



**School Training Solutions®**  
Staff Development Training

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COURSE  
CATALOG

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Additional courses are available for General Employment, Stress Management, Safety, Conflict and Anger Management, Food Service, Communications, Behavior and Etiquette, Productivity, and Management and Leadership. We are confident we can meet and exceed your training goals.

All courses are available for individual purchase.

Online training catalogs can be customized to include your choice of courses from the Professional Development, Campus Security, Food Service, or Transportation sections to meet your district, school, department, or organizational needs.

# Professional Development

## ***New Employee Training (12 Hours)***

### ***Sexual Harassment Awareness Overview (1 Hour)***

This content familiarizes students with sexual harassment in the workplace. It discusses the legal definition of sexual harassment; an understanding of how to recognize, handle, and prevent sexual harassment in the workplace; and the procedure for filing a sexual harassment complaint.

### ***Stress Management Overview (1 Hour)***

This content discusses the sources and types of stress, as well as the effects it has on a person's health and job performance. It also identifies effective techniques and methods for dealing with stress.

### ***Time Management Overview (1 Hour)***

This content discusses the principles of time management. It highlights time management myths, outlines the symptoms of poor time management, and provides methods for utilizing good time management practices.

### ***Bloodborne Pathogens Awareness (2 Hours)***

This content describes bloodborne pathogens (BBPs) and defines associated terminology. It also discusses signs, symptoms, and treatments of the most commonly encountered bloodborne diseases, methods of transmission, ways to prevent exposure to BBPs, and beneficial actions following contact or exposure.

### ***First Aid (2 Hours)***

Adults are faced with a broad range of routine and emergency situations everywhere. This content discusses guidelines and precautions every adult should understand and review on a routine basis. By adhering to the recommended guidelines and precautions, adults are able to avert potentially dangerous situations and protect other individuals around them.



### ***Conflict Resolution (1 Hour)***

This content describes common methods of conflict resolution and the strengths and weaknesses of each. It also discusses actions and methods leading to successful conflict resolution.

### ***Bullying: Identification and Prevention (1 Hour)***

This content familiarizes individuals with the definition and characteristics of bullies. It also details the effects of bullying from both a bully's and a victim's perspective, and discusses strategies providers can implement to help prevent bullying.

### ***Child Abuse: Identifying and Reporting (1 Hour)***

Upon successful completion of this content, individuals are able to identify different types of child abuse and report abuse to proper authorities.

### ***Child Abuse: Physical Abuse Awareness (2 Hours)***

This content discusses physical abuse and describes risk factors that contribute to the abuse of children. It details indicators of physical abuse and discusses physical, psychological, behavioral, and societal consequences. This content also provides strategies to prevent physical abuse and offers alternatives to physical punishment.



## **Conflict and Anger Management (12 Hours)**

### **Conflict Basics (1 Hour)**

This content describes conflict components and styles. It also discusses consequences of each style.

### **Bullying: Identification and Prevention (1 Hour)**

This content familiarizes individuals with the definition and characteristics of bullies. It also details the effects of bullying from both a bully's and a victim's perspective, and discusses strategies providers can implement to help prevent bullying.

### **Childhood Anger and Anger Management (1 Hour)**

This content defines anger, discusses its purpose, and identifies components of childhood anger. It also describes causes of childhood anger, discusses ways children respond, and addresses the adverse effects anger can have on children. In addition, the content identifies elements of an effective anger management program and provides effective anger management techniques and activities to use with children.



### **Conflict Management for Children (1 Hour)**

This content familiarizes students with the definitions of conflict, conflict resolution and conflict management; and identifies the origins of conflict and the basic beliefs about conflict and conflict management. It also discusses the strategies and steps for conflict resolution and identifies conflict management styles.

### **Conflict Resolution (1 Hour)**

This content describes common methods of conflict resolution and the strengths and weaknesses of each. It also discusses actions and methods leading to successful conflict resolution.

### **Conflict Resolution Strategies (1 Hour)**

This content defines conflict and conflict resolution. It identifies conflict sources and their components. It discusses workplace conflicts and identifies problem-solving tools and techniques used to resolve them. Communication skills required in managing and resolving conflict are addressed.



**Communication and Diversity  
(2 hours)**

This content discusses the unique characteristics of communicating across cultural lines. It also discusses various cultural perspectives, and the skills and abilities needed to address them in the workplace and society.

**Cooperation and Compromise  
(1 Hour)**

This content explains the concept of workplace cooperation and outlines ideas for achieving a cooperative workplace. Also discussed are the benefits of workplace cooperation and compromise.

**Assertive vs. Aggressive  
Communication (1 Hour)**

This content provides information about assertive communication and aggressive communication. The differences between the two are explained.

**Tolerance and Respect (1 Hour)**

This content discusses the characteristics of tolerance, respect, diversity, and prejudice, and describes the relationship between them. It also describes ways to recognize and overcome implicit and explicit biases.

**Anger Management Overview  
(1 Hour)**

This content discusses the physical and psychological effects of anger, as well as social issues associated with anger and hostility. It also explains ways to manage anger and express feelings appropriately.



## **Health (10 Hours)**

### **Alcohol Misuse and Abuse (1 Hour)**

This content discusses the effects of alcohol use and the dangers associated with abusing alcohol. It also describes methods for stopping alcohol abuse and treating alcohol dependence.

### **Drug Misuse and Abuse (1 Hour)**

This content describes the signs and effects of drug abuse and discusses dangers associated with misusing drugs and methods of treating drug addiction.

### **Medical Emergency Awareness (1 Hour)**

This content discusses causes and symptoms of the following medical emergencies: anaphylaxis, choking, diabetic coma, seizures, and shock, and details appropriate first aid treatment.

### **Bloodborne Pathogens Awareness (2 Hours)**

This content describes bloodborne pathogens (BBPs) and defines associated terminology. It also discusses signs, symptoms, and treatments of the most commonly encountered bloodborne diseases, methods of transmission, ways to prevent exposure to BBPs, and beneficial actions following contact or exposure.

### **AIDS Awareness (2 Hours)**

This content describes historical background and general statistics of HIV/AIDS. It describes HIV/AIDS methods of transmission, symptoms, and treatment options. Techniques for prevention and legal issues pertaining to HIV/AIDS are also identified.

### **Techniques for Managing Stress (1 Hour)**

This content identifies techniques for managing both internal and external stress.

### **Personal Wellness (1 Hour)**

This content discusses the components, characteristics, and dimensions of wellness. It also describes components of and actions necessary to create a personal wellness plan.

### **Signs and Symptoms of Stress (1 Hour)**

This content examines the biological changes in the body caused by stress and health complications that can occur as a result.



## **Safety (10 Hours)**

### **Understanding and Preparing for Active Shooter Events (1 Hour)**

This content describes the characteristics of an active shooter event using the definition established by the U.S. Department of Homeland Security as the foundation. It also discusses actions that can be taken to prepare for an active shooter event.

### **Preventing and Responding to Active Shooter Events (1 Hour)**

This content describes actions that can be taken to potentially prevent an active shooter event. There is also discussion of appropriate responses to an active shooter event. Definitions and procedures established by the U.S. Department of Homeland Security form a key portion of the content.

### **First Aid (2 Hours)**

Adults are faced with a broad range of routine and emergency situations everywhere. This content discusses guidelines and precautions every adult should understand and review on a routine basis. By adhering to the recommended guidelines and precautions, adults are able to avert potentially dangerous situations and protect other individuals around them.

