

TABLE OF CONTENTS

YEAR ONE COURSES	1
ACCESSING YOUR RESOURCES	1
AMMONIA SAFETY	1
BUSINESS COMMUNICATION	1
CUSTOMER CONFLICT RESOLUTION	1
CUSTOMER SERVICE ESSENTIALS	2
EMERGENCY RESPONSE PLANNING	2
FINANCE 101	2
FOOD SAFETY: HACCP AND FSMA.....	2
FORKLIFT SAFETY.....	3
FUNDAMENTALS OF FOOD STORAGE AND PRESERVATION	3
JOB SAFETY ANALYSIS.....	3
LEADERSHIP DEVELOPMENT.....	3
RISK MANAGEMENT: WAREHOUSE EXPOSURES.....	4
SUPPLY CHAIN BASICS	4
TRANSPORTATION AND WAREHOUSING	4
WAREHOUSE OPERATION ESSENTIALS	4
YEAR TWO COURSES	5
BUDGETING AND FINANCIAL CONTROLS	5
BEHAVIORAL INTERVIEWING.....	5
CUSTOMER RECALL SIMULATION.....	5
EFFECTIVE PRESENTATIONS	6
EMPLOYEE TRAINING FOR SAFETY	6
FEEDBACK AND COACHING	6
GFSI - FOOD SAFETY.....	6
INTERNATIONAL BUSINESS AND THE COLD CHAIN	6
INTRODUCTION TO WAREHOUSE LAW	7
MANAGING AND MOTIVATING HUMAN PERFORMANCE.....	7
REFRIGERATION AND ENERGY	7
SANITATION AUDITING.....	7

TECHNOLOGY AND INFORMATION SYSTEMS	7
YEAR THREE COURSES	8
ANALYZING REFRIGERATION SYSTEMS	8
BEST PRACTICES FOR FOOD TEMPERING, CHILLING AND FREEZING.....	8
BUSINESS PLANNING AND FINANCIAL DECISION-MAKING	8
BUSINESS DEVELOPMENT	8
CASE STUDIES IN WAREHOUSE LAW	9
CHANGE MANAGEMENT	9
CRISIS MANAGEMENT	9
EMPLOYMENT PRACTICES AND LIABILITIES	9
PREPARING FOR OSHA INSPECTIONS.....	9
REGULATIONS AND YOUR JOB	10
TRENDS AND TECHNOLOGIES IN WAREHOUSE MANAGEMENT	10
WAREHOUSE SECURITY	10
NAVIGATING PORT DISRUPTIONS	10
TRANSPORTATION TRACK 1 and 2 COURSES	11
CARRIER RELATIONSHIPS.....	11
RISK MANAGEMENT: TRANSPORTATION EXPOSURES	11
TRANSPORTATION AND WAREHOUSING	11
TRANSPORTATION BASICS I and II.....	11
DATA FLOW AND FREIGHT DOCUMENTATION.....	12
COLD CARRIER CERTIFICATION	12
SANITARY TRANSPORTATION OF FOOD	12

YEAR ONE COURSES

ACCESSING YOUR RESOURCES

Upon completion of this course, students will:

- Identify GCCA and GCCF programs and services.
- Match GCCA member benefits such as technical guides to industry-specific use cases.
- Use the GCCA website to access the online community, inquiry service and Scientific Advisory Council.

AMMONIA SAFETY

Upon completion of this course, students will:

- Describe the health effects of ammonia exposure.
- List the initial first aid protocols for ammonia exposure.
- Define the physical and chemical characteristics of ammonia that affect safety and its use as a refrigerant.

BUSINESS COMMUNICATION

Upon completion of this course, students will:

- Analyze their writing skills to find areas that need improvement.
- Identify the benefits of professional writing style.
- Compose an employee performance review with all the necessary content.

CUSTOMER CONFLICT RESOLUTION

Upon completion of this course, students will:

- Identify the eleven difficult customer types.
- Describe ten ways to handle disagreements effectively.
- Create a plan to engage with customers on a regular basis.

