



# COMPETENCY-BASED E-LEARNING

**100% CUSTOMIZABLE**

**VISUALLY ENGAGING**

**HIGHLY INTERACTIVE**

Industrial Training Consultants (ITC) has **30+ years of experience** in developing innovative and unique educational programs for industry — including customized/ site specific, semi-customized, and off-the-shelf programs.

Because we have a highly skilled, multi-faceted, permanent staff, ITC is able to develop and produce all aspects of our educational programs in-house. Our expertise enables us to provide **the best programs at the best price** in the industry.

**ITC takes an interactive, multimedia focused approach to education, which is proven to reduce learning time by up to 40% and increase retention by up to 70%.**

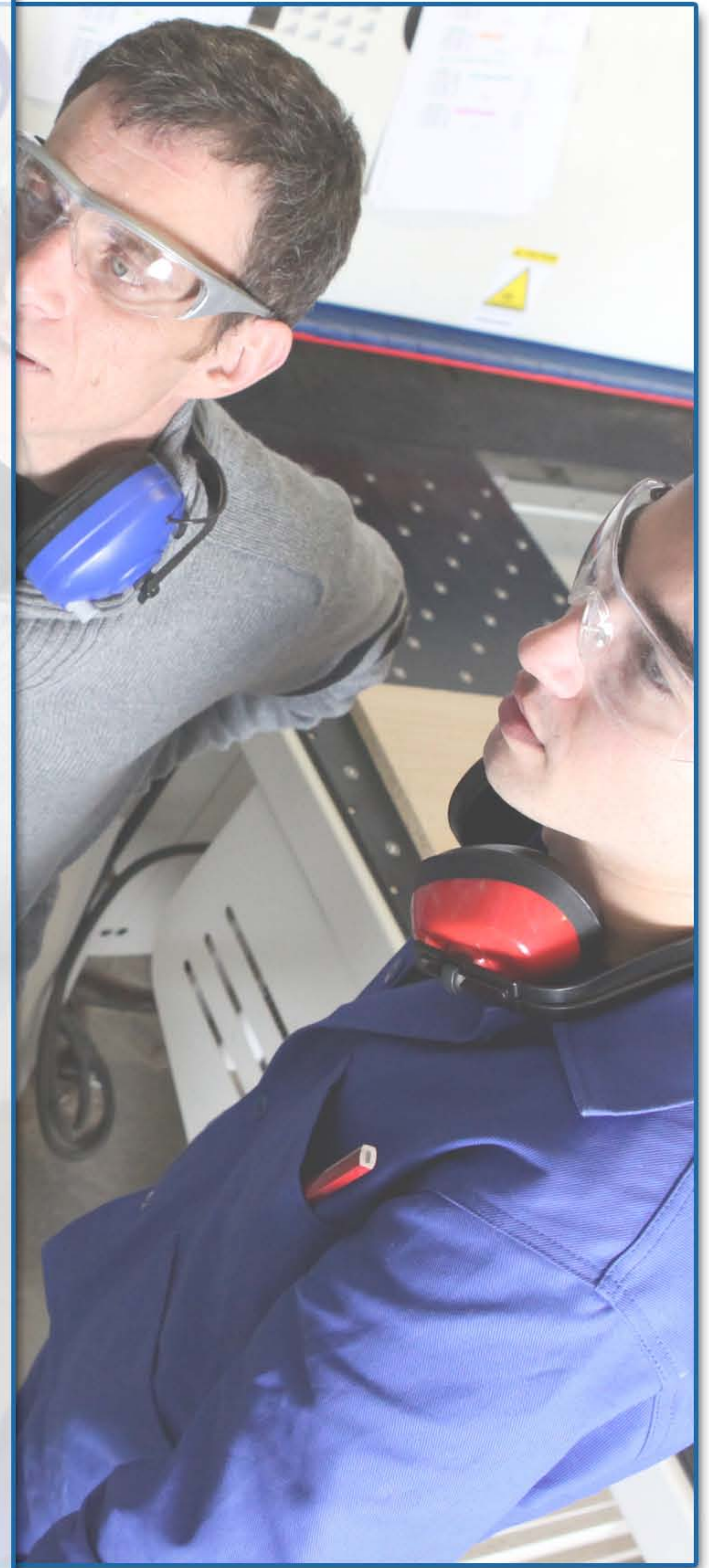


**ITC offers a variety of 100% customized, educational programs and services for:**

- Safety
- Operations
- Preventive Maintenance
- Maintenance
- Knowledge Management
- Soft Skills.