### **Fire Safety (1 Hour)**

This content discusses the elements of fire and describes the effects of oxygen when it unites with certain substances. It defines key terminology and identifies the properties of combustible and flammable substances.

### **Child Abuse: Identifying and Reporting (1 Hour)**

Upon successful completion of this content, individuals are able to identify different types of child abuse and report abuse to proper authorities.





**Child Abuse: Physical Abuse Awareness (2 Hours)**

This content discusses physical abuse and describes risk factors that contribute to the abuse of children. It details indicators of physical abuse and discusses physical, psychological, behavioral, and societal consequences. This content also provides strategies to prevent physical abuse and offers alternatives to physical punishment.

**Child Abuse: Sexual Abuse Awareness (1 Hour)**

This content discusses awareness of child sexual abuse. It defines child sexual abuse, victims, and perpetrators. It also identifies signs and types of child sexual abuse, attributes of both touching and non-touching abuse, prevention methods, steps to protect children from perpetrators, effects of sexual abuse, and treatment methods and strategies.

**Situational Awareness (1 Hour)**

This content discusses the components of situational awareness (SA) and the benefits that result from maintaining SA at all times. It also describes techniques and actions to increase and maintain SA in daily life and the work environment.



# Security

## **Essentials (16 Hours)**

### **Understanding and Preparing for Active Shooter Events (1 Hour)**

This content describes the characteristics of an active shooter event using the definition established by the U.S. Department of Homeland Security as the foundation. It also discusses actions that can be taken to prepare for an active shooter event.

### **Preventing and Responding to Active Shooter Events (1 Hour)**

This content describes actions that can be taken to potentially prevent an active shooter event. There is also discussion of appropriate responses to an active shooter event. Definitions and procedures established by the U.S. Department of Homeland Security form a key portion of the content.

### **Report Writing and Field Notes (2 Hours)**

This content discusses the basics and importance of report writing. It also discusses the purpose of field notes in report writing and the qualities good reports should have.



### **Security Awareness (1 Hour)**

This content discusses the importance of security awareness to an organization's overall success. It also discusses ways to include both internal and external stakeholders in the creation of a safe and secure environment.

### **Emergency Planning (2 Hours)**

This content introduces the types of potential emergencies, the importance of planning for emergency situations. The procedure for creating an emergency response plan and the procedure for reviewing and integrating the emergency response plan is also outlined.

### **Traffic Control (2 Hours)**

An officer directing traffic at a busy site provides the most frequent contact between citizens and security personnel. The importance of bearing, appearance, and attitude cannot be overemphasized. Likewise, the skillful handling of what citizens recognize to be a difficult and hazardous job can generate and maintain public respect. This content explains the basic elements of traffic control including important hand signals and general rules for traffic direction.

## **Security Risk Management** **(2 Hours)**

This content introduces the basis for all protection functions, regardless of the environment in which they are practiced. The two key elements of security risk management are defined and the risk management cycle/process is outlined as well. The practice of risk management using a thorough risk assessment and risk monitoring programs are also covered. Finally, the tools to apply security management strategies to assess a situation, how to develop a menu of feasible options, and recommended realistic solutions to meet defined protection objectives are introduced.



## **Ethics and Professionalism (2 Hours)**

This content defines key terms and concepts relating to ethics and professionalism within the protection industry. Steps for making ethical decisions are presented. Key ethical issues in protection and reasons for why unethical behavior occurs are also discussed.

## **Communication and Diversity** **(2 hours)**

This content discusses the unique characteristics of communicating across cultural lines. It also discusses various cultural perspectives, and the skills and abilities needed to address them in the workplace and society.

## **Strikes, Lockouts, and Labor** **Relations (1 Hour)**

This content identifies types of strikes and security procedures for before and during strikes. It also recalls what to document during a strike, employee misconduct, and related disciplinary techniques.



## ***Advanced (17 Hours)***

### ***Patrol Principles (3 Hours)***

This content discusses the history of security patrols, their major purposes, and the issues that security personnel may encounter while on patrol. It details patrol techniques to help officers on patrol be effective—even under unusual situations. Finally, this content identifies professional conduct areas for patrol officers.

### ***Access Control (2 Hours)***

This content identifies access control and methods of achieving access control. The role of professional security officers in access control and the value of record keeping and data storage is discussed.

### ***Fire Prevention, Detection, and Response (2 Hours)***

This content introduces fire prevention, detection and response as it pertains to security professionals. Components of fire, fire hazard areas, and the different types of fire are all outlined. Also, the different types of fire extinguishers and development of a fire plan is also covered in this content.

### ***Crisis Intervention (2 Hours)***

This content identifies crisis intervention and other techniques that aid in keeping protection officers safe during their job duties.

### ***Terrorism (2 Hours)***

This content defines terrorism and explores tactics to be used by the security professional. It prepares the professional for changes in the environment and helps them to prepare for the changing threats that may develop.

### ***Physical Security Concepts and Applications (3 Hours)***

This content discusses the basics of physical security planning, security lighting, and applications of security lighting. The different types of glass glazing and intrusion detection are introduced along with system monitoring, card access, and door-locking hardware. Closed circuit television is outlined along with safes, vaults, and fencing materials and their use. Finally, convergence is defined along with options for continuing education and the option of physical security certification.

### ***Crowd Management and Special Event Planning (3 hours)***

When disturbances do occur, it becomes the responsibility of the police, and in some instances the responsibility of security forces, to restore order. Once a crowd has been allowed to get out of hand, through inadequate supervision, or in spite of the best efforts by security personnel to prevent a disturbance, the task of restoring any semblance of order, protecting life and property, and the eventual dispersement of the crowd, or mob is a tremendous one.

# Food Service

## *Essentials (8 Hours)*

### ***Bloodborne Pathogens (1 Hour)***

This content describes common diseases transmitted by bloodborne pathogens and discusses actions to reduce chances of becoming infected.

### ***Hazard Analysis and Critical Control Points (HACCP) 1 (1 Hour)***

This content discusses origins of the HACCP system and briefly describes accepted HACCP principles.

### ***Foodborne Illnesses 1 (1 Hour)***

This content describes characteristics of common foodborne illnesses and discusses factors that contribute to causing and transmitting foodborne illnesses.

### ***Food Danger Zone and Food Preparation (1 Hour)***

This content defines the food temperature danger zone, describes the three preparation processes common to retail food establishments and describes specific actions that should be taken during Process 1 to ensure food safety.

### ***Food Protection (1 Hour)***

Most foodborne illnesses are caused and spread by natural actions such as the growth and unintentional spread of bacteria. It is also possible that unstable individuals and/or malicious organizations may try to initiate an outbreak of foodborne illnesses through criminal or terrorist actions. Individuals employed in the food and hospitality industry should be aware of specific terms used to define these activities and the laws, rules, regulations, and agencies that control food protection requirements and activities. This content discusses meanings of the terms Food Security, Food Safety, and Food Defense and describes activities associated with each. It also discusses the laws, rules, regulations, and agencies that control Food Safety and Food Defense efforts.



### ***Food Service Facility and Equipment Cleanliness and Sanitation (1 Hour)***

This content covers cleanliness and sanitation in food service facilities. It also discusses techniques for the proper cleaning of equipment and utensils used for food preparation.

