



**Module 4: *Not Enough Time?***

**OMFS Training Series for Jacobs (formerly CH2M)**

**2025 Syllabus Course Description**

**Operations Management Group**

**Document history and status**

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## Executive Summary

Our focus is on Values, Integrity and Quality. It is the way we do business, not just something we talk about. Our values concentrate on:

- Exceeding the Customers Expectations.
- Empowering our People.
- Enhancing the Environment.

Together we must work hard to preserve our heritage and reputation, to make sure we are successful in the future. Because of this, there are policies for ethics and environmental compliance that we need to follow. We should each promise to do our best to meet these policies for yourself and the Company.

### Module 4: *Not Enough Time?*

Our work protects both the environment and the people we serve. For this reason, each of our jobs is important. We must strive to achieve compliance and to properly complete records of the decisions that we make and the circumstances that we deal with. This is especially true if during the workday a problem arises, or a mistake is made.

### Purpose

This training demonstrates why we must make good records. We need to recognize how important good records are and take the time to document all of our work. As you will see and come to understand, it is important to always make time. This course supports associates with the documentation of their operations and improving the records they produce. Specifically, associates will learn the importance of their records and that good recordkeeping gives individuals a better legal position should their actions ever be questioned. When records do not accurately explain actions and events, the situation can quickly become a serious problem.

- All employee records are important and must be carefully and thoughtfully made.
- Of course, because we are human, it is always possible to make a mistake. The best course of action is to make a good record of what that mistake was and explain what we did to correct the problem. The writing of honest records at the time an event occurs, is the best opportunity to explain ourselves and can prevent problems later on.
- What we say or what we do not say in our records can help those who review our records to a correct conclusion or an incorrect conclusion about what happened.
- We often feel we will remember and understand the things that we experience. As time goes by however, we inevitably forget details or even complete events. When it comes to documentation in our records, one issue with not making a note about changes or non-routine events is later the person who made the record often cannot remember what happened.

## 1. Course Syllabus Description

The intended audience of the course is all Operators, regardless of their length of service. Because all Operators make records in the course of their work, this training is applicable to all positions.

We are committed to the goal of “Perfect Compliance and Perfect Reporting”. This means all associates are expected to take any and all reasonable actions to achieve perfect compliance and then to fairly and accurately reflect the results of their efforts in their monthly reports to their regulators.

The Company has long recognized its greatest asset is its associates who are the key to all of the Company’s goals including the goal of Perfect Compliance. One of the most important jobs associates have in reaching this goal is making good records. You will remember from previous compliance trainings that records must always include: the actual time something happened, the date, the year, the initials of the person making the record, and a good description of what happened or how data was generated. The description can be the most difficult of these to prepare, but it is also critically important.

Know how to:

- Properly document a sampling record.
- Accurately document a changed record and the reason for the change.

Know:

- What Selective Monitoring is and why it is not proper or allowed.
- What the Company’s policy on Falsification and what it means.
- What you would like your records to look like if they were reviewed or audited.
- Why it is important to take the time to write correct records and documentation.
- What the benefit of self-disclosure of information to the regulators is.
- Understand a government investigation can result from inaccurately documented records.
- What information should be included in all records.
- What types of records at your project require detailed records to be recorded.

## Module 4: *Not Enough Time?*

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The operator course *Module 4: Not Enough Time?* consists of 3 Sections in a 25.5 minute video to watch, review and complete by each Operator. Each Section includes:

1. Simple Text (designed for ease of reading and comprehension).
2. Content Examples.
3. Content Illustrations within the videos.
4. Module Final Exam.

Each Section encourages personal accountability, provides examples of the evolving requirements, communication and due diligence required in Compliance & Reporting. The course provides guidance, direction and confidence for attaining our goal “Perfect Compliance and Perfect Reporting of Non-Compliance” to be achieved. Course retention is critical with our Clients’ / Customers’ satisfaction in our perfect compliance with all laws and regulations. Our Companywide Compliance Trainer and Program Administrator will be available to help Employees understand, practice and apply what they have learned.

Each Section will require the Employee to complete an attendance sheet that includes Course title with approval ID, Date, Printed name, and Signature. The Project Manager (or designee) is also required to provide their signature ensuring Operators are utilizing the course material appropriately, for the noted duration and following up with their performance in the field, confirming Operators are successfully applying what they have learned.

The course content, duration and brief description of each section is provided within the Appendix.

## 2. Module Lesson Plan

Module 4: *Not Enough Time?* is a self-paced video presentation designed to allow the participant an opportunity to read the course materials and then observe or experience examples of the content. The *video* presentation accompanied by questions and answers will encourage understanding and learned knowledge through course completion. This module will have a Final Exam at the end that will be scored, recorded and tracked.

The learning environment will be in a quiet area (the training room for example), furnished with a desktop, or laptop computer loaded with the assigned course files. The Project Manager will be responsible for providing the Employee with a computer, assigned Courses, Sign-In Sheet, and other materials (calculator, scratch paper for notes and computations) and will collect the Final Exam after completion.

The Final Exam will serve to confirm the Employees retention of the Module and may be utilized as part of the Employee Performance Program internally known as e3.