**Our lessons incorporate a variety of dynamic media including:**

- Virtual Environments
- Equipment Cutaways
- Exploded Views
- Video
- Photos
- Audio
- Interactive Practice Exercises
- Virtual Labs
- Self Tests
- Final Competency Certifications.



**INDUSTRIAL TRAINING CONSULTANTS, INC.**

***The only name in technical training  
you need to know.***



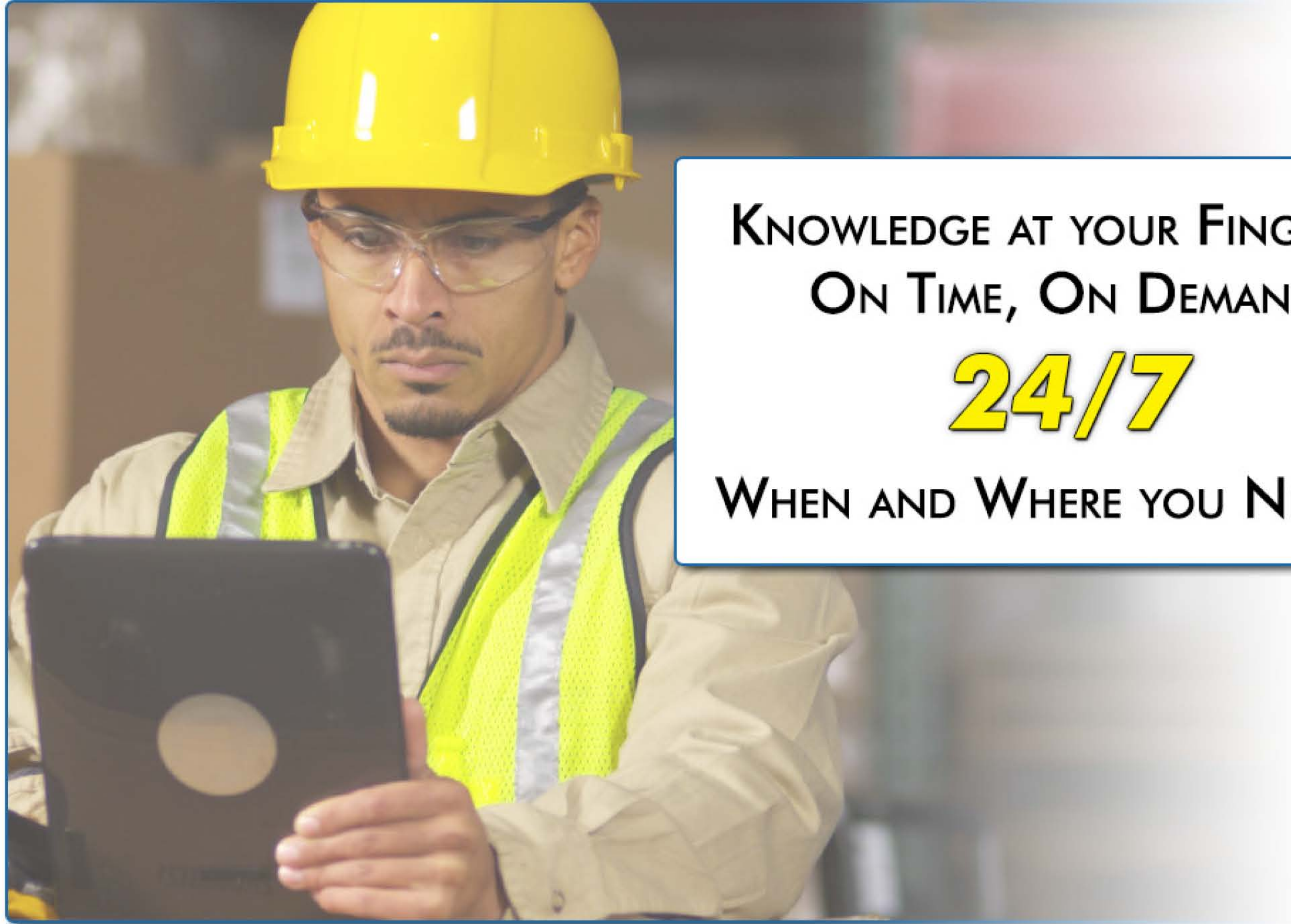
**ITC is the only company specializing in customized, technical training that has received the American Society of Training and Development's (ASTD) "eCC" certification.**