### ***Receiving and Storing Food Items (1 Hour)***

This content describes indications that food items received or retrieved from storage may be of poor quality or not be safe to eat. It also discusses proper procedures for receiving and storing food and food items.

### ***Storage and Disposal of Prepared Foods (1 Hour)***

This content discusses the procedures used to help prevent food contamination in leftover, prepared food. It identifies the methods used to store prepared food items properly for future use. It discusses the procedures for properly disposing spoiled, leftover food items and the procedures for donating leftover food items to local food banks, soup kitchens, pantries, and shelters.



## **Advanced (6 Hours)**

### **Hazard Analyses and Critical Control Points 2 (1 Hour)**

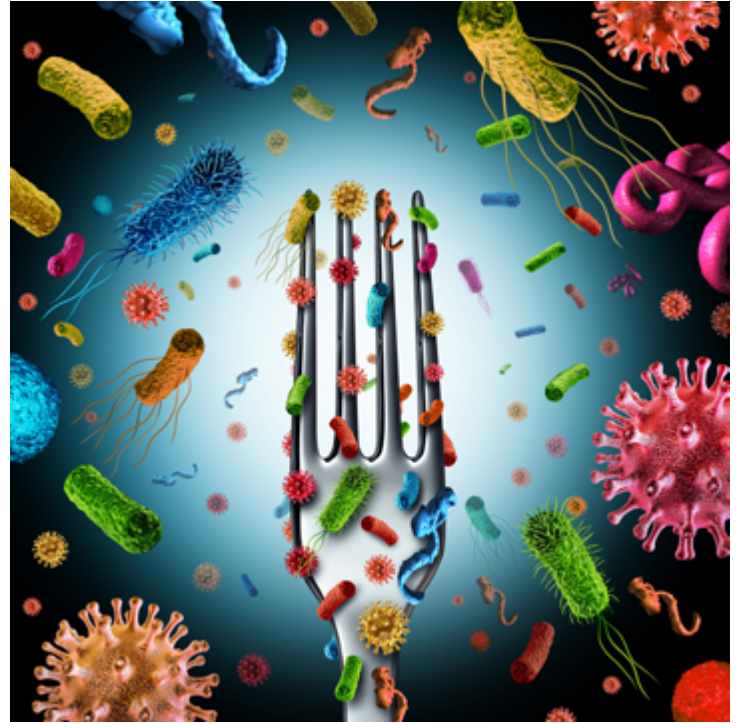
This content discusses the first two principles (steps) in the HACCP process and describes procedures for conducting food safety hazard analyses and identifying critical control points.

### **Foodborne Illnesses 2 (1 Hour)**

This content describes the agents that cause foodborne illnesses and how they get into and on food items. It also discusses actions food service personnel should take to prevent transmission of foodborne illnesses.

### **Food Preparation 1 (1 Hour)**

The topic of food preparation covers a broad amount of information. Food preparation is broken into three sections for this reason. This content addresses part one. Because the focus of this is common service terms and food preparation equipment, common terms used in the food preparation service industry are italicized on the first use. This basic knowledge of the industry is the first step to success.



### **Food Preparation 2 (1 Hour)**

Large food systems depend on critical control points throughout their operations. An example is the removal of food items from storage. Another example is when kitchen workers begin preparation of food items. The focus of this content will be on these two critical control points within a large food service operation.

### **Food Preparation 3 (1 Hour)**

The content examines common methods used with uncooked and cooked food products and beverages. Examples of various techniques complement the text.

### **Management Roles and Responsibilities (1 Hour)**

This content discusses general food service manager tasks and describes the certifications and approvals required to become a food service manager.

# Transportation

## ***School Bus Driver: General Preparation and Refresher Training (15.5 Hours)***

### ***Pre- and Post-trip Inspections (1 Hour)***

This course discusses the background of school bus safety and school bus design. It also details pre- and post-trip inspection procedures.

### ***Pretrip Air Brake Inspection (1 Hour)***

This course describes air brake components and discusses pretrip air brake inspection procedures.

### ***Blind Spots/Danger Zones and Mirrors (1 Hour)***

This course identifies blind spots and danger zones around a school bus and details the use of mirrors to eliminate these dangerous areas.

### ***Pickup and Discharge Procedures (2 Hours)***

This course details the proper procedures for picking up and discharging passengers. It also discusses bus mirror settings, blind spots, and techniques for transporting special needs students.

### ***Sound Driving Practices 1 (1 Hour)***

This course describes characteristics of a professional driver and discusses a variety of conditions that affect drivers and vehicle operation.

### ***Sound Driving Practices 2 (1 Hour)***

This course discusses sound driving practices, including traffic control, steering techniques, turning movements, highway hypnosis, six-point vision scan procedure, night driving, and headlight etiquette.





***Sound Driving Practices 3  
(1.5 Hour)***

This course discusses sound driving practices, including speed limits, following distances, passing, stopping, downshifting, and avoiding collisions.

***Backing and Turnabout  
Maneuvers (1 Hour)***

This course details the proper techniques for backing and making turnabout maneuvers. Also discussed are primary and secondary roadways and the use of student helpers.

***Railroad Crossings  
(1.5 Hours)***

This course describes the proper procedures and restrictions for a school bus approaching and crossing a railroad track.

***Collision Procedures (1 Hour)***

This course discusses procedures to be followed by a bus driver at the scene of an accident.

***Emergency Evacuations  
(2 Hours)***

This course discusses emergency and nonemergency evacuation policies and procedures for non-special needs and special needs passengers.

***Student Management (1 Hour)***

This course discusses the functions of a discipline policy and details rules and procedures school bus passengers are expected to follow.

***CDL Prep: End-of-Course Test (1 Hour)***

This test will assess your understanding of the material presented in the CDL Prep and Refresher Training Course.



## ***School Bus Driver: In-Service (15.5 Hours)***

### ***DOT Drug and Alcohol Testing (1 Hour)***

This course details information school bus drivers need to know regarding DOT drug and alcohol testing procedures. It provides background information and specific procedures to expect while being tested. This course also explains what will happen after the testing is completed.



### ***Child Transportation and Safety (1 Hour)***

This course familiarizes drivers with procedures and safety precautions to follow when transporting infants, preschoolers, and school-age children. This course is based on Federal (U.S.) standards for transporting children. State and local laws or regulations may be different. Always verify transportation requirements for the jurisdiction in which children are being transported.

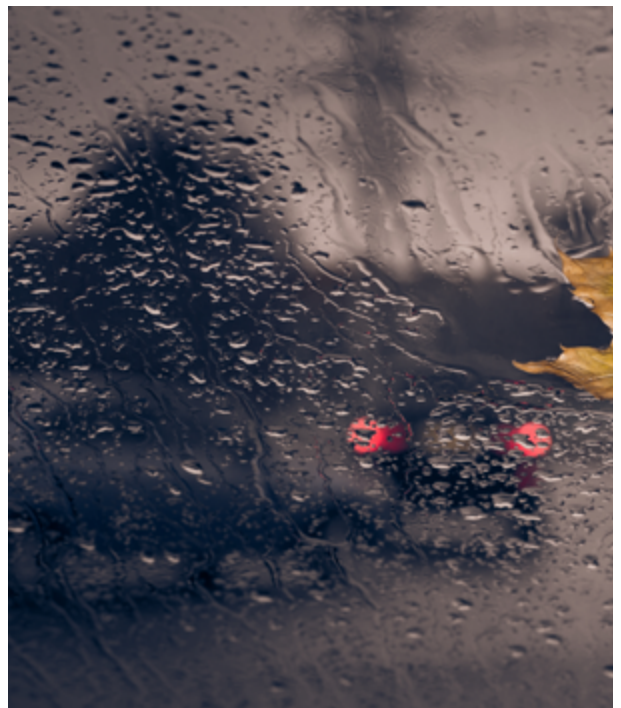


### ***Child Abuse: Identification and Reporting (1 Hour)***

This course identifies the different types of child abuse and details how to report abuse to proper authorities.

