important contract terms
- Real-world considerations
Cost Accounting for Federal Grants

Nonprofit organizations that receive federal grants and other awards must comply with various regulations issued by the U.S. Office of Management and Budget (OMB). OMB Circular A-122 provides general guidance regarding the "allowability" of costs to be charged to federal grants. All employees working on federal grants or involved in budgeting or accounting tasks related to federal grants must understand and follow these regulations.

Course Summary

This course explains the Circular A-122 guidelines for the allowability, administration, accounting and reporting of costs for federal grants and other awards. It includes pop quizzes, a matching exercise and a final quiz highlighting real-world compliance issues that employees should learn to spot and respond to in a way that will protect themselves and their organizations.

The topics covered in the course include —

- Overview of pertinent OMB regulations
- Basic financial-management principles
- Essential cost-accounting principles
- Requirements for allowability of costs
- The "necessary and reasonable" test
- Adequate documentation
- The "allocable to the project" requirement
- The "within the grant period" requirement
- Generally allowable costs
- Generally unallowable costs
Customer Proprietary Network Information (CPNI)

Pursuant to the Telecommunications Act of 1996, the Federal Communications Commission (FCC) requires that telecommunications companies protect consumer privacy by (1) obtaining customer approval before divulging customer proprietary network information (CPNI); and (2) using certain specified security measures. In 2007 the FCC issued security rules that included customer authentication and notification requirements.

All telecommunications employees with access to consumer data are required to receive annual training on the proper handling of CPNI in both sales transactions and everyday customer interactions. A telecommunications company’s failure to provide its employees with this training puts the company at risk of substantial FCC fines.

Course Summary

This 30-minute course explains the legal requirements for how CPNI can be used and accessed, including the rules contained in the FCC’s 2007 order on protecting the confidentiality of call-detail information.

The topics covered in the course include —

- What is CPNI?
- The Telecommunications Act of 1996
- FCC rules
- Telecommunications service categories (TSCs)
- Other CPNI use
- Customer approval
- Opt-out and opt-in customers
- Informed consent
- Authentication requirements
- Customer account passwords
- Changes to accounts
- Security breaches
- Recordkeeping
- Annual certifications
- Enforcement
Dealing with Difficult Situations

A crisis — whether in the form of a natural disaster, violent incident, law-enforcement encounter or otherwise — can negatively affect an organization's operations and reputation. Any such situation demands an immediate and calm response. Panic or an inappropriate action in the wake of a crisis could exacerbate a bad situation and lead to irreparable harm for the organization.

With proper planning and preparation, an organization can minimize the negative impact of a crisis. The difficult situations training course is an integral part of such preparation. It ensures that all employees are "on the same page" when it comes to crisis-response strategies.

This online training course addresses how to respond to a variety of difficult situations, including natural disasters, a hostile intruder, bomb threats, environmental accidents, government investigations and law-enforcement encounters.

Course Summary

This 30-minute training course explains (1) how to anticipate and respond appropriately to a crisis, (2) what to say to third parties if asked about a crisis, (3) how to handle official requests in connection with inspections or investigations, and (4) employees' rights in an encounter with law-enforcement personnel. The topics covered in the difficult situations training course include —

- Preparation
- Natural disasters
- Terrorism and violence
- Bomb threats
- Environmental accidents
- Inspections
- Search warrants
- Stops
- Detentions, arrests and searches
- Other requests for information
- Attorney-client privilege
Diversity in the Workplace

Dramatic cultural and social changes in the mid-twentieth century altered Western society in a way that affected the workforce and the customer base that companies serve. The emergence of a global economy and revolutionary advances in telecommunications later in the century made the world a much "smaller" place.

In the new millennium, the corporate world finds itself in an environment in which people of a wide variety of races, cultures, religions, ages and lifestyles interact regularly on the same level both within and outside the workplace. The norms that dictated behavior between men and women a half-century ago are transforming, as well.

Diversity is evermore apparent in everything from our names to the types of food we eat, and long-taboo subjects are now discussed freely. People with disabilities often work alongside openly gay co-workers, and a variety of languages is spoken by employees and customers alike. Human conditions from obesity and dwarfism to mental illness and alcoholism are treated with increasing sensitivity and openness.

Federal, state and local workplace-diversity laws that exist on the level have added a level of legal protection in the workplace that all employees need to be aware of. Online diversity-awareness training course topics cover these protections, and also go on to (1) emphasize the importance of treating everyone with respect and dignity and (2) demonstrate how embracing diversity can be a sound business strategy.

Course Summary

The compliance training course covers the following topics:

- Overview
- Historical background
- Diversity in business
- Race, culture and language
- Gender
- Sexual orientation
- Religion
- Age
- Disability
- Size and physical appearance
- Other forms
- Workplace harassment
Domestic Violence and the Workplace

Every day, domestic violence spills over into the workplace, threatening the safety of thousands of employees, both men and women. Training employees to recognize and respond to signs of domestic violence will enhance workplace safety and improve employee morale and productivity.

Domestic violence permeates the lives and compromises the safety of thousands of New Yorkers each day — with tragic, destructive and sometimes fatal results. It is a widespread community problem that extends beyond families into all areas of society, including the workplace.

In October 2008 the Governor of New York issued an Executive Order requiring all state agencies to formulate a Domestic Violence and the Workplace policy that, among other things, encourages and promotes domestic violence education and training for employees.

Course Summary

WeComply has developed a customizable, 30-minute web-based training course based on the model workplace policy formulated by the Office for the Prevention of Domestic Violence.

Our online training course is intended to make employees (1) more aware of how domestic violence can negatively impact the workplace; and (2) better equipped to help prevent, mitigate and respond to incidents of domestic violence. The topics covered in the preventing domestic violence in the workplace training course include —

- What is domestic violence?
- Recognizing domestic violence in the workplace
- Domestic violence policies and procedures
- Responding to domestic violence
- Communication about domestic violence
- Non-discrimination against victims and witnesses
Drug-Free Workplace

It is certainly no secret that drug and alcohol abuse is one of our nation’s most serious problems. This holds true in the workplace, as well. Almost 40% of industrial fatalities and 50% of work-related injuries are linked to drug and alcohol impairment. According to the U.S. Department of Labor, more than 70% of illegal drug-users are employed. That means an estimated 9.4 million workers are illegal-drug users.

Without a doubt, drug and alcohol abuse in the workplace has significant negative effects. It is the main cause of increased accident and illness rates. It has also brought about an increase in medical and hospitalization costs, employee turnover, and workers' compensation claims. On top of these facts, drug and alcohol abuse reduces productivity and is detrimental to the workplace environment.

Course Summary

This 20-minute drug-free workplace training course explains the importance of and principles behind a drug-free workplace in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to spot and respond to.

The topics covered in the drug-free workplace training course include —

- Overview of drug-free workplace compliance
- Commitment to a drug-free workplace
- Substance-abuse testing
- Substance-abuse awareness
- What employees can do
- Employee Assistance Program
- Drug-free workplace policy violations
Electronic Fund Transfer Act (EFTA)

Electronic fund transfers (EFTs) are growing ever more popular as businesses and individuals move toward a paperless economy. EFTs offer many benefits, such as reduced administrative costs and increased efficiency. Yet EFTs also raise fraud concerns. The Electronic Fund Transfer Act (EFTA) was enacted to protect consumers against EFT-related fraud and errors. The Federal Reserve Board implements the EFTA through Regulation E, a set of rules detailing the responsibilities of financial institutions that offer electronic banking services to consumers. Employees who are involved in providing EFT services to consumers must understand and comply with the EFTA and Regulation E.

Course Summary

This 35-minute training course explains the legal requirements under the EFTA and Regulation E in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the EFTA training course include —

- Overview of the EFTA and Regulation E
- Issuance of access devices
- Disclosures
- Preauthorized transfers
- Overdraft services
- Gift cards
- Resolving errors
- Consumer liability
- Record retention
- Penalties
Ethics and Compliance Essentials

Reinforcing ethical principles and educating employees about compliance with the law are ongoing and important responsibilities. An organization is only as ethical and compliant as its officers, managers and employees. Training is helpful for encouraging appropriate behavior, setting expectations, demonstrating the organization’s commitment, and informing employees of laws or regulatory principles that may not be common knowledge.

Integrity and scruples not only keep us out of court and out of prison, but they are good for business. One study found that companies making "an explicit commitment to doing business ethically" have produced profit/turnover ratios at 18% higher than those without a similar commitment. Conversely, a bad reputation can ruin a business.

Course Summary

This 35-minute course is, in essence, a "Code of Conduct Training" course for organizations that do not have a formalized Code of Conduct. It covers the same legal/ethical/compliance principles, but without reference to a Code.

The topics covered in the course include —

- Honesty and fairness
- Diversity and respect
- Conflicts of interest
- Information security
- Business records
- Electronic communications
- Health, safety and the environment
- Alcohol and drug abuse
- Workplace violence
- Political activity
- Anti-competitive conduct
- Bribery and kickbacks
- Working with integrity
- Reporting violations
**EU Competition Law**

As the complexities of the business world multiply and commerce becomes increasingly global, the need to understand issues of antitrust law — commonly referred to as "competition law" in the European Union — becomes more important. A web of international rules poses significant dangers for both intentional and inadvertent competition-law violations. As a result, businesses and their employees may become afraid to be inventive, aggressive and competitive in completely legitimate ways.