**All lessons are web-based or mobile-based, SCORM-conformant, and can be *fully customized to meet your facilities' specific training needs!***



# MICROLEARNING PERFORMANCE SUPPORT

INCREASE PERFORMANCE AND EFFICIENCY THROUGH  
ITC'S MICROLEARNING PERFORMANCE SUPPORT.



KNOWLEDGE AT YOUR FINGERTIPS  
ON TIME, ON DEMAND!

**24/7**

WHEN AND WHERE YOU NEED IT!

[www.itctrng.com](http://www.itctrng.com)

(Over)



### Components Menu



- + FROTH STORAGE AND PUMPING
- + FROTH SETTLING UNIT (FSU)
- + SOLVENT RECOVERY SYSTEM (SRU): FIRST STAGE
- + SOLVENT RECOVERY UNIT (SRU): SECOND STAGE
- + SOLVENT RECOVERY UNIT (SRU): THIRD STAGE
- + SOLVENT STORAGE
- + TAILINGS AND SOLVENT RECOVERY UNIT (TSRU): FIRST STAGE
- TAILINGS AND SOLVENT RECOVERY UNIT (TSRU): SECOND STAGE
  - TSRU Second-Stage Column (612C-3401)
  - TSRU Second-Stage Column Bottoms Pump (612G-3403)
  - TSRU Tailings Pump (612G-3404A/B)
  - TSRU Second-Stage Recycle Pump (612G-3401A through D)
  - TSRU Second-Stage Scrubber (612C-3402)
  - TSRU Bypass Scrubber (612C-3404)
  - TSRU Second-Stage Condenser (612E-3401A through D)
  - TSRU Second-Stage Separator (612C-3403)
  - TSRU Second-Stage Recovered Solvent Pump (612G-3404)
  - TSRU Second-Stage Produced Water Pump (612G-3406)
  - TSRU Second-Stage Vacuum Pump (612H-3401A/B/C)
  - Vacuum Package Decanter Vessel (612C-3406)
  - Vacuum Package Liquid Medium Pump (612G-3411A/B)
  - Vacuum Package Water Drain Pump (612G-3414)
  - Vacuum Package Liquid Medium Cooler (612E-3402)
  - TSRU Second-Stage Defoamer Tank (612D-3401)
  - TSRU Second-Stage Defoamer Pump (612G-3409A/B)
  - TSRU Second-Stage CHD Vessel (612C-3405)
  - TSRU Second-Stage CHD Vessel Pump (612G-3408)
- + VAPOUR RECOVERY UNIT (VRU)
- + VRU REFRIGERANT SYSTEM
- + AUXILIARY SYSTEMS

### **MICROLEARNING PERFORMANCE SUPPORT**

provides operators and maintenance personnel with just-in-time process, equipment, and safety information for achieving **OPERATIONAL EXCELLENCE**.



Content is broken into small, targeted segments that provide workers with the knowledge necessary to complete the job at hand—Knowledge at their fingertips. On time, on demand. When and where they need it.