### ***Inclement Weather (2 Hours)***

This course describes adverse driving conditions and discusses techniques bus operators should use to cope with these conditions and ensure students are transported to and from school or extracurricular activities safely and efficiently. Adverse environmental conditions discussed include night, fog, snow, ice, rain, excessive temperatures, and mountainous terrain. It also describes the dynamics of vehicle skids and appropriate recovery techniques.



### ***Knowing Your Route (1 Hour)***

This course discusses problems, responsibilities, and additional instructions school bus drivers need to be mindful of when driving during a regular route or a field or activity trip.

### ***Pickup and Discharge Procedures (2 Hours)***

This course details the proper procedures for picking up and discharging passengers. It also discusses bus mirror settings, blind spots, and techniques for transporting special needs students.

### ***Railroad Crossings (1.5 Hours)***

This course describes the proper procedures and restrictions for a school bus approaching and crossing a railroad track.

### ***Stress and Driver Attitude (1 Hour)***

This course familiarizes students with stress management techniques. It identifies the difference between reactions to real sources of stress and reactions to symbolic sources of stress. This course also identifies the sources and significance of stress and effective methods for managing stress to improve personal health and job performance.

### ***Student Management (1 Hour)***

This course discusses the functions of a discipline policy and details rules and procedures school bus passengers are expected to follow.

### ***Vehicle Operation (2 Hours)***

This course discusses proper procedure for operating a school bus, including steering techniques, mirror usage, turning around, and backing.

### ***Head Start Transportation (2 Hours)***

Upon successful completion of this course the student will be able to describe the regulations regarding safety features and the safe operation of vehicles used to transport children participating in Head Start and Early Head Start programs.



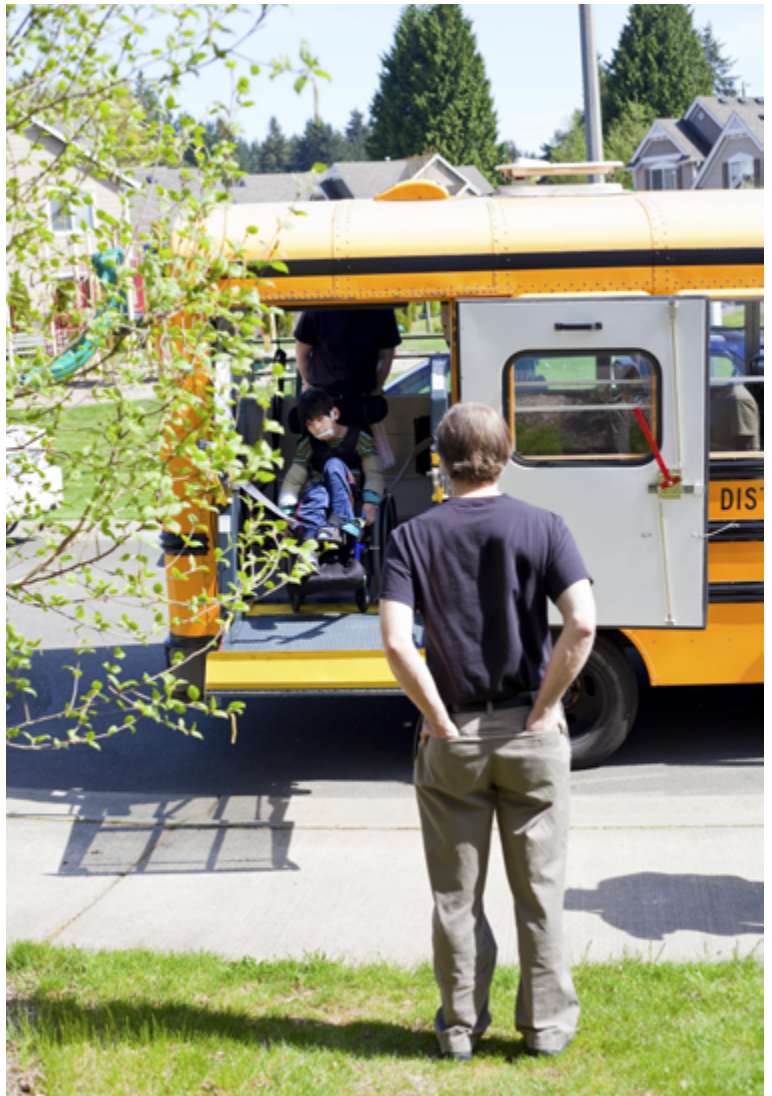
## ***School Bus Driver: Transporting Students with Special Needs (7 Hours)***

### ***Transporting Students with Special Needs—Basics (1.5 Hours)***

This course discusses the impact of the Individuals with Disabilities Education Act (IDEA) and the Individualized Education Program (IEP) on transportation systems. It identifies members of an effective transportation team for students with special needs and the information that should be communicated among team members. Guidelines and general responsibilities pertaining to bus operators and attendants while transporting students with special needs are also discussed.

### ***Transporting Students with Special Needs—Recognizing and Relating to Students (1.5 Hours)***

This course discusses the characteristics of mental, physical, and emotional/behavioral disabilities. It recalls guidelines that facilitate safe transportation of students with disabilities and identifies commonly used specialized equipment. Proper use, storage, and maintenance of specialized equipment is also discussed.



### ***Transporting Students with Special Needs—Loading and Unloading (2 Hours)***

This course discusses the responsibilities of those involved in the transportation of students with special needs. It also addresses the use of wheelchair lifts and appropriate procedures for loading and securing nonambulatory students on a bus.

### ***Transporting Students with Special Needs—Handling Emergency Situations (2 Hours)***

This course discusses guidelines for transporting students with special needs, including creating an evacuation plan and conducting evacuation drills. It also presents procedures for handling medical emergencies.

## **General Driving Safety (16 Hours)**

### **Alcohol, Other Drugs, and Driving (1 Hour)**

This course discusses the effects of impaired driving. Included are details concerning consequences for driving while under the influence of illegal substances and alcohol- or drug-related impairments that can limit your driving abilities and cause life-long injury or death.



### **Defensive Driving (1 Hour)**

This course discusses general defensive driving techniques, including distractions and avoiding rear-end collisions.

### **Expressway Driving (1 Hour)**

This course discusses the proper way to enter and exit an expressway and safety tips for expressway driving.

### **Signals, Signs, and Markings (1 Hour)**

This course discusses traffic signals, signs, and roadway markings used to control and direct traffic. An understanding of how traffic direction devices and methods are used is important for safely navigating roadways.

### **Intersection Safety (1 Hour)**

This course discusses types of intersections and the traffic rules that apply to vehicles approaching or stopping at an intersection.

### **Speed Limits and Official Stops (1 Hour)**

This course discusses safe driving speeds and law enforcement and fire stops.