CUSTOMER SERVICE ESSENTIALS

Upon completion of this course, students will:

- Explain the importance of delivering excellent customer service to the maintenance and growth of your company's customer base.
- Analyze potential solutions to customer complaints.
- Resolve customer complaints to restore customer satisfaction.

EMERGENCY RESPONSE PLANNING

Upon completion of this course, students will:

- Define "Emergency Action Plan" and "Emergency Response Plan."
- Identify the key components of each plan.
- Match the appropriate level of training for each warehouse employee role.
- Compare the advantages and disadvantages of using in-house or outside emergency response services.

FINANCE 101

Upon completion of this course, students will:

- Define the difference between finance and accounting
- Review accounting terms and apply them to daily life
- Explain how day-to-day operations can have a direct impact on your business profitability

FOOD SAFETY: HACCP AND FSMA

Upon completion of this course, students will:

- Comprehend the implications of food regulations on their job.
- Distinguish food quality from food safety.
- Identify food safety requirements for the public refrigerated warehouse industry.

FORKLIFT SAFETY

Upon completion of this course, students will:

- Identify the minimum requirements for an effective lift truck safety training program.
- Compare options for delivering forklift training.
- Evaluate the effectiveness of the forklift safety program in their facility.

FUNDAMENTALS OF FOOD STORAGE AND PRESERVATION

Upon completion of this course, students will:

- Describe the effect of freezing and frozen storage on the quality of food products.
- Identify the factors that influence shelf-life.
- Recognize the effect of temperature on chemical reaction rates.
- Use the GCCF Commodity Storage Manual to access commodity-specific requirements.

JOB SAFETY ANALYSIS

Upon completion of this course, students will:

- Describe the role OSHA plays in third-party logistics operations.
- Explain the importance of Job Safety Analyses (JSAs).
- Describe the five-step Job Safety Analysis procedure.
- Conduct a Job Safety Analysis.

LEADERSHIP DEVELOPMENT

Upon completion of this course, students will:

- Differentiate various leadership styles.
- Use personalized strategies to drive commitment and initiative.
- Adapt their personal style to yield collaborative, interdependent, and supportive teams.

RISK MANAGEMENT: WAREHOUSE EXPOSURES

Upon completion of this course, students will:

- Identify the basic exposures of loss to a public refrigerated warehouse.
- Analyze various loss prevention techniques currently in use by warehouse operators.

SUPPLY CHAIN BASICS

Upon completion of this course, students will:

- Define the term “cold chain.”
- Explain the role that you and your company play in temperature-controlled logistics.
- Summarize the cold chain industry's role in the domestic and international food markets.

TRANSPORTATION AND WAREHOUSING

Upon completion of this course, students will:

- Identify ways public refrigerated warehouses are becoming involved in the transportation function.
- Recognize opportunities for the warehouse to assist carriers.
- Predict the effect of the latest trends on transportation companies, shippers, and receivers.

WAREHOUSE OPERATION ESSENTIALS

Upon completion of this course, students will:

- Describe the ways the public refrigerated warehouse industry is changing.
- Compare procedures in your warehouse to those used in other facilities.
- Outline the steps involved in handling controlled-temperature products.

YEAR TWO COURSES

BUDGETING AND FINANCIAL CONTROLS

Upon completion of this course, students will:

- Explain the budgeting process.
- Recognize the components and interaction of a Balance Sheet and Profit and Loss Statement.
- Calculate cash flow for a given period.
- Apply a cost-benefit analysis technique for securing the approval of a project.

BEHAVIORAL INTERVIEWING

Upon completion of this course, students will:

- List the steps for preparing to interview a job candidate.
- Construct a series of behavioral questions that align to a job description.
- Evaluate candidate responses to determine the best fit for a given position.

CUSTOMER RECALL SIMULATION

Upon completion of this course, students will:

- Describe the process of a recall.
- Identify the 3PL warehouse's responsibilities during a recall.
- Conduct an effective mock recall.