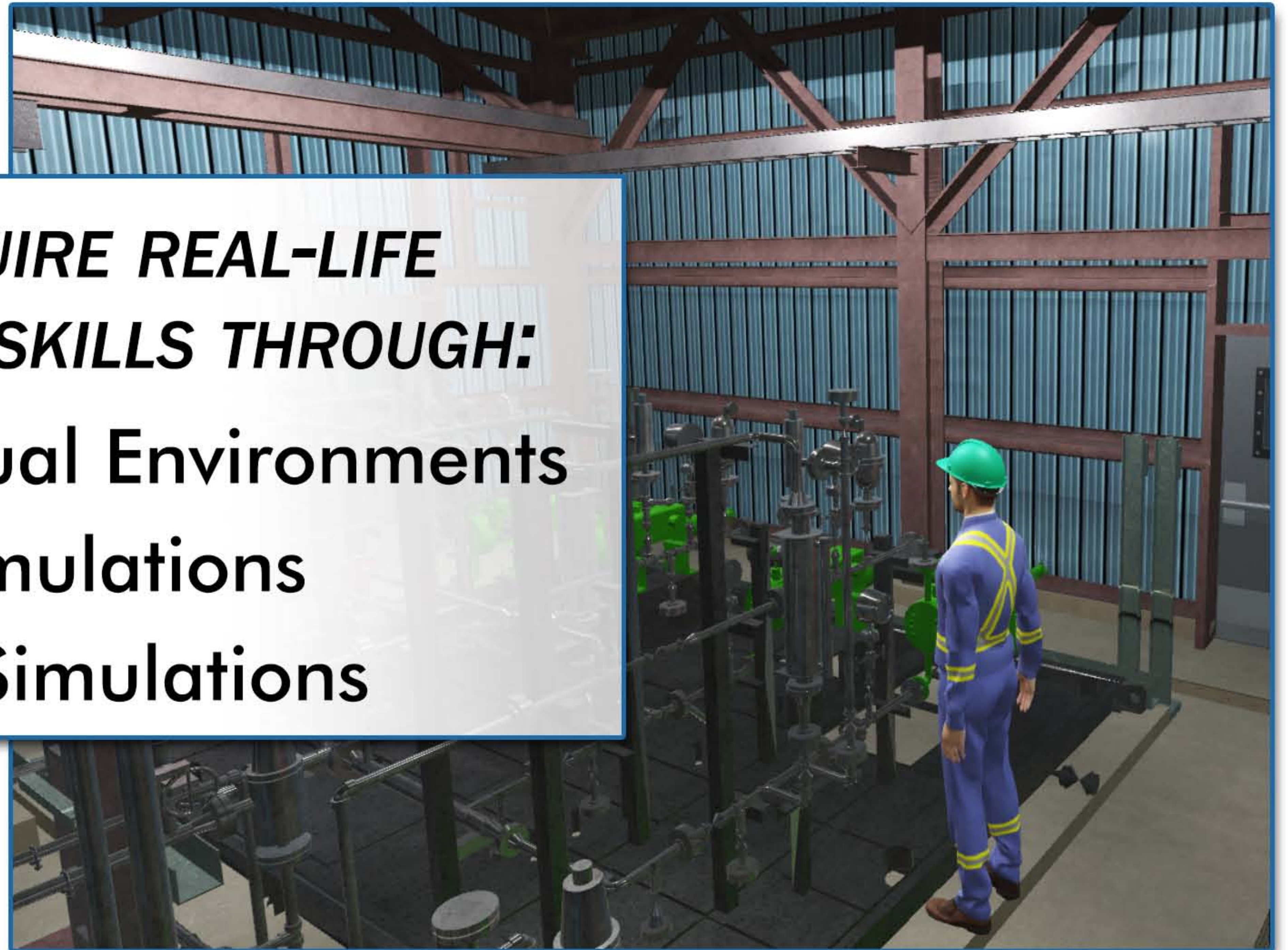


# IMMERSIVE SIMULATIONS AND GAMING

Immersive, Simulated 3D Environments present Educational Material in **Authentic** contexts.

***LEARNERS ACQUIRE REAL-LIFE  
PROBLEM-SOLVING SKILLS THROUGH:***

- Site-Specific Virtual Environments
- 3D Procedure Simulations
- Process Control Simulations