### **3. Program Tracking and Accountability**

The Companywide Compliance Trainer, or e3 corporate software framework, will score and file the Final Course Exams. A score of 70% is required to Pass. Results will be made available to the site supervisor. If the Employee does not achieve the minimum score of 70%, the Employee will repeat the course.

The Companywide Compliance Trainer and Program Administrator will be available to those participants showing a need for specific course assistance. Employees will be given the course material objectives as part of their quarterly performance evaluation.

## Appendix A. Course Module Descriptions

The following Sections are offered in the recommended progression:

<b>Section</b>	<b>Description</b>	<b>Duration</b>
Learning Objectives	Discuss Course Learning Objectives and Expectations.	10.00 min.
Section 1 – Not Enough Time	DVD topics covered: Keeping Good Records. <ul style="list-style-type: none"> <li>• Communication.</li> <li>• Documentation mistakes with no reference.</li> <li>• Remembering the past and non-routine events.</li> <li>• How much time does it take to make proper records?</li> <li>• Documenting your work / changes for revisions.</li> <li>• Has training helped you find the time to properly document records?</li> </ul>	7.50 min.
Operator Group 1	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15.00 min.
Section 1 – Continued	<b>Driving the Point Home</b> – Video section with additional: <ul style="list-style-type: none"> <li>• Details.</li> <li>• Definitions.</li> <li>• Explanation.</li> </ul>	4.10 min.
Section 2 – The Power of Evidence	What if you were being investigated by the USEP? <ul style="list-style-type: none"> <li>• Investigations Provide Answers.</li> <li>• Prior notations provide required documentation.</li> <li>• Records accurately and honestly reflect steps taken.</li> <li>• Disclosure.</li> </ul>	6.15 min.
Operator Group 2	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15.00 min.

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<b>Section</b>	<b>Description</b>	<b>Duration</b>
Section 2 – Continued	<b>Driving the Point Home</b> – Video section with additional: <ul style="list-style-type: none"><li>• Details.</li><li>• Definitions.</li><li>• Clarification.</li></ul>	2.30 min.
Section 3 – The Client	This section demonstrates the methods for calculating averages, using the method specified in your permit, reporting maximum and minimum values with no averaging unless your permit allows. Read your permit very carefully for the means of reporting, i.e. geometric means versus averaging.	5.30 min.
Section 3 – Continued	<b>Driving the Point Home</b> – Video section with additional: <ul style="list-style-type: none"><li>• Details.</li><li>• Definitions.</li><li>• Explanation.</li></ul>	10.00 min.
Group 3	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15.00 min
Module 4 – Final Exam	12 Question Exam with story problems requiring 70% or higher score.	30.00 min.
Evaluation Report	Provide Operator Evaluation.	15.00 min
<b>Total Hours</b>	All Hours Listed are Firm Estimates.	<b>2.25 Hours</b>

## Appendix B. Course Completion Sign-Off Sheet

Upon completion of each Section, the Operator will legibly print their name and provide a valid signature and date to receive credit. The Companywide Compliance Trainer (or designee) is responsible for Attendee enrollment. The Attendee must commit to full participation, and application of acquired knowledge towards individual professional growth. The Program Administrator will file the signature sheets with the Companywide Trainer into a secure filing network.

		<b>Course Completion Sign-Off Sheet</b> State: _____ Course # _____ Employee Name _____		
Module 4: Not Enough Time	Start Date	Completion Date	Minutes to Complete	Supervisor Signature
Course – Learning Objectives				
Section 1 – Not Enough Time				
Operator Group 1 – Enactment/Participation, Digging Deeper				
Section 1 Continued – Driving the Point Home				
Section 2 – The Power of Evidence				
Operator Group 2 – Enactment/Participation, Digging Deeper				
Section 2 Continued – Driving the Point Home				
Section 3 – The Client				
Section 3 Continued – Driving the Point Home				
Operator Group 3 – Enactment/Participation, Digging Deeper				
Module 4 Final Exam				
Evaluation Report				
<b>Total Hours Awarded for CEU Credit</b>			<b>2.25 TCH</b>	<b>0.225 CEU</b>
I understand that it is incumbent upon me to complete all modules in this Course and that Jacobs verifies and audits the completion of training by employees. My signature indicates that I personally reviewed and completed all portions of this Course and no one has completed any portion of this course on my behalf.				
DD/MM/20YY				
Employee Signature _____		Date _____		# _____
		<b>Date</b>		<b>License /Certification #</b>

## Appendix C. Compliance & Reporting Certificate of Completion

Upon completion of the Module, the Program Administrator will complete the below Completion Certificate and provide a copy to the Operator for their records. At the site level, the Operator is responsible for submitting their Certificate to the State and paying any applicable state CEU fees. The Program Administrator may assist, as needed. When required, this form will be customized to include necessary State specific information.

**Jacobs**  
**CERTIFICATE OF COMPLETION**

**First Last Name**  
has successfully completed:

**Module 4: *Not Enough Time***

**State**  
Awarded 0.225 CEU, 2.25 TCH  
Course ID # n/a  
License / Certification # \_\_\_\_\_

On \_\_\_\_\_ (Date)

As reviewed and approved by:  
*Elisabeth Smith*  
\_\_\_\_\_  
**Elisabeth Smith, Companywide Compliance Trainer**