Thus, it is crucial that organisations doing business in the EU and/or with EU member states train their employees on the what, why and how of competition-law enforcement: (1) what the basic legal principles are, and what problems can occur in the real world in dealings with colleagues, customers, competitors, suppliers and business partners; (2) why compliance with competition law is important to your organisation's business goals and the free-enterprise system in general, and why avoiding violations and civil and criminal penalties is so important; and (3) how to recognize potential problems and deal with them appropriately, and how to compete creatively and legitimately.

**Course Summary**

This one-hour course explains the basic principles of EU competition law in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.

The topics covered in the course include —

- Introduction to the European Union
- EU institutions
- Enforcement of competition law
- Consequences of non-compliance
- Overview of EU competition law
- Article 101 TFEU: purpose and rationale
- What is an anti-competitive agreement?
- Consequences of Article 101 violations
- Recognising "red flags"
- Relationships with competitors
EU Competition Law (cont’d)

- Cartels, price-fixing, market-sharing, etc.
- Vertical agreements
- Verticals Block Exemption Regulation
- Resale price maintenance, market-partitioning, etc.
- Relationships with licensees
- Article 102 TFEU: abuse of market dominance
- Investigation and enforcement
- "Dawn raids"
- Leniency programme
- The need for "careful communication"
EU Data Privacy

Public and private entities collect and process the personal data of individuals for any number of legitimate purposes – completing business transactions, making travel reservations, managing finances, etc. Under EU law, individuals have the right to expect that the data they provide will not be misused or passed on to entities with which they have not chosen to be involved.

The EU Data Privacy Directive ("Directive) and implementing laws of EU Member States provide that those who collect and process personal data must do so under strict conditions and only for legitimate purposes. They must protect the data from misuse and must respect the privacy and other rights of individuals that are guaranteed by EU law. Individuals have the right to complain and obtain redress if their data is misused anywhere within the EU. Those who violate the data privacy laws face significant civil and/or criminal legal actions and penalties.

Course Summary

This 40-minute course explains the essential principles of EU Data Privacy law and provides guidelines for employees who must comply with the Directive and the applicable national laws of EU Member States.

The topics covered in the course include —

- An overview of personal data privacy in the EU
- The importance of an organization-wide commitment to compliance with applicable data-privacy laws
- Basic EU Data Privacy principles
- The Directive
- Legal bases for collection, storage and use of personal data
- Processing personal data
- Notice requirements
- Access by data subjects
- Handling sensitive data
- Other rights and duties
- Transferring personal data
- Handling complaints
- Compliance guidelines
- Looking ahead...
Exporting — that is, the shipment or transmission of items or material outside of the U.S. — is heavily regulated by federal laws and regulations referred to collectively as "export controls." These controls affect the export of commodities (goods and materials), technology (technical data and know-how) and software from the U.S. to a foreign country. They also affect the re-export of any such U.S. items from one foreign country to another, as well as products made outside the U.S. by or for a U.S. company.

In recent years, the government has stepped up its enforcement of export controls — 50% in 2007 alone. At the same time, the government has increased penalties dramatically. Fines for intentional violations have jumped from $50,000 to $1 million per violation, while fines for other violations have increased from $11,000 to the greater of $250,000 per violation or twice the value of the improper export transaction.

Course Summary

This 35-minute course provides an overview of U.S. export controls and the most common "red flags" — situations presenting a risk of export-control violations. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- Overview of export controls
- Export control agencies
- What is an "export"?
- Defense exports under the ITAR
- Commercial exports under the EAR
- Anti-boycott and embargo rules
- Recordkeeping and reporting
- Red-flag issues
- Penalties
FACTA “Red Flags”

Identity theft is a huge problem for consumers and the companies that serve them. In the U.S. alone, five percent of adults — about 10 million — are victimized each year, with total losses of about $50 billion. U.S. companies spend another $50 billion a year on identity-theft-prevention measures.

Companies that handle personal and business account information are a common target of identity thieves. If these companies aren’t careful with this information, they can be used as instruments of identity theft by clever criminals. But if they are alert to the “red flags” of identity theft, they can do much to prevent it, detect it early if it does occur, and mitigate the damage it can cause.

New Federal Trade Commission (FTC) regulations under the federal Fair and Accurate Credit Transactions Act (FACTA) require companies to have an Identity Theft Prevention Program that includes "red flag" training for employees who handle consumer information.

Course Summary

This 40-minute course will help employees (a) identify red flags that are relevant to their handling of account information, (b) detect those red flags when they occur, (c) respond appropriately to whatever red flags they detect to prevent and mitigate identity theft, and (d) ensure that red flags are updated periodically to reflect changes in the methods of identity theft.

The topics covered in the course include —

- What is identity theft?
- Fighting identity theft with FACTA
- Identifying and detecting red flags
- Warnings from consumer reporting agencies
- Suspicious documents
- Suspicious personal identifying information
- Suspicious account activity
- Notice or alerts of identity theft
- Low-tech red flags
- Responding to red flags
- Other information-security practices
- Address discrepancies
- Change of address requests
- Identity theft — a moving target
**Fair Labor Standards Act (FLSA)**

Consider this: In a recent decision, a federal appellate court upheld a $24,000 judgment against a property-management company for failing to pay overtime to one employee as required by the Fair Labor Standards Act (FLSA). In another case, a maid service was ordered to pay almost $4.5 million in back wages and other damages to 385 employees; when it failed to pay those damages, the court ordered it to pay thousands of dollars per day in additional fines. The FLSA is definitely a trap for the unwary — and unethical — employer.

The FLSA is arguably the labor law most often violated by employers. Violations are likely to become even more prevalent as Congress and the courts broaden the scope of the law to apply to more types of workers. As the make-up of a company’s workforce becomes increasingly varied, it is more crucial than ever to be aware of how the FLSA works.

**Course Summary**

This 30-minute course explains the basic requirements of the FLSA in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- An overview of the FLSA
- Minimum-wage requirements
- Overtime rules and how overtime pay is calculated
- Employees who are exempt from the requirements of the FLSA
- What workers are considered independent contractors under the FLSA
- Restrictions on the use of child labor
- Recordkeeping requirements
- Penalties for violations of the FLSA
- FLSA hot spots
Family and Medical Leave Act (FMLA)

The Family and Medical Leave Act (FMLA) was passed in 1993 and expanded in 2008 and 2009. It guarantees employees a certain amount of unpaid annual leave for medical reasons, the birth or adoption of a child, exigencies related to a family member’s active-duty military service, or caring for a relative who suffered serious injuries or illnesses during military service. In addition, employers generally must maintain insurance coverage for employees who are on FMLA leave and must reinstate them to the same or equivalent job positions when their leave concludes.

Familiarity with the FMLA is important for two reasons. First, knowing the eligibility requirements and reinstatement policies will help your organization minimize the disruption caused by employees who must be absent from work for family or medical reasons. Second, failing to abide by the provisions of the FMLA can expose an organization to significant legal liability.

Course Summary

This 40-minute course explains the basic requirements of the FMLA in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- An overview of the FMLA
- The scope and coverage of the FMLA
- Covered employers
- Eligible employees
- Entitlement to leave
- Spouses with the same employer
- Paid leave
- Intermittent leave and reduced schedules
- Serious health conditions
- Certification
- Company notice requirements
- Employee notice requirements
- Continuing benefits
- Job restoration
- Other issues
FAR Code of Conduct

In 2007 the U.S. Department of Defense, the General Services Administration and the National Aeronautics and Space Administration developed a set of rules for federal contractors and subcontractors to (1) adopt and promote a Code of Business Ethics and Conduct, and (2) implement internal controls to encourage the reporting of misconduct through awareness training, among other things.

These rules are part of the Federal Acquisition Regulation (FAR) and serve as a guide for all federal contractors and subcontractors. They are mandatory when (1) the value of the contract is expected to exceed $5,000,000, and (2) the performance period is 120 days or more.

Course Summary

This 40-minute course provides basic FAR Code of Business Ethics and Conduct training on the most essential government-contracting topics. The topics covered in the course include —

- Federal Acquisition Regulation
- Honesty and fairness
- Communication with government customers
- Pricing Mandates
- Government supply contracts
- Other government contracts
- Conflicts of interest
- Rules for procurements
- Hiring government employees
- Record management
- Cooperation with government audits
- Improper Payments
- Lobbying restrictions
- Violations
- Retaliation
- Acknowledgment
Federal Contracting Essentials (OFCCP)

Contractors and subcontractors who do business with the federal government are subject to the rules of the Office of Federal Contract Compliance Programs (OFCCP). These rules require contractors to take affirmative action to employ and advance women, minorities, veterans and people with disabilities. Each contractor must develop a written affirmative action program (AAP). "Equal opportunity" clauses in federal contracts impose specific compliance requirements on contractors.