EFFECTIVE PRESENTATIONS

Upon completion of this course, students will:

- Define appropriate scenarios when a presentation is necessary.
- Identify how to structure a clear presentation.
- Use visual aids effectively.
- List tips for making a powerful first impression.

EMPLOYEE TRAINING FOR SAFETY

Upon completion of this course, students will:

- Define your role as a safety leader.
- Apply strategies for providing and reinforcing safety feedback.
- Identify techniques for value-added safety training.

FEEDBACK AND COACHING

Upon completion of this course, students will:

- Define what effective coaching looks like in a workplace/management environment.
- Differentiate the importance of positive feedback from feedback for growth.
- Apply techniques for delivering employee-specific feedback.

GFSI - FOOD SAFETY

Upon completion of this course, students will:

- Define the Global Food Safety Initiative and related schemes such as BRC and SQF.
- Identify consideration factors for GFSI implementation.

INTERNATIONAL BUSINESS AND THE COLD CHAIN

Upon completion of this course, students will:

- Explain the structure of the international cold chain.
- Define common maritime industry nomenclature.
- Analyze the impact of government agencies on international business.

INTRODUCTION TO WAREHOUSE LAW

Upon completion of this course, students will:

- Interpret the "reasonable care" standard.
- Differentiate between negotiable and non-negotiable warehouse receipts.
- Identify strategies to maximize the enforcement of terms and conditions.

MANAGING AND MOTIVATING HUMAN PERFORMANCE

Upon completion of this course, students will:

- Relate employee performance to personal and operational success.
- Identify best practices for annual goal setting.
- Summarize frameworks for measuring and evaluating employee performance.

REFRIGERATION AND ENERGY

Upon completion of this course, students will:

- Define energy demand.
- List the systems and employee roles that have the greatest influence on energy use in your facility.
- Describe the components of an energy management strategy.
- Analyze their warehouse facility energy management program.

SANITATION AUDITING

Upon completion of this course, students will:

- Defend the reasons for conducting a sanitation audit.
- Recognize critical conditions that would prevent an "excellent" audit grade.
- Analyze their warehouse's sanitation procedures for weaknesses.

TECHNOLOGY AND INFORMATION SYSTEMS

Upon completion of this course, students will:

- Identify current technology and information systems used in the Cold Storage industry.
- Recognize threats and vulnerabilities to commonly used systems.
- Develop strategies to identify and prevent cyber-attacks.

YEAR THREE COURSES

ANALYZING REFRIGERATION SYSTEMS

Upon completion of this course, students will:

- List the core components of a refrigeration system.
- Match system components with facility specifications for maximum efficiency.
- Use favorable electrical rates to control operating costs.
- Evaluate low-cost facility modifications that will have the greatest impact on energy use.

BEST PRACTICES FOR FOOD TEMPERING, CHILLING AND FREEZING

Upon completion of this course, students will:

- Match different commodities to their appropriate temperature ranges for storage.
- Define processes for changing temperature zones.
- Use the Cost and Time to Freeze Calculator to calculate the most efficient storage conditions.

BUSINESS PLANNING AND FINANCIAL DECISION-MAKING

Upon completion of this course, students will:

- Recognize opportunities to control expenses and increase profits within their operation.
- Utilize a cost-benefit analysis.
- Create a business plan to justify capital expenditures.

BUSINESS DEVELOPMENT

Upon completion of this course, students will:

- Summarize an integrated approach to business development.
- Define the customer's priorities when doing business with a third-party logistics provider.
- List practical strategies for protecting and improving sales margins.
- Construct business agreements that are mutually agreeable to all parties.

CASE STUDIES IN WAREHOUSE LAW

Upon completion of this course, students will:

- Distinguish between specific and general lines.
- Explain the pitfalls of customer-prepared agreements.
- Given a case study, predict potential legal issues and suggest actions to reduce the liability of a warehouse.