### **Driving Conditions Requiring Heightened Awareness (1 Hour)**

This course discusses conditions where drivers must be extremely cautious of their surroundings.

### **Vehicle Maintenance (1 Hour)**

This course provides an introduction to basic vehicle maintenance procedures that will enhance vehicle safety.

**Safety Belts and Child Safety (1 Hour)**

This course discusses the proper use of safety belts, also called seat belts, and child restraining devices required by law.

**Vehicle and Roadway Emergencies (1 Hour)**

This course discusses driving emergencies and the proper ways to handle them.

**Sharing the Road (1 Hour)**

This course discusses procedures that should be followed in order to safely drive in various types of traffic.

**Pedestrian Traffic (1 Hour)**

This course discusses motorists' duty to pedestrians and both motorists' and pedestrians' duty to school buses and emergency vehicles.

**Traffic Lanes (1 Hour)**

This course discusses lane markings and the proper use of various types of traffic lanes.

**Making Turns (1 Hour)**

This course discusses the correct way to make various turns, procedures for turning when approaching bike lanes at intersections, and the use of hand and directional signals.

**Proper Parking Techniques (1 Hour)**

This course discusses proper parking techniques, including parking on hills, no parking, and disabled parking.

**The Threat of Road Rage (1 Hour)**

This course discusses the causes and effects of road rage and offers techniques to avoid feelings of road rage. It also provides steps to take if victimized by road rage.



# State Specific School Bus Driver Certification Courses

## Florida

### **Operator Roles and Responsibilities (1 Hour)**

This course details Florida school bus operators' roles and responsibilities. It describes the requirements for becoming a school bus operator and qualities of a professional school bus operator. This course also details the responsibilities of members of the student transportation team. Laws, rules, regulations, policies, and recommendations directly related to school bus operation are also described.

### **Becoming Familiar with a School Bus (2 Hours)**

This course describes the physical attributes of different types of school buses. It details legal descriptions, physical characteristics, and specific danger zones in regard to a school bus, and how these factors affect how an operator controls the vehicle

### **School Bus Vehicle Inspections (1 Hour)**

This course outlines the reasons for performing school bus inspections. It describes types of vehicle inspections and common unsafe conditions. This course specifically addresses pre-trip, between-trip, and post-trip inspection procedures and how to report unsafe conditions.

### **School Bus Vehicle Operation (2.5 Hours)**

This course discusses various aspects of safe school bus operation, including the IPDE process, safe following distances, railroad crossings, right-of-way, passing, school bus positioning, and fuel economy.

### **Traffic Control Devices (1 Hour)**

This course discusses traffic control devices and their meaning. Proper use of these devices is also addressed.



### ***School Bus Critical Situations (2 Hours)***

This course outlines appropriate responses to critical situations. It details preventing and correcting for loss of traction, loss of brakes, steering failure, tire blowout, headlight failure, accelerator failure, and engine overheating. This course also details the classification of fire and school bus evacuation procedures.

### ***Crash Procedures (1 Hour)***

This course details school bus crash procedures and describes types of crashes and the responsibilities of school bus operators during crash situations. It outlines the procedures and requirements for exchanging information and rendering aid. This course also details necessary reports or penalties that can result from a school bus incident.

### ***Loading and Unloading Students (1.5 Hours)***

This course describes school bus loading and unloading procedures. It outlines the requirements for school bus stop locations and details proper and improper use of alternating flashing red lights. The course also provides tips for maintaining an accurate schedule.

### ***School Bus Passenger Management (2 Hours)***

This course details student management for school bus operators. It discusses today's young people, discipline suggestions, and behavior motivators. This course also outlines the general stages of human development.

### ***First Aid (1 Hour)***

This course details first aid training for school bus operators. It discusses basic principles of first aid training and how to manage a variety of injuries and/or illnesses.

### ***Students with Special Needs (2.5 Hours)***

This course discusses how to accommodate students with special transportation needs. It addresses proper use of assistive equipment and emergency evacuation procedures. Laws that protect students with disabilities are also discussed.

### ***Field and Activity Trips (1 Hour)***

This course discusses the problems, responsibilities, and additional instructions that school bus operators need to be mindful of during a field trip.

### ***Commercial Driver's License Pre-Trip Inspection (1.5 Hours)***

This course discusses license requirements and the pre-trip inspection process. It provides information regarding specific areas of the inspected vehicle.

### ***Florida School Bus Operator Training End-of-Course Test (1 Hour)***

This School Bus Operator Training End-of-Course Test assesses your understanding of the material presented throughout the Florida School Bus Operator Training Course.



## **Iowa STOP Course**

### **Accidents and Emergency Procedures (2 Hours)**

This course discusses the skills necessary to operate a school bus safely and efficiently, including actions to avoid accidents, legal responsibilities and required actions should a school bus operator be involved in an accident, and emergency procedures to follow when involved in an accident. This course also discusses how to effectively operate a 2-way communication system and prepare for weather related emergencies.

### **Blind Spots/Danger Zones and Mirrors (1 Hour)**

This course identifies blind spots and danger zones around a school bus and details the use of mirrors to eliminate these dangerous areas.

### **Controlling the School Bus (2 Hours)**

This course discusses techniques to control a school bus. It details steering, turning, passing, merging, stopping, and driving in traffic. This course also discusses railroad crossing techniques.



### **Laws and Rules (1 Hour)**

This course outlines laws and rules selected from the Code of Iowa and the Iowa Administrative Code (IAC). It details the most frequently referenced sections relating to school transportation.

### **Emergency First Aid (2 Hours)**

This course outlines common first aid techniques for school bus drivers. Procedures for bleeding, burns, broken bones, sprains, choking, head injuries, unconsciousness, fainting, dizziness, convulsions, seizures, and allergic reactions are detailed.

### **DOT Drug and Alcohol Testing (1 Hour)**

This course details information school bus drivers need to know regarding DOT drug and alcohol testing procedures. It provides background information and specific procedures to expect while being tested. This course also explains what will happen after the testing is completed.

### **Detecting Hazards (1 Hour)**

This course discusses the systematic techniques that a school bus driver must use to detect road hazards. It details how to use the five senses to pick up clues that indicate a potential or actual danger. This course also discusses how to make appropriate decisions and take the best course of action by adjusting your driving to minimize or avoid hazards.

### ***Emergency Driving Techniques (1 Hour)***

This course discusses emergency driving techniques used to maintain or regain control of a school bus in cases of skidding, tire blowout, brake loss, travel path obstruction, and loss of visibility.

### ***Field Trips (1 Hour)***

This course about field trips discusses the responsibilities of the bus operator and those who accompany him/her on the trip, problems faced on a field trip, and special instructions to remember when driving on a field trip.

### ***Loading and Unloading Procedures (1 Hour)***

This course describes specific procedures for loading and unloading passengers in a variety of situations. These procedures help school bus operators avoid unsafe conditions which could result in injuries and fatalities during and after loading or unloading.



### ***Passenger Control (1 Hour)***

This course discusses how to accommodate students with special transportation needs. It addresses proper use of assistive equipment and emergency evacuation procedures. Laws that protect students with disabilities are also discussed.

### ***Pretrip Air Brake Inspection (1 Hour)***

This course describes air brake components and discusses pretrip air brake inspection procedures.