The OFCCP has a very active compliance-evaluation program, and material violations of OFCCP rules can result in significant sanctions against the contractor. It's critical that HR employees understand — and properly implement — the OFCCP requirements regarding AAPs, maintenance of employee facilities, employee notification, recordkeeping and others.

Course Summary

This 30-minute course explains the fundamental requirements of the OFCCP rules for contractors and subcontractors in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world issues that employees should know how to respond to in a way that protects themselves and their organizations.

The topics covered in this training course include—

- The law of the OFCCP
- Protected classes
- Equal opportunity clauses
- Affirmative action programs
- Statistical analysis
- Selection procedures
- Recordkeeping obligations
- Notification of employee rights
- Compliance evaluations
- Enforcement and sanctions
**FERC Standards of Conduct**

The Federal Energy Regulatory Commission (FERC) Standards of Conduct are intended to ensure that transmission providers do not give their affiliates a competitive advantage through preferential treatment or by providing access to information denied to non-affiliates. To achieve these ends, the FERC Standards of Conduct impose certain requirements and restrictions on transmission providers and their employees.

**Course Summary**

This 25-minute training course explains the FERC Standards of Conduct in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.

The topics covered in the FERC training course include —

- Non-discrimination requirements
- Transmission-function information
- Independent Functioning Rule
- No Conduit Rule
- Transparency Rule
**FERPA Essentials**

While there are many important uses of student data, schools must balance the benefits of use with the need to protect students' privacy rights. The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student records of any educational institution that receives federal Department of Education funds. FERPA prohibits the federal funding of institutions that release education records without the consent of parents or eligible students.

FERPA compliance is not as simple as you might think. For example, the law contains numerous exceptions applicable to certain individuals and to different situations, as well as several gray areas. It’s critical that school employees understand and carry out their responsibilities under FERPA to protect student privacy and to avoid the risk of losing federal funds.

**Course Summary**

This 30-minute course explains what school administrators, faculty and staff need to know about FERPA in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world scenarios employees should learn to spot and respond to appropriately.

The topics covered in the course include --

- FERPA overview
- Inspection, review and corrections
- Preventing non-consensual disclosure
- Exception for directory information
- Exception for school officials
- Exception for emergencies
- Other exceptions
- Non-eligible students
- Transfer of rights from parent to student
- Employee responsibilities
Finance Conflicts of Interest

The federal Financial Conflict of Interest regulation (42 CFR Part 50, Subpart F) was enacted in 1995 to promote objectivity in research funded by the National Institutes of Health (NIH) by establishing standards to ensure that the design, conduct and reporting of research would be free from bias that could result from financial conflicts of interest (FCOI) of individuals involved in the research.

Extensive revisions to the FCOI regulation in 2011 reinforced the NIH’s commitment to safeguarding the public’s trust in federally supported research. These revisions impose new rules on research institutions and individual researchers mandating that they conduct their research in accordance with the highest scientific and ethical standards. The revisions also require regular and ongoing training on FCOI for all “Investigators” – i.e., individuals (regardless of their titles or positions) who are responsible for the design, conduct or reporting of research funded or proposed for funding by the NIH.

Course Summary

This 25-minute course explains the essential requirements of the FCOI regulation and the responsibilities of all Investigators for complying with the disclosure requirements.

The topics covered in this course include —

- An overview of the FCOI regulation
- An outline of the 2011 revisions to the regulation
- Definitions of the key terms used in the regulation
- An analysis of Investigators' responsibilities under the regulation
- Guidelines for FCOI disclosures
- Consequences of noncompliance with the regulation
Financial Essentials for Managers

Many of the important decisions that an organization makes depend on its current and future financial health. Every manager needs a working knowledge of finance and accounting principles to understand and contribute effectively to the organization’s decision-making and management processes.

It is not at all unusual for there to be a "cultural divide" between the accounting department and the rest of an organization. Because accounting deals with an organization’s past performance, it is fairly precise and conservative in nature. An organization uses the financial information prepared by its accountants to make forecasts and budgets, which tend to be imprecise and more optimistic in nature. The better an organization’s managers understand the financial aspects of the operation, the better their chances of bridging this divide.

Course Summary

This 30-minute course explains the basics of finance in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world finance issues that managers should be conversant with.

The topics covered in the course include —

- Understanding financial information
- The balance sheet
- The income statement
- Statement of cash flows
- Other information sources
- Analyzing financial information
- Return on investment
- Using financial information
- Budgeting
- Managing for profitability
Fraud Detection and Awareness

Corporate fraud is on the rise. Losses attributable to corporate fraud were estimated at $600 billion in 2002, up from $400 billion in 1996. Employee theft alone costs American businesses between $60 and $120 billion a year. Aside from unscrupulous employees and third parties, a major contributing factor to corporate fraud is simply a lack of awareness of it.

Dishonest employees prey on unsuspecting co-workers and supervisors, and clever third parties use so-called "social engineering" tactics to penetrate a company’s defenses. Because successful fraud schemes are hard to detect, everyone from rank-and-file employees to executives needs at least a basic knowledge of how these schemes work and what the warning signs are.

Course Summary

This 35-minute course is intended not only to instill in employees a sense of responsibility to comply with the law and report misconduct, but also to make employees aware of fraud so that it can be detected and nipped in the bud. The course covers the most common types of fraud used to siphon millions of dollars from corporations every day.

The topics covered in the program include —

- Fraud overview
- Billing schemes and their warning signs
- Skimming
- Check tampering and its warning signs
- Red flags of bribery and kickbacks
- Expense-reimbursement schemes
- Payroll fraud
- Non-cash misappropriations
- Cash larceny
- Social engineering
- Reporting fraudulent conduct
**Global Anti-Corruption**

With the increasing globalization of our economy, companies are faced with new challenges, as well as new opportunities. Part of this new environment is compliance with laws such as the US Foreign Corrupt Practices Act (FCPA) and UK Bribery Act, as well as the Inter-American Convention against Corruption and the OECD’s Convention on Combating Bribery of Foreign Public Officials in International Business Transactions. Together, these laws and conventions regulate the way companies all over the world transact international business.

While each of these laws and conventions is somewhat different in scope and reach, the corrupt activities they prohibit are much the same. As international anti-corruption authorities everywhere usher in "a new era of enforcement," employees in marketing, sales, operations, business development and finance need practical guidance for recognizing and responding appropriately to corrupt activities that they can apply anywhere in the world.

This 35-minute course explains basic anti-corruption principles in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to spot and respond to in a way that will protect themselves and their companies.

**Course Summary**

The topics covered in the course include —

- Overview of global anti-corruption law
- The importance of compliance
- The costs of non-compliance
- Basic anti-corruption principles
- Monetary payments
- Gifts
- Meals and entertainment
- Travel expenses
- Actions of agents
- Red flags
- Recordkeeping
- Penalties
- If you spot an issue...
Gramm-Leach-Bliley Act (GLBA)

Advances in “information technology” have enabled companies to collect, compile, analyze and deliver data around the world much more quickly and cheaply than ever before. These advances have given consumers better access to information, and they’ve given companies lower-cost and better-targeted opportunities to market and provide their goods and services.

But these technological advances have also brought new challenges to protecting information privacy. In response, Congress passed the "Financial Services Modernization Act" (also known as the Gramm-Leach-Bliley Act (GLBA) after its Senate sponsors), which imposes significant information-privacy requirements on a broad array of “financial institutions.” The GLBA applies not only to banks, securities firms and insurance companies, but also to other providers of financial products and services — retailers issuing credit cards, money transmitters, check cashers, mortgage brokers, real-estate settlement services, appraisers, tax-preparation services, and even online companies that offer aggregation, funds-transfer or payment services.

Course Summary

This 30-minute course explains the most important GLBA requirements in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in this course include —

- Overview of the GLBA
- Protected information
- Notice of usage
- Opt-out choice
- Opt-out exceptions
- Delivering notice
- Protecting personal information
- Social engineering
- Unauthorized access and misuse
- Providing notice of an incident
- Enforcement
Handling Hazardous Materials

As environmental regulations become more voluminous and complex, so do the opportunities for businesses to run afoul of the enforcement authorities on both the federal and state levels. One of the most complex areas of regulation is the handling of hazardous wastes. The U.S. Environmental Protection Agency has stepped up enforcement of hazardous-waste laws, making it crucial for businesses and their employees to educate themselves on the proper handling and disposal of hazardous waste.

Accordingly, it is critical that businesses train their employees on the requirements of the Resource Conservation and Recovery Act (RCRA), which governs the identification, storage, treatment and disposal of hazardous wastes.

Course Summary

This course outlines the major requirements of the RCRA and explains how to identify hazardous wastes and handle them properly. The topics covered in the course include —

- The identification of different types of hazardous wastes
- Identification of company generator status
- Storage guidelines
- Disposal guidelines
- Reporting spills and other accidents
- Overview of other laws regulating hazardous waste
- Pointers for avoiding enforcement actions by EPA
HazCom/Right To Know (OSHA)

More than 30 million American workers are exposed to hazardous chemicals in their workplaces. To ensure that workers are informed about these chemicals and any health and safety hazards they present, the federal Occupational Safety and Health Administration (OSHA) developed standards for "Hazard Communication" (also known as "HazCom") covering some 650,000 chemical products found in more than three million workplaces.