CHANGE MANAGEMENT

Upon completion of this course, students will:

- Recognize the effects of change on employees, customers, and other stakeholders.
- Identify healthy responses to change.
- Describe the forces causing organizational change and the implications for the organization.

CRISIS MANAGEMENT

Upon completion of this course, students will:

- Identify proper protocols for responding to fires, ammonia leaks, natural disasters and other emergencies.
- Evaluate existing plans to protect employee safety.

EMPLOYMENT PRACTICES AND LIABILITIES

Upon completion of this course, students will:

- Identify two areas in the Employment Life Cycle that expose a company to discrimination claims.
- Distinguish behaviors that could be considered sexual harassment.
- Recommend strategies to minimize risk exposure.

PREPARING FOR OSHA INSPECTIONS

Upon completion of this course, students will:

- Outline the expectations of the inspector upon arrival.
- List actions that can be taken to assist the inspector.
- Prepare a facility for inspection by implementing daily protocols.

REGULATIONS AND YOUR JOB

Upon completion of this course, students will:

- Identify regulatory agencies that most impact cold storage companies.
- Paraphrase the process by which regulations are enacted.
- Select strategies for implementing regulatory compliance.

TRENDS AND TECHNOLOGIES IN WAREHOUSE MANAGEMENT

Upon completion of this course, students will:

- Identify current and emerging technological trends in cold storage operations.
- Compare costs and operational savings of new technologies to conventional equipment and processes.
- Given a specific use case, select cost-effective technologies that improve productivity and efficiency.

WAREHOUSE SECURITY

Upon completion of this course, students will:

- List security threats facing public refrigerated warehouses.
- Identify strategies to minimize security risks and damage.
- Devise a documentation procedure to satisfy customers and regulatory requirements.

NAVIGATING PORT DISRUPTIONS

Upon completion of this course, students will:

- List security threats facing ports.
- Identify strategies to minimize security risks and damage.
- Understand how port disruptions play a role in refrigerated warehouses daily.

TRANSPORTATION TRACK 1 and 2 COURSES

(Please note that the Transportation Track is only offered at Cold Chain Institute West)

CARRIER RELATIONSHIPS

Upon completion of this course, students will:

- Define the carrier's priorities when doing business with a warehouse customer/partner.
- Modify their business operations attract new carrier partnerships.
- Outline clear expectations for partnering with trucking companies.
- Resolve common conflicts with between warehouse and carrier partners.

RISK MANAGEMENT: TRANSPORTATION EXPOSURES

Upon completion of this course, students will:

- Identify the responsibilities and liabilities of the broker, carrier, and shipper.
- Describe the process for filing claims.
- Interpret the FMCSA safety ratings.
- Outline mandatory insurance requirements.

TRANSPORTATION AND WAREHOUSING

Upon completion of this course, students will:

- Identify ways public refrigerated warehouses are becoming involved in the transportation function.
- Recognize opportunities for the warehouse to assist carriers.
- Predict the effect of the latest trends on transportation companies, shippers, and receivers.

TRANSPORTATION BASICS I and II

Upon completion of this course, students will:

- Understand the role of temperature control in cold chain transportation.
- Identify transportation modes.
- Learn the basics of a reefer unit.
- Understand the basics and importance of pre-cooling a trailer.
- Differentiate between primary operational and business differences of asset vs. non-asset transportation companies.

DATA FLOW AND FREIGHT DOCUMENTATION

Upon completion of this course, students will:

- Understand different types of Electronic Data Interchange (EDI)
- Identify different standardized EDI formats
- Learn the benefits and drawbacks of EDI

COLD CARRIER CERTIFICATION

Upon completion of this course, students will:

- Understand what the Cold Carrier Certification Program is
- Describe the roles and responsibilities of STF
- Learn how to prepare for CCC and the application

SANITARY TRANSPORTATION OF FOOD

Upon completion of this course, students will:

- Understand the STF rule and why it is important
- Describe the benefits of being Cold Carrier Certified
- Learn the sanitary best practices of refrigerated transportation