### ***Railroad-Highway Crossing (1 Hour)***

This course describes the proper procedures and restrictions for a school bus approaching and crossing a railroad-highway crossing. It details warning devices and railroad crossings, general safety, and common special situations.



### ***Roles and Responsibilities (1 Hour)***

This course discusses roles and responsibilities of school bus operators, as well as obligations they have toward employers, supervisors, coworkers, passengers, and parents. It also discusses criteria for selecting school bus operators, how emotional and physical characteristics can affect driving ability, and appropriate reporting and recording procedures.

### ***School Bus Operation (2 Hours)***

This course discusses the basic skills needed to operate a school bus safely and efficiently. It discusses the pretrip inspection, starting the engine and accelerating, shifting gears, securing the bus, and the posttrip inspection.

### ***Transporting Students with Special Needs (1 Hour)***

This course discusses how to accommodate students with special transportation needs. It addresses proper use of assistive equipment and emergency evacuation procedures. Laws that protect students with disabilities are also discussed.



### ***Iowa School Bus Certification Exam (1 Hour)***

This Certification Test will assess your understanding of the material presented in this course.

## ***Iowa Optional Courses***

### ***Head Start Transportation (2 Hours)***

Upon successful completion of this course the student will be able to describe the regulations regarding safety features and the safe operation of vehicles used to transport children participating in Head Start and Early Head Start programs.

### ***Special Needs Transportation for Directors and Special Needs Drivers (3 Hours)***

This course discusses how to accommodate students with special transportation needs. It addresses proper use of assistive equipment and emergency evacuation procedures. Laws that protect students with disabilities are also discussed.

## Oklahoma

### **Information and Driver Qualifications (1 Hour)**

This course details general rules and regulations regarding school bus driver employment in the State of Oklahoma and discusses preliminary qualifications for certification.

### **Oklahoma Vehicle Laws-Title 47, Sections 10-11 (1 Hour)**

This course states vehicle laws that pertain to the safe operation of a school bus in the State of Oklahoma.



### **Oklahoma Vehicle Laws- Title 47, Sections 12 & 15 (1 Hour)**

This course states vehicle laws that pertain to the safe operation of a school bus in the State of Oklahoma.

### **Pre- and Post-Trip Inspections (2 Hours)**

This course discusses the background of school bus safety and school bus design. It also details pre- and posttrip inspection procedures.

### **Pre-Trip Air Brake Inspection (1 Hour)**

This course describes air brake components and discusses pretrip air brake inspection procedures.

### **Blind Spots/Danger Zones and Mirrors (1 Hour)**

This course identifies blind spots and danger zones around a school bus and details the use of mirrors to eliminate these dangerous areas.

### **Pickup and Discharge Procedures (2 Hours)**

This course details the proper procedures for picking up and discharging passengers. Also discussed are bus mirror settings, blind spots, and techniques for transporting special needs students.



### ***Sound Driving Practices 1 (1 Hour)***

This course describes characteristics of a professional driver and discusses a variety of conditions that affect drivers and vehicle operation.

### ***Sound Driving Practices 2 (1 Hour)***

This course discusses sound driving practices, including traffic control, steering techniques, turning movements, highway hypnosis, six-point vision scan procedure, night driving, and headlight etiquette.

### ***Sound Driving Practices 3 (1.5 Hours)***

This course describes characteristics of a professional driver and discusses a variety of conditions that affect drivers and vehicle operation.

### ***Backing and Turnabout Maneuvers (1 Hour)***

This course details the proper techniques for backing and making turnabout maneuvers. Also discussed are primary and secondary roadways and the use of student helpers.

### ***Railroad Crossing Safety and Procedures (2 Hours)***

This course describes the proper procedures and restrictions for a school bus approaching and crossing a railroad track.



### ***Collision Procedures (1 Hour)***

This course discusses procedures to be followed by a bus driver at the scene of an accident.

### ***Emergency Evacuations (2 Hours)***

This course discusses emergency and nonemergency evacuation policies and procedures for non-special needs and special needs passengers.

### ***Student Management (1 Hour)***

This course discusses the functions of a discipline policy and details rules and procedures school bus passengers are expected to follow.

### ***Certification Test (2 Hours)***

This Certification Test assesses your understanding of the material presented in this course.

## **West Virginia**

### **Accidents and Emergencies (Section F) (2 Hours)**

This course discusses the basic knowledge needed to recognize a potential situation that can cause an accident. It details the legal responsibilities, ramifications, and required action in case of an accident. This course also discusses the emergency policy and procedures to follow in the event of an accident and how to effectively operate a 2-way communication system.



### **Blind Spots/Danger Zones and Mirrors (1 Hour)**

This course identifies blind spots and danger zones around a school bus and details the use of mirrors to eliminate these dangerous areas.

### **Controlling the School Bus (Section C) (2 Hours)**

This course discusses techniques to control a school bus. It details steering, turning, passing, merging, stopping, and driving in traffic. This course also discusses railroad crossing techniques.

### **Detecting Hazards (Section D) (1 Hour)**

This course discusses the systematic techniques that a school bus driver must use to detect road hazards. It details how to use the five senses to pick up clues that indicate a potential or actual danger. This course also discusses how to make appropriate decisions and take the best course of action by adjusting your driving to minimize or avoid hazards.



### ***Emergency Driving Techniques (Section E) (1 Hour)***

This course discusses emergency driving techniques used to maintain or regain control of a school bus in cases of skidding, tire blowout, brake loss, travel path obstruction, and loss of visibility.

### ***Field Trips (Section H) (1 Hour)***

This course about field trips discusses the responsibilities of the bus operator and those who accompany him/her on the trip, problems faced on a field trip, and special instructions to remember when driving on a field trip.

### ***Loading and Unloading Procedures (1 Hour)***

This course describes specific procedures for loading and unloading passengers in a variety of situations. These procedures help school bus operators avoid unsafe conditions which could result in injuries and fatalities during and after loading or unloading.

### ***Passenger Control (Section G) (1 Hour)***

This course discusses general rules of passenger conduct, passenger management techniques, and discipline procedures.

### ***Pretrip Inspection (Section B) (1 Hour)***

This course details pretrip inspection procedures and includes the air brake check.

### ***Railroad-Highway Crossings (1 Hour)***

This course describes the proper procedures and restrictions for a school bus approaching and crossing a railroad-highway crossing. It details warning devices and railroad crossings, general safety, and common special situations.



### ***School Bus Operation (Section B) (2 Hours)***

This course discusses the basic skills needed to operate a school bus safely and efficiently. It discusses the pretrip inspection, starting the engine and accelerating, shifting gears, securing the bus, and the posttrip inspection.

### ***School Bus Operator Roles and Responsibilities (Section A) (1 Hour)***

This course discusses roles and responsibilities of school bus operators, as well as obligations they have toward employers, supervisors, coworkers, passengers, and parents. It also discusses criteria for selecting school bus operators, how emotional and physical characteristics can affect driving ability and appropriate reporting and recording procedures.

### ***School Bus Transportation Policies and Procedures (2 Hours)***

This course states the policies and procedures that pertain to the safe operation of a school bus in the State of West Virginia.

### ***Transporting Exceptional Students (Section I) (1 Hour)***

This course discusses the responsibilities that bus operators have when transporting exceptional students. It discusses loading and unloading procedures, behavior patterns of special needs students, and how to handle emergencies while transporting exceptional students.