HazCom/Right To Know affects all employees, regardless of their position, job function or responsibility. Besides providing important workplace safety procedures, HazCom/Right To Know is the law. The failure to offer required training or comply with applicable laws and regulations can lead to substantial fines and penalties.

Course Summary

This 30-minute course is intended to provide the information and training on HazCom required by OSHA regulations (and New York State "Right To Know" laws). The topics covered in the course include —

- What's ahead...
- Purpose
- Chemical basics
- Recognizing chemical hazards
- Hazardous chemicals in your workplace;
- Material Safety Data Sheets (MSDS);
- Reading labels and tags
- Preventing chemical exposure
- Dealing with chemical exposure
- Other employer responsibilities
Healthcare Fraud and Abuse

According to the Government Accounting Office, healthcare fraud and abuse account for three to ten percent of all healthcare costs — well over $100 billion annually. Whatever the cost, fraud and abuse waste much-needed resources and seriously undermine our healthcare system.

The healthcare industry is subject to many different laws that concern fraud, including the False Claims Act, the Stark Law, the Anti-Kickback Statute, HIPAA and the Prescription Drug Marketing Act. On top of this legislative infrastructure, government agencies and trade organizations have created a patchwork of guidelines and codes. Together, these laws, guidelines and codes present a significant compliance challenge.

Course Summary

This 40-minute course explains the basic rules regarding healthcare fraud and abuse in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- Fraud and abuse overview
- Possible penalties
- Fraud and abuse contexts
- Gifts and business courtesies
- Free goods and services
- Discounts and rebates
- Price reporting
- Administrative fees to GPOs
- Purchasing from customers
- Preceptorships
- Educational grants
- Support of scientific research
- Sponsorships of charitable activities
HIPAA Privacy and Security

The privacy and security of personal information is something everyone should be concerned about. This is especially true in the area of healthcare, where individuals share details of their health, personal lives and finances when they are at their most vulnerable. The Health Insurance Portability and Accountability Act ("HIPAA") addresses these issues by imposing stringent privacy and security requirements on healthcare providers and their business associates.

Newly revised federal regulations require "covered entities" — healthcare providers, health insurance plans, healthcare clearinghouses, and "business associates" who contract with these entities — to create and implement information-security policies covering protected health information that is electronically transmitted or maintained. The work needed to comply with these regulations presents a tremendous challenge for all organizations that handle healthcare information.

Course Summary

This 40-minute course explains the basic principles of HIPAA privacy and security in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.

The topics covered in the course include —

- What is HIPAA?
- Who is subject to HIPAA?
- Protected health information (PHI)
- HIPAA privacy
- Notice of privacy practices
- Reasonable safeguards
- Using PHI for marketing
- HIPAA security
- Administrative safeguards
- Physical safeguards
- Technical safeguards
- Handling PHI
- Security breach
- PHI rights of individuals
- Enforcement
Immigration Essentials

U.S. immigration law requires that employers verify and sometimes re-verify that each of their employees is legally authorized to work in the U.S. This calls for a basic understanding of acceptable documents that prove work authorization for both U.S. citizens and foreign nationals. The law also prohibits accepting fraudulent documentation as well as unlawful employment discrimination against foreign nationals, and boundaries of compliance are not always obvious.

Employers may at times need to reach out to foreign labor to find qualified candidates and sponsor a foreign national for a nonimmigrant or immigrant visa (also known as a "green card") or sponsor a foreign-national employee for a change of visas. This often means dealing with labor certification and an alphabet soup of visas with requirements that could seem counter-intuitive. On top of that, employers must move through a morass of government agencies that may span as many as four separate departments: State, Homeland Security, Labor and Justice.

Companies whose employees fail to understand basic immigration law not only risk penalties, but may also lose valuable employee candidates to competitors if they’re unable to recognize the options available for employing foreign workers. Employees involved in hiring decisions need to know when it’s worth the time, effort and legal resources to sponsor a foreign national for a visa or change of visas in addition to knowing basic verification requirements.

Course Summary

This 30-minute course explains how to recognize and respond to immigration issues that arise in the U.S. workplace, including employment verification, discrimination and document fraud. It also provides an overview of what employers should know about sponsoring an employee for a visa. The topics covered in the online immigration law training course include —

- Overview of immigration law
- Visa requirements
- Nonimmigrant and immigrant visas,

- Immigrant visas and labor certification
- Employment verification
- Unlawful discrimination
- Penalties for violations
Information Security

Along with music and movies, information is increasingly digital, making it easy to transmit and copy — and easy to misuse. While the entertainment industry scrambles to find ways to protect its copyrights, other organizations are likewise struggling to protect their confidential information and to keep pace with the increasingly stringent laws that protect consumer and employee privacy.

Although teenage hackers from faraway countries make the headlines, ordinary breaches of information security often start with things such as an intruder in the workspace, an unscrupulous co-worker or a stolen laptop. A password scrawled on a post-it note under an employee's desk or an un-shredded, discarded memo may be the keys to security breaches that cause grave damage to an organization's financial status and reputation.

Laws such as HIPAA and the Gramm-Leach-Bliley Act demand that employees take specific precautions with certain types of personal information they handle. But even organizations that are not subject to these laws must be sure that their employees understand and follow internal policies for protecting proprietary and/or confidential data in all forms.

Course Summary

This 30-minute course explains the basic principles of information security in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.

The topics covered in the program include —

- Information security overview
- Electronic IDs and passwords
- Avoiding identity theft
- Information classification
- Computer viruses and hoaxes
- E-mail and Internet use
- Extra e-mail precautions
- Workspace security
- Social engineering
- Business continuity plans
Injury and Illness Prevention (Cal-OSHA)

It is in every organization's interest to provide a safe working environment for all employees. Workplace illnesses and injuries are disruptive and expensive, resulting in the loss of productive work time, extra time required to hire and/or train replacements for injured workers, BS wage-continuation and paperwork costs, among others.

The California Occupational Safety and Health Act (Cal-OSHA) regulations require every California employer to have an Illness and Injury Prevention Program (IIPP). The IIPP is a written plan aimed at reducing the risks of workplace injuries and illnesses. Every IIPP must contain several elements, including safety and health training and instruction. All supervisors and employees, regardless of their position, job function or responsibility, must receive this training.

Course Summary

This 30-minute course is intended to provide information and training on workplace injury and illness prevention required by Cal-OSHA regulations. Topics covered in the course include —

- Overview
- Preparing for emergencies
- General safety precautions
- Fires
- Medical services and first aid
- Ergonomics
- Slips, trips and falls
- Horseplay and scuffling
- Proper storage of goods
- Hazard communication
- Storage/handling of hazardous substances
- Reporting hazards and accidents
Insurance Fraud

Insurance fraud is widespread and extremely costly. Fraudulent insurance claims cost U.S. companies between $80 and $120 billion each year. In fact, insurance fraud is so prevalent that if fraudsters combined to form a company, that company’s revenues would rank in the top 20 of Fortune 100 companies. All insurance companies and related service providers are potential targets of fraud.

Employees who handle claims are a company’s first line of defense against fraud. Accordingly, every employee involved in any phase of the claims process needs to be trained to deter, detect and defeat fraud. Because insurance fraud takes so many forms, employees must be alert not only for the usual “red flags” of fraudulent activity, but also for indications of new or unfamiliar forms of fraud.

Course Summary

This 30-minute course explains the various forms of insurance fraud in simple, understandable terms. It discusses “red flags” of fraudulent activity and what employees need to do when they encounter potential fraud. The course includes pop quizzes, news clippings and a final quiz highlighting real-world insurance-fraud issues that employees should know how to respond to in a way that will protect themselves and their companies.

The topics covered in this training course include —

- Overview
- Fraud detection and response
- What is insurance fraud?
- Red flags in the application process
- General red flags
- Personal red flags
- Red flags in medical claims
- Tips
- Special Investigative Unit (SIU)
Good internal controls help assure the accomplishment of an organization’s goals and objectives while protecting its employees and assets. Internal controls provide reliable financial reporting for management decisions, and they ensure compliance with applicable laws and regulations. Poor or excessive internal controls reduce productivity, increase the complexity of everyday transactions, and add no value to the organization's activities.

An important aspect of every internal-controls program is to train employees so that they have a solid awareness and understanding of internal-control standards. Employees who recognize their role in the organization’s internal-controls course can help prevent problems from occurring and detect issues as they arise.

**Course Summary**

This 30-minute course explains the basics of internal controls in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world internal-control issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- What are internal controls?
- Types of controls
- Internal-control standards
- Risk
- Handling risk
- Security
- Employee responsibilities
- Wrap-up
Maintaining a Cooperative Workforce

The National Labor Relations Act (NLRA) grants labor unions the legal status to represent a particular workforce when certain conditions are met. A bill before Congress called the "Employee Free Choice Act" (EFCA) may soon amend the NLRA to make unionization easier and more likely.