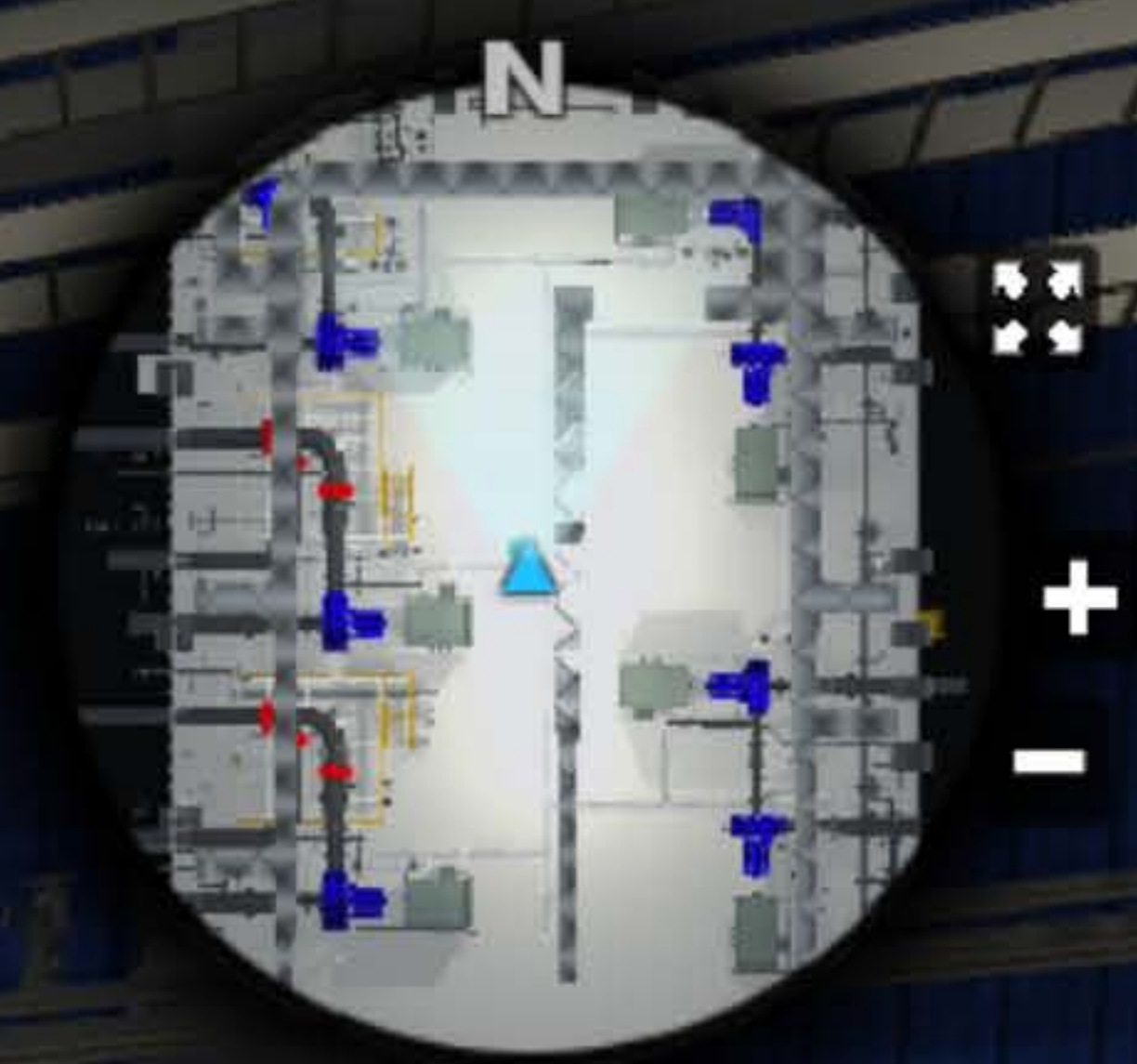
[www.itctrng.com](http://www.itctrng.com)

(Over)