### ***D.O.T. Drug and Alcohol Testing (1 Hour)***

This course describes the proper procedures and restrictions for a school bus approaching and crossing a railroad-highway crossing. It details warning devices and railroad crossings, general safety, and common special situations.

### ***School Bus Operator Certification Test (1 Hour)***

This Certification Test will assess your understanding of the material presented in the West Virginia School Bus Operator Training Program. The test covers components from:

- WV Commercial Driver License (CDL) Manual
- Policy 2422.8- Medication Administration Policy
- Policy 4334-WV Minimum Requirements for Design and Equipment of School Buses
- Policy 4336-WV School Transportation Regulations
- Policy 4373-Student Code of Conduct
- Policy 5902-Employee Code of Conduct
- WV State Police Inspection Requirements
- West Virginia Code-Chapter 17 C
- Certified American Red Cross First Aid

### ***School Bus Operator Recertification Test (1 Hour)***

This Recertification Test will assess your understanding of the material presented in the West Virginia School Bus Operator Training Program. The test covers components from:

- WV Commercial Driver License (CDL) Manual
- Policy 2422.8—Medication Administration
- Policy Policy 4334—WV Minimum Requirements for Design and Equipment of School Buses
- Policy 4336—WV School Transportation Regulations
- Policy 4373—Student Code of Conduct
- Policy 5902—Employee Code of Conduct
- WV State Police Inspection Requirements
- West Virginia Code—Chapter 17 C
- Certified American Red Cross First Aid



## Wyoming

### **Information and Driver Qualifications (1 Hour)**

This course details general rules and regulations regarding school bus driver employment in the State of Wyoming and discusses preliminary qualifications for certification.

### **Wyoming Vehicle Laws—Title 31 (1 Hour)**

This course states vehicle laws that pertain to the safe operation of a school bus in the State of Wyoming.

### **Pre- and Post-Trip Inspections (2 Hours)**

This course discusses the background of school bus safety and school bus design. It also details pre- and posttrip inspection procedures.

### **Pre-Trip Air Brake Inspection (1 Hour)**

This course describes air brake components and discusses pretrip air brake inspection procedures.

### **Blind Spots/Danger Zones and Mirrors (1 Hour)**

This course identifies blind spots and danger zones around a school bus and details the use of mirrors to eliminate these dangerous areas.

### **Pickup and Discharge Procedures (2 Hours)**

This course details the proper procedures for picking up and discharging passengers. Also discussed are bus mirror settings, blind spots, and techniques for transporting special needs students.

### **Sound Driving Practices 1 (1 Hour)**

This course describes characteristics of a professional driver and discusses a variety of conditions that affect drivers and vehicle operation.



### ***Sound Driving Practices 2 (1 Hour)***

This course discusses sound driving practices, including traffic control, steering techniques, turning movements, highway hypnosis, six-point vision scan procedure, night driving, and headlight etiquette.



### ***Sound Driving Practices 3 (1.5 Hours)***

This course discusses sound driving practices, including speed limits, following distances, passing, stopping, downshifting, and avoiding collisions.

### ***Backing and Turnabout Maneuvers (1 Hour)***

This course details the proper techniques for backing and making turnabout maneuvers. Also discussed are primary and secondary roadways and the use of student helpers.

### ***Railroad-Highway Crossings (1 Hour)***

This course describes the proper procedures and restrictions for a school bus approaching and crossing a railroad-highway crossing. It details warning devices and railroad crossings, general safety, and common special situations.

### ***Accident Procedures (1 Hour)***

This course discusses procedures to be followed by a bus driver at the scene of an accident.

### ***Emergency Evacuations (2 Hours)***

This course discusses emergency and nonemergency evacuation policies and procedures for non-special needs and special needs passengers.

### ***Student Management (1 Hour)***

This course discusses the functions of a discipline policy and details rules and procedures school bus passengers are expected to follow.

### ***Certification Test (2 Hours)***

This Certification Test will assess your understanding of the material presented in this course.



# NAPT Certification Courses

## *National Association for Pupil Transportation Certification Courses*



The National Association for Pupil Transportation (NAPT) Certification Courses can be used for NAPT Certification, NAPT Recertification, In-Service, or Professional Development opportunities. These courses are available to members of NAPT and any other individuals in the pupil transportation industry.

### ***101 - Student Transportation Orientation (3 Hours / 0.3 CEU)***

This course discusses the history of the pupil transportation industry as well as future trends for transportation professionals. The course covers pertinent federal and state laws that impact the pupil transportation industry and reviews current recommendations and best practices from industry peers and trade organizations. The course discusses how school districts function internally and how transportation professionals manage employee relations. Topics such as training and testing of staff are covered. The course also discusses budgeting and fiscal planning for the transportation professional. It details types of buses used and the specifications as well as options available. Program recommendations are laid out that detail preventative maintenance, safety, and managing children. Finally, the course discusses route safety, bus stop safety, and other critical functions the transportation professional offers to protect children.



### **201 - Business Writing (1.5 Hours / 0.15 CEU)**

This course presents practical tips to help write clearly and professionally. It details how to project professionalism when writing to parents, supervisors, staff, and school boards.

### **202 - Presentation Skills (1.5 Hours / 0.15 CEU)**

This course presents techniques for preparing and planning a presentation. It details how to reduce anxiety, create openers, and maintain interest. It also provides suggestions for using visual aids, handling questions, projecting a polished appearance, and presenting material in a professional manner. This course is highly recommended for all transportation personnel who present safety lessons or perform training.



### **203 - Communication Skills for Transportation Professionals (1.5 Hours / 0.15 CEU)**

This course details the basic components of communication and provides insight into the communication process. It outlines tips that enhance the comfort level and performance of pupil transportation professionals. This course also discusses potentially challenging communication situations, including misunderstandings and conflict, and how to effectively maneuver through these situations.

### **204 - Team Communication Strategies (1 Hour / 0.1 CEU)**

This course details good communication strategies for optimal team development. The course also outlines learning styles and personalities when managing team communication. It also discusses managing team conflict and providing praise and recognition programs to reinforce positive team behavior.

### **205 - Managing the Media (1.5 Hours / 0.15 CEU)**

This course presents basic principles for managing the media. It defines what is considered news and details the importance of working with the media using interaction guidelines. This informative lesson provides the basic skills needed to successfully prepare for interacting with the media.



**208 - Parent, Administrator, Board, and Public Outreach  
(1 Hour / 0.1 CEU)**

This course presents tips on working with the media, school staff, community groups, and parents to promote an understanding of student transportation issues and needs. It details how to identify problems and develop appropriate messaging using both time-tested and innovative mediums. This is a valuable course for transportation managers who want to strengthen community relations.

**301 - Basic School Transportation Accounting  
(1.5 Hours / 0.15 CEU)**

This course discusses basic bookkeeping functions, such as recording debits and credits, making correcting entries, and closing a set of books. It details the elements of balance sheets, budgetary accounts, governmental funds, state and corporate transportation fund allocation systems, and Governmental Accounting Standards. This course is intended for entry-level administration and transportation staff that have the responsibility of tracking finances.

**302 - Budget Development (1 Hour / 0.1 CEU)**

This course presents an introduction to school district transportation budgeting, including understanding the budget cycle, short and long-range planning, and enrollment projections for budgeting purposes.