Regardless of EFCA, unions appear to be gaining in popularity already. In 2007, U.S. union membership rose for the first time in more than 25 years and has continued to rise since. Consequently, many employers are preparing themselves for increased unionization efforts.

Statistics show that employees choose to unionize when they feel that they are receiving unequal treatment and a lack of respect, rather than because of wages or benefits.

Course Summary

This 40-minute course explains how managers can help create a more respectful work environment so that employees will not feel compelled to join a union. It also details the effects of unionization and ways to respond to unionization efforts without violating the NLRA.

The topics covered in the course include —

- Overview of labor unions
- Effects of unionization
- Recognizing unionizing efforts
- Responding to unionizing efforts
- Employee Free Choice Act
- Team-oriented management
- Fostering a supportive workplace
- Effective communication
- Feedback and reviews
Effective management is vital to a successful company. Too often, individuals who have excelled in an organization due to a specific skill set are promoted to managerial positions before having adequate management training (or any at all).

Consequently, many managers lack the interpersonal skills, sensitivity, legal awareness and professionalism necessary for effective management. The result can be disastrous: endless conflicts, low morale and productivity, wasted talent, high and costly turnover, and lawsuits based on privacy violations, harassment and wrongful termination, among other things.

As the workplace has grown more complex, the need for managers to understand the legal ramifications of their decisions and actions has increased dramatically. Organizations cannot afford for managers to learn through trial and error; comprehensive training is needed to prepare managers for the challenges of the modern workforce.

Course Summary

The Basics training course (35 minutes) covers the fundamental legal topics and issues that managers face daily. The Advanced training course (40 minutes) builds on the Basics training course by addressing additional topics that are somewhat more complex.

The topics covered in the Basics training course include —

- Overview
- Employees vs. independent contractors
- Wage-and-hour issues
- Employee leave
- Workplace discrimination
- Interviewing
- Workplace harassment
- Workplace safety
- Retaliation
Managing within the Law - Advanced

Effective management is vital to a successful company. Too often, individuals who have excelled in an organization due to a specific skill set are promoted to managerial positions before having adequate management training (or any at all).

Consequently, many managers lack the interpersonal skills, sensitivity, legal awareness and professionalism necessary for effective management. The result can be disastrous: endless conflicts, low morale and productivity, wasted talent, high and costly turnover, and lawsuits based on privacy violations, harassment and wrongful termination, among other things.

As the workplace has grown more complex, the need for managers to understand the legal ramifications of their decisions and actions has increased dramatically. Organizations cannot afford for managers to learn through trial and error; comprehensive training is needed to prepare managers for the challenges of the modern workforce.

Course Summary

The Basics training course (35 minutes) covers the fundamental legal topics and issues that managers face daily. The Advanced training course (40 minutes) builds on the Basics training course by addressing additional topics that are somewhat more complex.

The topics covered in the Advanced training course include —

- Overview
- Employee privacy
- Dealing with personal matters
- Disability accommodation
- Workplace bullying
- Unionization
- Fostering a supportive environment
- Conflict management,
- Responding to complaints
- Investigating complaints
- Performance reviews
- Dealing with performance issues
- Terminating an employee
Managing Workplace Stress

Did you know that work is the biggest source of stress for American adults? Consider these facts:

- In recent surveys, 36% of respondents reported experiencing work stress on a regular basis.
- Employees report many non-monetary stressors — lack of opportunities for growth and advancement (43%), heavy workload (43%), unrealistic job expectations (40%) and long hours (39%).
- Only 52% feel valued on the job, while 57% feel that they receive inadequate non-monetary rewards and recognition for their contributions at work.

Course Summary

This course is intended to help employees recognize the outer and inner sources of job stress, and to provide strategies that they can implement immediately to prevent job burnout.

The topics covered in the course include —

- Typical sources of workplace stress
- What is stress?
- Dealing with burnout
- Managing unavoidable stress
- Avoiding avoidable stress
- Creating a healthier workspace
- Balancing work and home life
Marketing Compliance

A vast array of laws and regulations governs how every organization is allowed to market its products and services. These laws and regulations are intended to protect consumers and competitors from being victimized by deceptive and unfair marketing activities. They touch on every aspect of the marketing process, including (1) the representations and claims an organization may make about its products, services and competitors, and (2) whether and how often an organization may market to consumers by telephone, e-mail and the Internet, among many others.

The costs of noncompliance with marketing laws — for both organizations and individual employees — can be significant. Thus, employees involved in an organization's marketing process need a basic understanding of these laws and regulations and how they impact their day-to-day job responsibilities.

Course Summary

This 40-minute online marketing compliance training course explains the basic laws and regulations governing the most common marketing practices and provides guidelines for employees involved in marketing-related tasks. Our online marketing compliance training course includes pop quizzes, news clippings and a final quiz highlighting real-world issues that employees should learn to spot and respond to.

The topics covered in the marketing compliance training course include —

- Overview
- Truthful representations
- Deceptive or unfair claims
- Comparative claims
- Special offers
- Substantiation
- Sweepstakes and contests
- Negative-option marketing
- Digital marketing, Telemarketing
- Marketing to children
- Collection and use of marketing data
- Risks of noncompliance

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**Medicare Compliance**

It’s estimated that 3% to 10% of all healthcare-related spending — some $67 billion to $230 billion — is lost to fraud, waste or abuse each year. Indeed, healthcare fraud is believed to be the second largest white-collar crime in the U.S.

Medicaid Services (CMS) requires organizations that provide healthcare or administrative services for Medicare-eligible individuals under a Medicare Advantage (Part C) or prescription-drug plan (Part D) to train all employees annually on compliance awareness, conflicts of interest, and the prevention of fraud, waste and abuse.

**Course Summary**

This one-hour course (i) provides an overview of the Medicare system, (ii) outlines the Compliance Plan required by CMS, (iii) reviews the rules on conflicts of interest and business gifts, and (iv) explains how employees can help detect, correct and prevent fraud, waste and abuse. The topics covered in this course include —

- What is Medicare?
- CMS compliance essentials
- Overview of the Compliance Plan
- Employee responsibilities
- Penalties for noncompliance
- Conflicts of interest
- Giving and receiving gifts and business courtesies
- Overview of Medicare fraud, waste and abuse
- Types of fraud, Anti-fraud laws
- Penalties for fraud
- Reporting violations
OFAC Sanctions and Embargoes

The U.S. Government has used economic sanctions and trade embargoes since its earliest days to further various foreign-policy, national-security and safety objectives. These sanctions programs are administered by the Office of Foreign Assets Control (OFAC), a division of the U.S. Department of the Treasury.

Every U.S. company and citizen must comply with all applicable sanction and embargo regulations. This means that people and companies subject to OFAC regulations are prohibited from facilitating or assisting foreign companies with transactions in which they themselves could not participate directly. Violations of OFAC sanctions programs can lead to substantial criminal and civil penalties for the company — and in some cases the individual employees involved.

Course Summary

This 30-minute course provides an overview of OFAC sanctions programs and their key provisions and targets. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- Overview of OFAC regulations
- Who must comply
- Key terms
- Targets
- Specially Designated Nationals
- Reporting and recordkeeping requirements
- Penalties for noncompliance
- Practical application of OFAC regulations
Patents, Trademarks and Copyrights

An organization’s intellectual property is often among its most valuable assets. As the holder of patents, trademarks and copyrights, an organization has the legal rights (a) to exclude others from using its intellectual property or (b) to use it subject to licensing fees and restrictions. But these legal rights can be lost if the organization does not secure patent, trademark or copyright protection as needed, or if it does not handle its intellectual property in a protectable manner.

As the importance and value of intellectual property to organizations continues to grow, employees in research, product development, marketing, sales and other areas need practical guidance in recognizing issues that affect corporate intellectual-property rights.

Course Summary

This 45-minute course explains the fundamental principles of patents, trademarks and copyrights in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world issues relating to intellectual property that employees should learn to spot and respond to appropriately.

The topics covered in this course include —

- Overview of intellectual-property law
- Patent ownership
- Patent requirements
- Types of patents
- Applying for a patent
- Patent infringement and remedies
- Trademark ownership
- Trademark requirements
- Safeguarding trademarks
- Trademark infringement and remedies
- Copyright ownership
- Copyright requirements
- Permissible uses of copyrighted materials
- Using copyrighted materials under license
- Copyright infringement and penalties
PCI-DSS Compliance

The Payment Card Industry Data Security Standard (PCI-DSS) was adopted in 2004 by five major credit-card card companies. Its purposes are to promote consistent global security standards and to protect cardholder data from fraud and security breaches. All merchants or service providers who store, process or transmit payment card account numbers are subject to PCI-DSS.

PCI-DSS is not just a technical concern. Its compliance mandates are also directed at “low-tech” positions, such as cashiers or anyone else who processes credit-card information. Even with all the right technical safeguards, human error or ignorance can be the cause of severe security lapses.

A security breach can affect the whole organization in profound ways — fines, loss of reputation or business, and even our ability to accept major payment cards, to name a few. This course instructs employees who handle payment-card information how to do so in accordance with PCI-DSS.

