



a cooperative program of Keene State College and the U.S. Department of Labor, OSHA

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Manchester, NH 03103-3308

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800-449-OSHA (6742)

OSHA Training Institute Education Center, Region 1  
OUTREACH DOCUMENTATION POLICY

**Notice to Outreach Trainers: Effective October 1, 2010**

**FAIL TO RECEIVE:**

If a trainer fails to receive a batch of cards, Region 1 OTIEC will replace the cards (at no charge) one time during a trainer's 4 year tenure as an Outreach trainer. Outreach trainers must provide a new address to send the cards. Replacement of sets of cards are sent via FedEx using the outreach trainers FedEx # or in the absence of a FedEx #, the trainer will pay postage including delivery confirmation. It is recommended that replacement cards are sent to the home address to avoid the issue of being lost at work or fall into the wrong hands. More than one request in four years will result in a \$25.00 replacement fee for reissuing a batch of cards.

**MISPRINTED:**

OTIEC Region 1 will only replace the cards upon receipt of the misprinted or destroyed cards. In the event of repeated requests for replacements cards, OTIEC Region 1 reserves the right to levy a \$25 charge for replacements cards and/or the postage with delivery confirmation.

**LOST CARDS:**

Should a trainer request a card for a student that has lost their card there is a \$25 fee for the replacement. Outreach Trainers should refer to the guidelines regarding record keeping requirements.

**AUTHORIZED TRAINER:**

If an authorized trainer requests a new card within the 4 year period there is a \$25 fee that must be paid prior to Region 1 reissuing a replacement card.

**TRAINING CERTIFICATES:**

Region 1 OSHA Training Institute Education Center requires a \$25.00 replacement fee (per certificate) for lost training certificates or requests for duplicate certificates.

**PAYMENT:**

Payment for lost or replacement cards/certificates must be done by MasterCard, VISA, or by check payable to Keene State College.

QUESTIONS? 1-800-449-6742

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MANAGER

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