**303 - Procurement and Budget Management  
(1.5 Hours / 0.15 CEU)**

This course provides an introduction to public and private transportation procurement and budget management. It discusses the rules of government procurement, purchasing processes, and procedures, practical purchasing examples, the importance of recordkeeping, and monitoring. Budget management practices and strategies for monitoring cash flow are also discussed.

**401 - Managing Human  
Resources I (1 Hour / 0.1 CEU)**

This course discusses basic human resource management laws. It outlines the legal framework of human resource management, including due process, equal protection and non-discrimination, disability law, leave of absence, wage and working conditions, employment eligibility, and retention. This course is intended for transportation professionals with human resource responsibilities.



### **402 - Managing Human Resources: Employee Relations** (1 Hour / 0.1 CEU)

This course describes effective interview and hiring practices, including provisions of an Employee Handbook, discusses effective techniques for conducting employee evaluations, and defines proper steps and procedures for investigating allegations of employee misconduct and administering discipline when appropriate. It provides a practical overview of human resource management for pupil transportation managers and supervisors, focusing on employee evaluation, training, and discipline. This course also covers the “how to” of developing accurate job descriptions.



### **403 - Labor Contract Negotiations and Management** (1.5 Hours / 0.15 CEU)

This course discusses performance-based negotiating, principles necessary for effective negotiating, important steps to follow when preparing to negotiate, and effective plans for conducting negotiations. This course details basic elements of labor contract negotiations, including theory and negotiation styles, how to plan for bargaining, contract language, and bargaining table behavior. The purpose of this lesson is to provide proven strategies for preparation before negotiation. With these tools in hand, it is much easier to get through the contract negotiations process and meet transportation needs.

### **404 - Human Resources - Critical Issues (1 Hour / 0.1 CEU)**

This course discusses the definition of sexual harassment in all of its forms and what a transportation department can do to reduce or eliminate this behavior in the workplace. The course also discusses the subject of workforce diversity. It covers the importance of maintaining a diverse workforce and the benefits to the department in achieving such diversity within its organization. Finally the course covers the signs of physical abuse, neglect, and sexual abuse of children.

### **405 - Student Needs and Management (1 Hour / 0.1 CEU)**

This course discusses student behavior issues from the management perspective. It reviews student characteristics and behavior management strategies by age level and details ways to prepare drivers and attendants to manage student behavior within challenging situations; work within the school district structure; develop district policy, procedures, and forms; and understand the nuances of working with students with disabilities.



### **501 - Overseeing a Fleet Maintenance Program (0.5 Hour / 0.05 CEU)**

This course discusses the fundamentals of pupil transportation fleet management, including schedules, forms, reports, inventory and maintenance budgets, safety, and training. The course is designed for all managers who are interested in, or have a responsibility for, shop operations. This course will help anyone with responsibility for a pupil transportation fleet maintenance program to gain perspective on key management principles.

### **502 - Advanced Shop Maintenance (1.5 Hours / 0.15 CEU)**

This course digs deeper into management of fleet operations, and explores many costs of operating a school bus fleet. Items discussed include, vehicle acquisition and replacement, preventive maintenance inspections, inventory control, fuel acquisition, storage, and distribution, computerized management systems, and 2-way communications.

### **503 - School Bus Specifications (0.5 Hour / 0.05 CEU)**

This course provides insight into assessing vehicle requirements, writing specifications, bidding, purchasing, and receiving school buses best suited to meet an operation's specific and unique needs.

### **504 - School Bus Manufacturing (1 Hour / 0.1 CEU)**

This course is a general overview of the school bus manufacturing industry. It details the history and events that shaped the appearance and safety features of today's buses and the basic construction of a school bus. It also discusses design changes that will further improve bus efficiency and safety.

### **601 - School Bus Routing & Scheduling I (1.5 Hours / 0.15 CEU)**

This course presents theories and strategies for successful routing. Route types, stop choice, and multi-trip options are discussed as well as the development of policy and procedures and their implications for economy and safety. Computer-aided and manual routing strategies are evaluated and compared.



### **602 - School Bus Routing & Scheduling II (1 Hour / 0.1 CEU)**

This course discusses the practical knowledge needed to efficiently manage school bus routing and scheduling operations both manually and computer assisted. It details the staggering of school bus routes, computer assisted routing, and scheduling. Global positioning systems (GPS) and organizational impacts are also outlined.

### **605 - School Transportation Contract Management (1 Hour / 0.1 CEU)**

This course discusses the process school districts use to obtain contract transportation services. It explains the differences between a request for proposal (RFP) and a bid, and covers the contents and documents contained in a RFP or bid. This course also discusses how to include the elements necessary for monitoring contractor performance to ensure safe, economical, and quality transportation.

### **606 - Management and Emergency Planning (2.5 Hours / 0.25 CEU)**

This course discusses techniques and strategies to help transportation professionals identify and manage risk. It details risk management policy, procedures, and elements of training to avoid risk. This course also outlines emergency planning, crisis management, and school bus security.

### **701 - Introduction to Leadership and Management (1.5 Hours / 0.15 CEU)**

This course presents an introduction to leadership and management. It defines the role of leadership for both experienced and novice managers. This course discusses different leadership models and explains how different models must be used with different individuals and in different circumstances. This course also details strategies for developing a work force into a committed team that has the preparation to get the job done right and the creativity to find even better ways to function.



### **702 - Personal Skills for Managers (1.5 Hours / 0.15 CEU)**

This course presents the personal skills necessary to be successful in a leadership position. Professional demeanor and E-mail and phone etiquette are discussed as well as the importance of setting a positive tone and handling negative or difficult people. It discusses how to handle conflict successfully. Time management and personal work habits that improve managers' efficiency and effectiveness are also outlined.



**703 - Personal Skills:  
Time Management  
(1.5 Hours / 0.15 CEU)**

Effective time management is essential to meet the time crunches a school transportation professional faces daily. Excellent personal skills are needed to overcome the challenges of time and communication. This course describes how to eliminate time wasters, avoid procrastination, streamline and organize work, conduct productive meetings, and de-clutter. This course also explains ways to delegate effectively, strategies for saying “No,” and new ways to set goals.

**801 - Special Needs  
Transportation  
(2 Hours / 0.2 CEU)**

This course provides an overview of laws, regulations, processes, strategies, and considerations for transportation personnel responsible for transporting students with disabilities.



**901 - School Transportation Security Assessment  
(1.5 Hours / 0.15 CEU)**

This course discusses the role of a security assessment for school transportation facilities and why such security plans are important. The course includes steps for gathering critical information on transportation operations and including emergency response agencies in the security planning process. A list of current best practices in school transportation security is included to educate transportation staff in strategies for securing their facilities. Finally, the course walks the participant through a comprehensive security assessment and discusses key points required in the evaluation.

**902 - Crisis Communication (1.5 Hours / 0.15 CEU)**

This course presents the importance of communication during a crisis. The course details the importance of pre-planning, especially information gathering and information dissemination, and how thinking about issues in advance helps make the best of a crisis situation. The course discusses how to create a crisis communication response team and what roles each team member plays during a crisis event. The course also discusses steps for creating a crisis command center. Finally, the course covers the appropriate means of communicating to the community and disseminating information to the media.

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To learn more about  
School Training Solutions, contact:

***Patrick Willi***

***School Training Solutions***

***[pwilli@schooltrainingsolutions.com](mailto:pwilli@schooltrainingsolutions.com)***

***850.475.4024 (Office)***

***800.261.6248 (Customer Support)***



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