Course Summary

This 40-minute course will explain the basic principles of PCI-DSS compliance and how they apply on the job. The topics covered in the course include —

- An overview of PCI-DSS
- PCI-DSS objectives and requirements
- Costs of non-compliance
- Sensitive Authentication Data
- Hard-copy storage
- Protecting cardholder information
- Payment-card transactions
- Remote access
- Good work practices
- Security incidents
- Restricted computer access
- Restricted physical access
- Tracking and monitoring
- Social engineering
Policy Certification

More and more companies are instituting annual compliance certification by managers as part of their corporate-governance process. For global companies, this can be a daunting task — disseminating the certification in multiple languages worldwide, following up to ensure a timely 100% completion rate, reporting on the results, and identifying and responding to exceptions.

Use our fully automated Compliance Certification module to implement your process electronically — with customized questions and policy links, periodic e-mail "reminders," and real-time tracking and reporting of responses — in as many languages as you need.

Your process may require more of managers than a simple acknowledgment that they read company policies. Use our Certification module to ask as many multiple-choice questions and/or solicit as many free-form text responses as your needs dictate. Include "trigger questions" to make it easy for managers to complete the Certification in a matter of seconds if they have no exceptions to report.

You can customize the questions to survey employees about conflicts of interest, get feedback on training courses they've taken, solicit suggestions for improvement, etc. You can roll out the Compliance Certification module by itself, or append it seamlessly to annual Code of Conduct training — whichever will make your job easier!

Course Summary

This two-minute Certification addresses the topics listed below. Where employee responses indicate an exception, they are asked to provide details.

- Whether the employee conducted his/her business practices in accordance with the Code of Conduct;
- Whether the employee is aware of any business-practice issue that has not been addressed or properly resolved;
- Whether the employee feels he/she can openly discuss business-practice concerns without fear of retaliation; and
- Code of Conduct acknowledgment.
Preventing Discrimination & Harassment CA/CT Managers & Supervisors

Dating back to the late 1800s, common law in the U.S. defined the employment relationship as "at will," meaning that employers were free to hire and fire at will. Employers could, for example, refuse to hire minorities, segregate the workforce, assign unpleasant work to women, and deny such groups opportunities for advancement. That’s all changed. Federal laws now prohibit discrimination and harassment in the workplace on the basis of age, sex, race, religion, national origin, disability, pregnancy and genetic information, and some state and local laws protect even more characteristics.

Training employees to prevent workplace discrimination and harassment is nothing less than essential. Not only can workplace discrimination and harassment affect employee productivity, it can divert resources from the organization’s real business. Improper conduct can also lead to liability for the organization and/or individual employees for workplace discrimination and harassment. The U.S. Supreme Court has established legal standards that employers must meet to avoid — or at least minimize — incidents of discrimination and harassment and avoid liability for punitive damages. Employee training is a key part of the defense.

Course Summary

There are separate training courses for managerial (45 minutes) and nonmanagerial (40 minutes) employees, each of which is available in multiple versions — audio/video, audio-only or text-only. There are also (1) a two-hour audio/video training course for California and Connecticut supervisors and (2) a 45-minute training course for Canadian supervisors. All versions of the discrimination and harassment training course include pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The training course for California and Connecticut supervisors covers the following topics --

- Reasons for concern
- Anti-discrimination laws
- Sexual harassment defined
- Types of sexual harassment
- Walking the fine line
- Consensual relationships
Preventing Discrimination and Harassment – CA/CT Managers & Supervisors

(Cont’d)

- Considering all of the circumstances
- Conduct to be avoided
- Internet and e-mail harassment
- Other protected characteristics
- Other conduct to be avoided
- Retaliation
- What you should do
- Maintaining a respectful work environment
- Liability for supervisor misconduct
- Liability for other misconduct
- Supervisor responsibilities
- Setting the right tone
- Documenting employee actions
- Documentation tips
- Responding properly to complaints
- Assisting with the investigation
- Preventing retaliation
- Exposure to EEOC claims
- Exposure to lawsuits
- The risks of jury trials
- Class-action lawsuits
- There are no winners
- Title VII
- Pregnancy Discrimination Act
- Age Discrimination in Employment Act
- Americans with Disabilities Act
- Key state laws — California
- Key state laws — Connecticut
- Liability under the FEHA,
- Family responsibilities discrimination
- Workplace bullying
Preventing Discrimination and Harassment - Canada

Dating back to the late 1800s, common law in the U.S. defined the employment relationship as "at will," meaning that employers were free to hire and fire at will. Employers could, for example, refuse to hire minorities, segregate the workforce, assign unpleasant work to women, and deny such groups opportunities for advancement. That’s all changed. Federal laws now prohibit discrimination and harassment in the workplace on the basis of age, sex, race, religion, national origin, disability, pregnancy and genetic information, and some state and local laws protect even more characteristics.

Training employees to prevent workplace discrimination and harassment is nothing less than essential. Not only can workplace discrimination and harassment affect employee productivity, it can divert resources from the organization’s real business. Improper conduct can also lead to liability for the organization and/or individual employees for workplace discrimination and harassment. The U.S. Supreme Court has established legal standards that employers must meet to avoid — or at least minimize — incidents of discrimination and harassment and avoid liability for punitive damages. Employee training on workplace discrimination and harassment prevention is a key part of the defense.

Course Summary

There are separate training courses for managerial (45 minutes) and nonmanagerial (40 minutes) employees, each of which is available in multiple versions — audio/video, audio-only or text-only. There are also (1) a two-hour audio/video training course for California and Connecticut supervisors and (2) a 45-minute training course for Canadian supervisors. All versions of the discrimination and harassment training course include pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The training course for Canadian supervisors covers the following topics --

- Reasons for concern
- Supervisor responsibilities
- Understanding what conduct is prohibited
- Types of harassment
- Sexual harassment
- Conduct to be avoided
- Other protected characteristics
- Other conduct to be avoided
- Psychological harassment
- e-Harassment
- Responding to complaints
- Avoiding retaliation
- Assisting with the investigation
- Documenting employee actions
- Maintaining a respectful work environment
Preventing Discrimination & Harassment - Employees

Dating back to the late 1800s, common law in the U.S. defined the employment relationship as “at will,” meaning that employers were free to hire and fire at will. Employers could, for example, refuse to hire minorities, segregate the workforce, assign unpleasant work to women, and deny such groups opportunities for advancement. That’s all changed. Federal laws now prohibit discrimination and harassment in the workplace on the basis of age, sex, race, religion, national origin, disability, pregnancy and genetic information, and some state and local laws protect even more characteristics.

Training employees to prevent workplace discrimination and harassment is nothing less than essential. Not only can workplace discrimination and harassment affect employee productivity, it can divert resources from the organization’s real business. Improper conduct can also lead to liability for the organization and/or individual employees for workplace discrimination and harassment. The U.S. Supreme Court has established legal standards that employers must meet to avoid—or at least minimize—incidents of discrimination and harassment and avoid liability for punitive damages. Employee training on workplace discrimination and harassment prevention is a key part of the defense.

Course Summary

There are separate training courses for managerial (45 minutes) and nonmanagerial (40 minutes) employees, each of which is available in multiple versions—audio/video, audio-only or text-only. There are also (1) a two-hour audio/video training course for California and Connecticut supervisors and (2) a 45-minute training course for Canadian supervisors. All versions of the discrimination and harassment training course include pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The training course for nonmanagerial employees covers the following topics—

- Reasons for concern
- Anti-discrimination laws
- Sexual harassment defined
- Types of sexual harassment
- Walking the fine line
- Consensual relationships
- Considering all of the circumstances
- Conduct to be avoided

- Internet and e-mail harassment
- Other protected characteristics
- Other conduct to be avoided
- Retaliation
- What you should do
- Maintaining a respectful work environment
Preventing Discrimination and Harassment – Managers

Dating back to the late 1800s, common law in the U.S. defined the employment relationship as "at will," meaning that employers were free to hire and fire at will. Employers could, for example, refuse to hire minorities, segregate the workforce, assign unpleasant work to women, and deny such groups opportunities for advancement. That’s all changed. Federal laws now prohibit discrimination and harassment in the workplace on the basis of age, sex, race, religion, national origin, disability, pregnancy and genetic information, and some state and local laws protect even more characteristics.

Training employees to prevent workplace discrimination and harassment is nothing less than essential. Not only can workplace discrimination and harassment affect employee productivity, it can divert resources from the organization’s real business. Improper conduct can also lead to liability for the organization and/or individual employees for workplace discrimination and harassment. The U.S. Supreme Court has established legal standards that employers must meet to avoid — or at least minimize — incidents of discrimination and harassment and avoid liability for punitive damages. Employee training on workplace discrimination and harassment prevention is a key part of the defense.