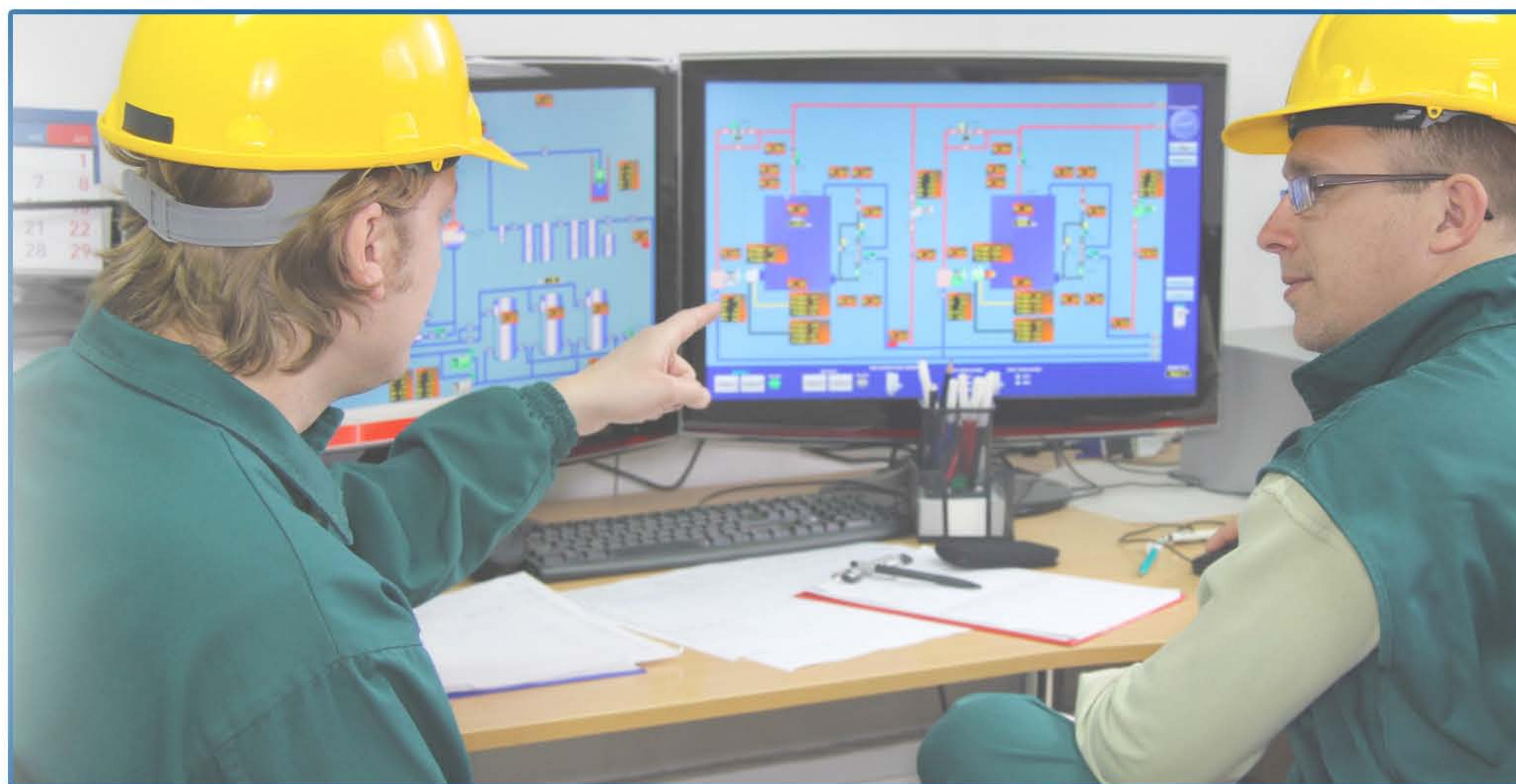
# ***GAMIFY*** YOUR SIMULATIONS TO ***INCREASE:***

- Learner Motivation
- Information Retention  
and
- Skill Transfer.





**EMPOWER** YOUR WORKFORCE WITH KNOWLEDGE!



ITC's operator educational programs not only train operators on **WHAT** to do, but also explain the **HOW's** and **WHY's**. When operator skill is deeply rooted in understanding, **information becomes ingrained, knowledge becomes integrated, and your workforce becomes educated.**





Working as an extension of your company, ITC makes sure your organization's goals and philosophies are reflected in the educational program.

Our customized, technical educational programs will help your team obtain a sense of pride and achievement. Your company will benefit through **decreased downtime, less waste, and greater profits.**

**ITC's 100% customized, competency-based, educational programs encompass:**

- Safety
- Quality Control
- Operational Theory & Concepts
- Process Flows
- Step-by-Step Operating Procedures
- Control Strategies
- Interlocks
- Troubleshooting

### Practice Exercise (You can return to)

**Our lessons include the following testing features:**

Useful for "breaking loose"

- Progress Reviews
- Interactive Practice Exercises
- Comprehensive Knowledge Certifications
- Field-Based Checklists

