



Resource Development Company

Technologies for Learning

Q3 2010

Dear Valued Client,

Worker knowledge is one of the most important factors in safe and efficient operations. With the renewed attention focused on the energy industry, it is more critical than ever to ensure workers know what they need to know to work safely and effectively. Every process, site and job has unique knowledge requirements - generic "training" is no longer adequate. Knowledge transfer is our business, and developing effective learning solutions for operators is our one and only focus.

Most recently, we have been working with Foster Wheeler engineers to develop a series of KnowledgeWeb environments for their process technologies (see the story below). We are also adding to and updating our EH&S library. We have released a new program, and you can expect to see changes to our DOT and HazCom programs. We welcome your input in our program development to address those changes.

Thanks for reading,

-Your RDC Team

RDC and Foster Wheeler

KnowledgeWeb™ for Delayed Coking

Foster Wheeler and Resource Development Company are collaborating to create custom process-specific KnowledgeWeb environments for Foster Wheeler technologies. The KnowledgeWeb™ for Foster Wheeler's SYDECSM Process is now ready for release.

The complexities of process technology require a skilled workforce to operate and maintain the equipment and support the process. Together, Foster Wheeler and RDC have created a custom online environment profiling all knowledge specific to delayed coking operations, systems, equipment, instrumentation, fundamentals and process safety. Each KnowledgeWeb is further customized for



New Release:

Process Safety and Fatigue Management

In August, RDC announced the addition of a new online learning program to the ePILOT EH&S library. "Process Safety and Fatigue Management" is designed to help users meet the basic training requirements of ANSI/API's Recommended Practice 755. This module will provide a useful addition to any process facility's fatigue management program. The course is accessible via the internet and includes information regarding fatigue risks, shift work sleep disorder, and how to obtain quality sleep. [Read the press release.](#)

Coking.com:

Visit us in Calgary

The Coking.com Delayed Coking Seminar will be held in Calgary, September 13-16th. RDC will be presenting with Foster Wheeler and will host a hospitality suite where we will be able to show you first hand the features of the KnowledgeWeb™ for the Foster Wheeler SYDECSM Process and answer questions. Stop by for refreshments on Wednesday evening. We hope to see you there!

[Coking.com](#)

Professional Development

CEUs and Certificates

each site to include site-specific parameters and graphics. Topics are addressed via personal learning paths and differential learning to maximize knowledge transfer effectiveness and reduce time to competency. More than just a knowledge transfer environment, the KnowledgeWeb institutionalizes knowledge by capturing, organizing, managing and maintaining all information related to the knowledge requirements so it is easily accessible and structured to improve performance.

[Read more about RDC's KnowledgeWeb technology.](#)

HazCom Changes

Take Part in Program Development

Now that OSHA has wrapped up their hearings after the public comment period, the final rule that adopts the United Nations Globally Harmonized System for Classification and Labeling of Chemicals with OSHA's Hazard Communication System is being prepared. You can learn more about these changes at OSHA's website:

<http://www.osha.gov/dsg/hazcom/global.html>

We are tracking these changes closely in order to provide our clients with the appropriate learning program well in advance of the effective date. If you would like to participate in the program development process as a committee member, please contact Peggy McGee at pmcgee@rdc.us.com to express your interest. Please provide a brief summary of your background in Hazard Communication. This committee is formed by volunteer SMEs from leading oil/gas, chemical, and pharmaceutical companies. Development work will begin once OSHA publishes their final rule, expected in 2011.

About RDC

Resource Development Company LLC (RDC) is a global leader in developing innovative learning solutions. We specialize in providing learning solutions to the oil and gas, refining, chemical, petrochemical and pharmaceutical industries. We combine our extensive industry knowledge and our instructional design expertise with advanced web technology to deliver unparalleled learning modules, learning management, performance support and compliance information management solutions. Visit us at www.rdc.us.com.

Did you know that you and your workers can earn continuing education units (CEUs) through our courses? RDC is proud to be an Authorized Provider certified by the International Association of Continuing Education and Training (IACET). Our certification means that our programs have been validated and approved, and follow established adult education theory and instructional design practices. Upon successful completion of RDC courses, you can request your CEU transcripts to use in your continuing education and training activities. Colleges, universities and professional associations all recognize the IACET CEU. Motivational Certificates of Achievement and hardhat decals are also available for successful completion of PILOT and ePILOT courses. Contact Aric Marderosian at amarderosian@rdc.us.com for more information.

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