Course Summary

There are separate training courses for managerial (45 minutes) and nonmanagerial (40 minutes) employees, each of which is available in multiple versions — audio/video, audio-only or text-only. There are also (1) a two-hour audio/video training course for California and Connecticut supervisors and (2) a 45-minute training course for Canadian supervisors. All versions of the discrimination and harassment training course include pop quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.
Preventing Discrimination and Harassment – Managers (cont’d)

The training course for managerial employees covers these topics –

• Reasons for concern
• Anti-discrimination laws
• Sexual harassment defined
• Types of sexual harassment
• Walking the fine line
• Consensual relationships
• Considering all of the circumstances
• Conduct to be avoided
• Internet and e-mail harassment
• Other protected characteristics
• Other conduct to be avoided
• Retaliation
• What you should do
• Maintaining a respectful work environment
• Liability for supervisor misconduct
• Liability for other misconduct
• Supervisor responsibilities
• Set the right tone
• Document employee actions
• Documentation tips
• Responding properly to complaints
• Assisting with the investigation
• Preventing retaliation
Preventing Workplace Violence

Every workday 16,400 threats are made, and 723 workers are attacked. One of four full-time workers has been harassed, threatened or attacked on the job. Workplace violence, which costs American businesses an estimated $36 billion annually, is the second leading cause of job-related deaths for all workers (behind only motor-vehicle deaths) and the leading cause for women. No wonder the Centers for Disease Control has called workplace violence “epidemic.”

There are often signposts — clues — that point toward potential violence, if only we know where to look. Employees can, with proper training, learn to spot those clues and forestall violent acts.

Course Summary

This 35-minute course is intended for all audiences, including employees of both private- and public-sector organizations. The topics covered in the course include —

• What is workplace violence?
• Types of violence
• Risk factors
• Prevention methods
• Security measures
• Zero tolerance
• Red flags
• Dealing with a volatile situation
• Weapons
• Reporting procedures
• Response plan
• Other elements
Protecting Personal Information (Massachusetts 201 CMR 17.00)

Identity theft is a huge problem for consumers and the companies that serve them. In the U.S. alone, five percent of adults — about 10 million — are victimized each year, with total losses of about $50 billion. U.S. companies spend another $50 billion a year on identity-theft-prevention measures.

In response, the Commonwealth of Massachusetts now requires organizations that handle the "personal information" of any Massachusetts resident to implement certain safeguards to protect that information against identity theft and other misuse. The Massachusetts data-security regulation (201 CMR 17.00) requires that employees receive training annually on administrative, technical and physical safeguards for the handling of such information.

Course Summary

Using the new Massachusetts data-security regulation as a framework, this 25-minute course explains the basic principles of protecting the personal information of all individuals, regardless of their state of residence. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately.

The topics covered in the course include —

- Overview
- What information is covered?
- Why is this important?
- Physical safeguards
- Administrative safeguards
- Technical safeguards
- Encryption
- Handling personal information
- Electronic ID and passwords
- Social engineering
- Security Incidents
Protecting Trade Secrets

In the age of smartphones, LinkedIn and cloud computing, private, confidential information can become public — and even go viral — all too easily. A simple act of carelessness in an e-mail or on a social network can expose confidential information, leading to instant, irreversible losses. It's critical that companies train their employees to learn to recognize trade secrets and other confidential information and to mitigate the risk of release of that information.

Course Summary

This 30-minute protecting trade secrets course explains the basic federal and state laws governing trade secrets and provides guidelines for how to protect trade secrets and other confidential information when dealing with co-workers, business associates and computer technology. The protecting trade secrets training course includes pop quizzes, news clippings and a final quiz highlighting real-world issues that employees should learn to spot and respond to.

The topics covered in the protecting trade secrets training course include —

- What is a “trade secret”?
- Overview of trade-secret law
- How to protect trade secrets
- New hires
- Consultants and temporary workers
- Departing employees
- Customers and suppliers
- Joint ventures and acquisitions
- Unsolicited ideas
- Social networks and cloud computing
**Questionable Interview Questions**

Many aspects of employment are heavily regulated in the U.S., but none more than the interviewing and hiring process. State and federal statutes and court decisions prohibit employers from discriminating against certain groups of people and from taking actions that impact those groups adversely and unfairly.

Employees involved in the recruiting, interviewing and hiring process need to be aware of the laws that govern the questions they ask applicants so that they can (1) avoid the questions that could get them or your organization into legal trouble, and (2) phrase their questions within legal limits to elicit the information the organization needs.

**Course Summary**

This 30-minute course explains the key issues of employment-discrimination law in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world interviewing issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- Overview
- Federal anti-discrimination laws
- State and local anti-discrimination laws
- EEOC recommendations
- Questions about physical attributes
- Personal questions
- National origin, ethnicity and citizenship
- Questions about health and disabilities
- Bona fide occupational qualifications
Record Management

A company's corporate records are one of its most important and valuable assets. Almost every employee is responsible for creating or maintaining corporate records of some kind, whether in the form of paper, computer data, microfilm, electronic mail or voice-mail. Letters, memoranda and contracts are obviously corporate records, as are things such as a desk calendar, an appointment book or an expense record.

Companies are required by law to maintain certain types of corporate records, usually for a specified period of time. The failure to retain such documents for these minimum periods can subject a company to penalties, fines or other sanctions or could put it at a serious disadvantage in litigation. Accordingly, every company should establish a Record Management Policy to provide guidelines for maintaining complete and accurate corporate records — that is, to help employees understand what records to keep and for how long, what records to dispose of, and how to dispose of them.

Course Summary

This 25-minute course explains the basic principles of record management in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in the course include —

- Our records
- What are "records"?
- Who reads our records?
- Electronic communication
- Creating accurate records
- Legal requirements
- Purpose and scope of policy
- Suspension of record destruction
- Record disposal
- Related issues
**Regulation FD**

Regulation FD, for "Fair Disclosure," dictates how public companies and their representatives disclose "inside" information about the company. In essence, Regulation FD requires that a public company's communication of material, nonpublic information be made in approved forms of public disclosure. The purpose of the regulation is to make all material information about a company available to all investors at the same time.

Regulation FD addresses a practice known as "selective disclosure," in which companies provide inside information to market analysts, other securities-market professionals and shareholders before announcing the information publicly. Selective disclosure is very similar to the phenomenon of "tipping" that is at the heart of insider trading — that is, they enable a privileged few to acquire information that they can use to turn a profit or avoid a loss, rather than having to rely on their skill, business acumen and/or diligence.

But while "tipping" and other forms of insider trading have long been subject to severe punishments under the anti-fraud provisions of the federal securities laws, selective disclosure was not expressly prohibited until the SEC’s enactment of Regulation FD in 1990.

**Course Summary**

This 30-minute course explains the basic principles of Regulation FD in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and respond to appropriately. The topics covered in the course include —

- Overview of Regulation FD
- Regulation FD and insider trading
- Regulation FD in a nutshell
- Who is subject to Regulation FD?
- What is material, nonpublic information?
- To whom are disclosures prohibited?
- Fair disclosure methods
- Fair disclosure safeguards
- Other communications
- Violations
**Responsible Social-Media Use**

The social media phenomenon is revolutionizing both personal and business communications. We can now broadcast our thoughts, opinions, pictures and videos instantly through a vast array of social media sites (e.g., Facebook, LinkedIn and Twitter) to promote products and services, network, reconnect with old friends and much more. Blogs, podcasts and YouTube allow almost anyone to disseminate their views and content to the world at large. Not surprisingly, there's peril in social media's uncharted waters. Inappropriate social media use can lead to problems of insider trading, defamation, antitrust violations and harassment, among many others. At the same time, businesses must use social media effectively to remain competitive.

A recent survey conducted by the Society of Corporate Compliance and Ethics suggests that many employers take a reactive rather than proactive approach to managing employees' social media use. Survey results suggested that while employers increasingly discipline employees for inappropriate social media use, most employers monitor employees' social media use passively — i.e., only when notified of a potential issue. Some 66% of employers surveyed did not have a social media use-specific policy. But because both the risks and the benefits of social media use are so great, employers cannot afford to ignore either. The responsible social media use training course is an important component of proactively managing employees' social-media use.

**Course Summary**

This 25-minute social media use training course provides common-sense guidelines for the appropriate and responsible uses of social media — both in the workplace and in personal contexts — that could affect the employer. This online training course on the proper use of social media includes pop quizzes, news clippings and a final quiz highlighting real-world issues that employees should learn to spot and respond to.

The topics covered in the social-media compliance training course include —

- Social media at home and work
- Dangers of misuse
- Social media in the courts
- Effective business use
- Guidelines for business use
- Guidelines for personal use
- Handling problems arising from social-media use
Safe Driving

A car accident occurs every five seconds in the U.S., and there are more than five million police-reported traffic accidents each year. In recent years, texting, typing and talking on smartphones and using other mobile devices while driving has skyrocketed — and so has the number of accidents related to distracted driving. Many of these accidents involve employees on work-related business or driving company vehicles.

By training employees on safe driving, organizations can reduce the risks employees face when they’re behind the wheel. Whether they maintain vehicle fleets, deploy delivery or mobile sales personnel or just employ commuters, organizations can benefit: Increased employee awareness of safe-driving techniques can help reduce employee driving-related incidents and protect an organization’s bottom line.

