

CSE TRAINING THAT STICKS

4 Learning Indicators

- ★ **Observed procedural compliance during live entries**
- ★ **Quality and completeness of permit documentation over time**
- ★ **Stop-work actions and near-miss reports: more of both means a healthier culture. Treat them as signals, not problems.**
- ★ **Workers can demonstrate their role competency in the field, not just show a completion certificate.**

3 Common Mistakes

ONE-TIME TRAINING

- Relying on one-time online training without hands-on verification or periodic refreshers

MISUSED REPORTING

- Treating near-miss events as problems to minimize rather than learning opportunities.

GENERIC CONTENT

- Using generic content that doesn't reflect the specific hazards, equipment, and regulatory environment of tank wash and maintenance work

6 Principles

1

Short and Frequent
Monthly 10-minute focused modules plus an annual full-program review.



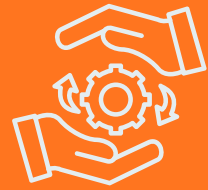
3

Use Real Stories
Incorporate near-miss stories from your operation and from the NTTC CSE Subcommittee playbook. Workers remember stories. They forget slides.



5

Real -World Content
Training should name the specific hazards, equipment, and procedures your workers encounter



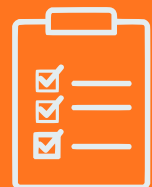
2

Train by Role
Each role gets role-specific training before that role is performed. Not generic. Not one-size-fits-all.



4

Verify Competency
Track observed procedural compliance during live entries — not just training completion rates



6

Supervisors Model:
Recognize stop-work decisions publicly. Participate in safety reviews. Your behavior is the training