Course Summary

This 25-minute safe-driving training course explains the fundamental principles of safe driving in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world issues that employees should know how to respond to in a way that will protect themselves and their organizations.

The topics covered in this training course include —

- Qualities of a safe driver
- Safe-driving guidelines
- Staying alert
- Avoiding distractions
- Having a safe-driver attitude
- Following at a safe distance
- Handling intersections
- Reporting incidents and tickets
**Safe Harbor Privacy Essentials**

Advances in information technology have enabled companies to collect, compile, analyze and deliver data around the world much more quickly and cheaply than ever before. But these technological advances have also brought new challenges to protecting "information privacy." In fact, some experts believe that privacy concerns will slow the growth of the Internet generally and electronic commerce in particular.

Different countries view privacy issues differently. In the U.S., for example, companies have largely been allowed to "self-regulate." In Europe, by contrast, protection of consumer privacy is the subject of extensive legislation, including a comprehensive Data Protection Directive that took effect in 1998. Foreign companies wishing to receive personal information about European citizens from companies in the European Union (EU) must have policies in place that ensure an adequate level of privacy protection.

In November 2000, the Commerce Department (in consultation with the European Commission) created a "Safe Harbor" program for U.S. companies. A fundamental requirement of the safe harbor program is that companies have a Privacy Policy that addresses seven specific privacy/security principles. Companies that choose to participate in the Safe Harbor program must provide training on their Privacy Policy to employees who handle personal information of consumers. Once certified as a participant in the Safe Harbor program, a U.S. company can receive personal information from EU countries, Switzerland and Canada.

**Course Summary**

This 25-minute course explains the Safe Harbor program and its seven privacy/security principles in simple, understandable terms. It includes pop-quizzes, news clippings and a final quiz highlighting real-world compliance issues that employees should learn to recognize and deal with appropriately.

The topics covered in this course include —

- "Safe Harbor" overview
- Safe Harbor principles
- Notice
- Choice
- Transfers to third parties
- Access
- Security
- Data integrity
- Enforcement
Sarbanes-Oxley (SOX) Essentials

The corporate-responsibility scandals and business failures involving companies such as Enron, Adelphia and Global Crossing revealed widespread accounting, self-dealing and mismanagement issues. Seeking to instill greater accountability by senior management of public companies, Congress enacted the Sarbanes-Oxley Act in 2002. The prevailing view among legal commentators is that the Act is by far the most significant federal securities law passed since 1934.

Sarbanes-Oxley (SOX) addresses a wide range of topics, including corporate-governance practices, ethics, executive compensation and financial disclosures. Its principal impacts are to (1) impose new obligations on corporate officers and directors, and (2) increase the scope and severity of the penalties that may be imposed on public companies and their officers and auditors for violations of federal securities laws.

Course Summary

This SOX training course summarizes the Sarbanes-Oxley Act and describes the important new obligations it imposes – particularly for the senior management of public companies.

The topics covered in the SOX training course include —

- SOX certification requirements
- Profits and bonuses
- Updated loan information
- New trading restrictions
- SOX audit committees
- Whistleblower protections
- Enhanced disclosure
- New or increased criminal penalties
- Attorney conduct
Time Reporting

Nonprofit organizations frequently receive funding for their activities from external parties such as government agencies, foundations and corporations. Numerous laws, regulations and guidelines dictate how these funds may be spent and require comprehensive reporting of all such expenditures — in particular, charges for time spent by employees on specific projects.

Course Summary

This course explains time-reporting procedures, including how employees should allocate time when they work on multiple projects, projects funded by external funders or different types of projects such as proposals, research and development, and internal meetings.

The topics covered in the course include —

- Overview of time-reporting requirements
- Timesheets
- Reporting actual hours worked
- Supervisor review and approval
- Restricted projects
- Correcting timesheet errors
- Other resources
Unfair Competition Laws

The rules regarding what is fair and unfair competition affect virtually all of a company’s business decisions — hiring, marketing, sales, customer relations, and research and development, among others — and are important for employees to understand. Violations of these rules can be very damaging to a company generally and, in some cases, to individual employees.

Course Summary

The law of unfair competition is the product of many years of state and federal court decisions and, more recently, a number of state and federal statutes.

The topics covered in the unfair competition law training course include —

- Antitrust violations
- Interference with business relationships
- Misappropriation of trade secrets
- Infringement of copyrights, trademarks or patents
- Breaches of covenants not to compete
- False advertising
- Trade libel
U.S. Customs Compliance Essentials

Customs laws cover a wide range of subjects, from country-of-origin marking to smuggling. The U.S. Customs and Border Protection (CBP) agency enforces laws at the border that are administered by other federal agencies, such as the Food and Drug Administration (FDA) and the Environmental Protection Agency (EPA). CBP has many enforcement tools in its arsenal, including civil and criminal penalties that can be imposed on both companies and employees personally.

If your company imports goods into the U.S., the employees who deal with customs issues need to know the essentials of this area of law in order to avoid severe penalties against your company and themselves that CBP may impose for customs-law violations.

Course Summary

This 35-minute training course explains the essentials of customs law in an easy-to-understand way that will help your employees spot important customs-related issues.

The topics covered in the training course include —

- The “reasonable care” standard
- Valuation of imported merchandise
- Qualifying for transaction value
- Assists
- Payments to be included in transaction value
- Recordkeeping requirements
- CBP record requests
- Tariff classification
- Special duty programs
- Country-of-origin marking
- Monetary penalties
- Liquidated damages
- Seizure and forfeiture
Whistleblowing (DRA Compliance)

Of the half-trillion dollars the federal government will spend on medical care this year, $50 billion will be spent on fraudulent claims under courses such as Medicaid. In an effort to reduce Medicaid fraud, Congress included a provision in the Deficit Reduction Act of 2005 (DRA) requiring organizations that receive $5 million or more in Medicaid reimbursements to inform their employees of the federal False Claims Act (FCA) and whistleblower-protection laws, as well as similar state laws.

Dating back to the Civil War Era, the FCA penalizes organizations that submit false claims for government funds. It provides significant financial incentives for employees to make a report — that is, to "blow the whistle" — if they believe that their employer has engaged in fraud.

Course Summary

This 25-minute course is intended to explain to employees when, how and why to use the whistleblowing provisions of the FCA as part of complying with the DRA. The topics covered in the course include —

- Healthcare fraud: The big picture
- Training requirements
- The False Claims Act
- Qui tam
- Administrative remedies
- Fraud in the healthcare context
- Evaluating a possible fraud claim
- Whistleblower protection
- Reporting fraud
**Worker Classification**

In tough economic times, governments look for ways to secure additional tax revenue. The U.S. Government Accountability Office (GAO) recently found that the federal government stands to lose $7 billion in payroll-tax revenue over the next decade because employees are often misclassified as Independent Contractors (ICs). As a result, both federal and state tax- and labor-enforcement agencies are ramping up efforts to audit businesses to recapture tax dollars from employers who misclassify employees.

Meanwhile, wage-and-hour lawsuits are becoming one of the fastest-growing areas of class-action litigation. These disputes often involve accusations that "non-exempt" employees have been misclassified as "exempt," which can mean claims for two or three years' worth of back-pay and benefits for large groups of employees.

Worker-classification audits and lawsuits have led to some staggering costs for employers. In 2009, the ten biggest private wage-and-hour settlements totaled almost $364 million, a 44% increase from the year before. Wise employers are training their managers on worker-classification issues to avoid contributing to these grim statistics.

**Course Summary**

This 35-minute course explains the differences between employees and ICs and between exempt and non-exempt employees in simple, understandable terms. It includes pop quizzes, news clippings and a final quiz highlighting real-world worker-classification issues, so that managers can help their organizations avoid the hazards of misclassification.

The topics covered in this course include —

- Distinguishing employees from ICs
- Distinguishing exempt employees from non-exempt employees
- Consequences of misclassification
- Federal and state tests for worker classification
- Characteristics of ICs
  - Independence and autonomy
  - Nature of IC services
  - Established businesses
- Categories of exempt employees
Workplace Safety and Health (OSHA)

Until a few years ago, workers in the United States faced remarkably high safety and health risks on the job. Through the efforts of individual workers, unions, employers, government agencies and others, considerable progress has been made in improving these conditions.

Today, both federal and state occupational safety and health regulations are broad and far-reaching. They require employers in most industries to keep their places of employment safe and free of recognized hazards likely to cause death or serious harm to employees.

Accordingly, more and more companies are tightening their safety and health policies, demanding that everyone — from top manager to most recently hired trainee — play an important role in maximizing workplace safety and health. By following a few simple guidelines, such as those outlined in this course, the risks of injury or illness can often be reduced or eliminated.

Course Summary

This 30-minute course covers the guidelines, policies and procedures used to safeguard the safety and health of all employees. It includes pop quizzes, news clippings and a final quiz highlighting real-world safety-and-health compliance issues.

The topics covered in the course include —

- Safe handling of hazardous substances
- Material Safety Data Sheets (MSDS)
- Reading labels and tags
- Personal protective equipment
- Industrial machinery
- Forklifts and trucks
- Certain disorders and diseases
- Accidents will happen
- Compliance audits