Effective for grasping pipe

Jaws will flex and round off the bolt head

Easily snaps the head off of a fastener

Good for bolts that are very tight or rusted

CLOSE

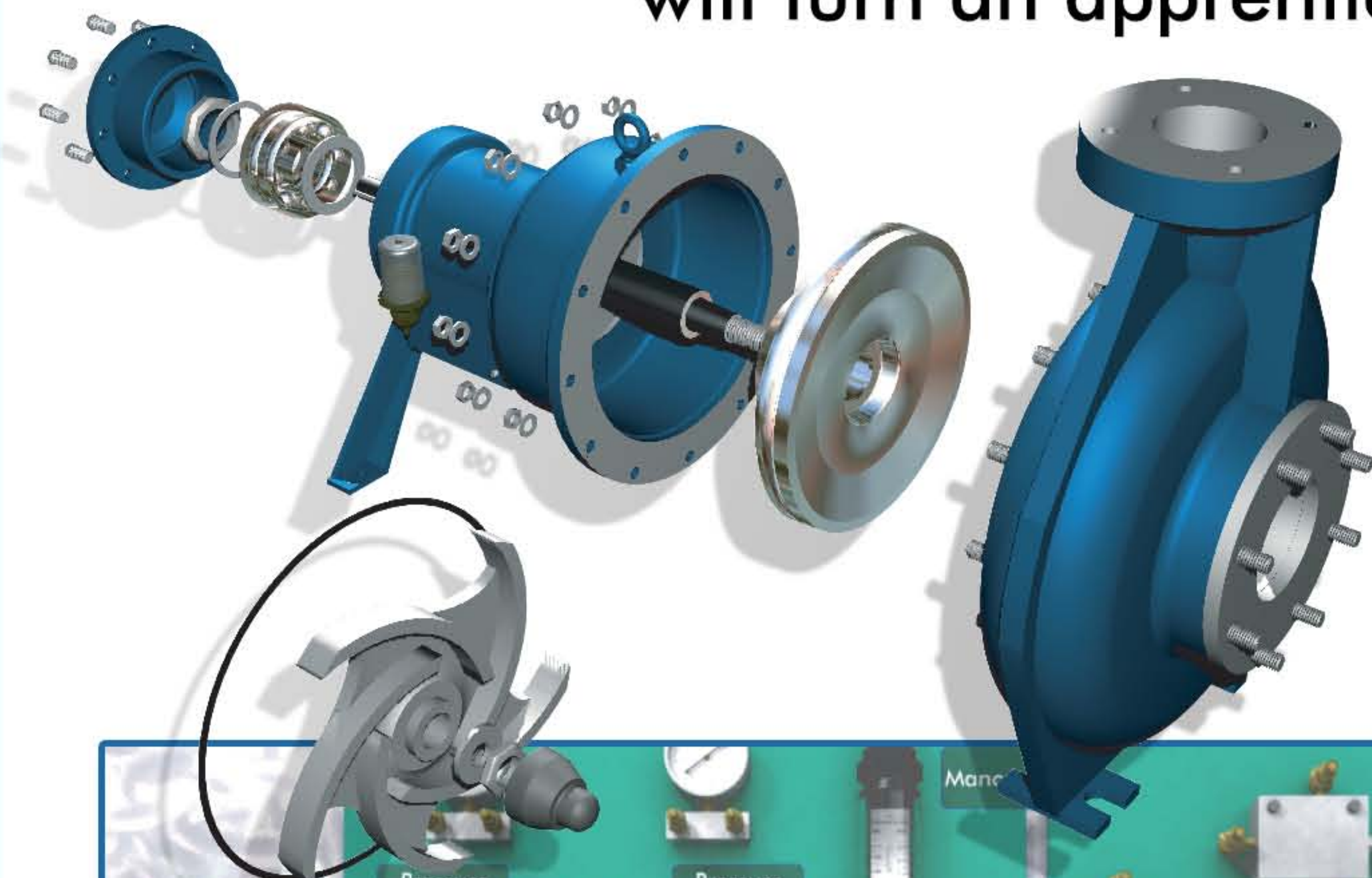
ITC offers customized, process-specific, hard-copy wallcharts™ and interactive e-wallcharts™ showing process flows and components. ITC's groundbreaking e-wallcharts™ also include advanced features, such as interactive "e-controls" and animated process flows.





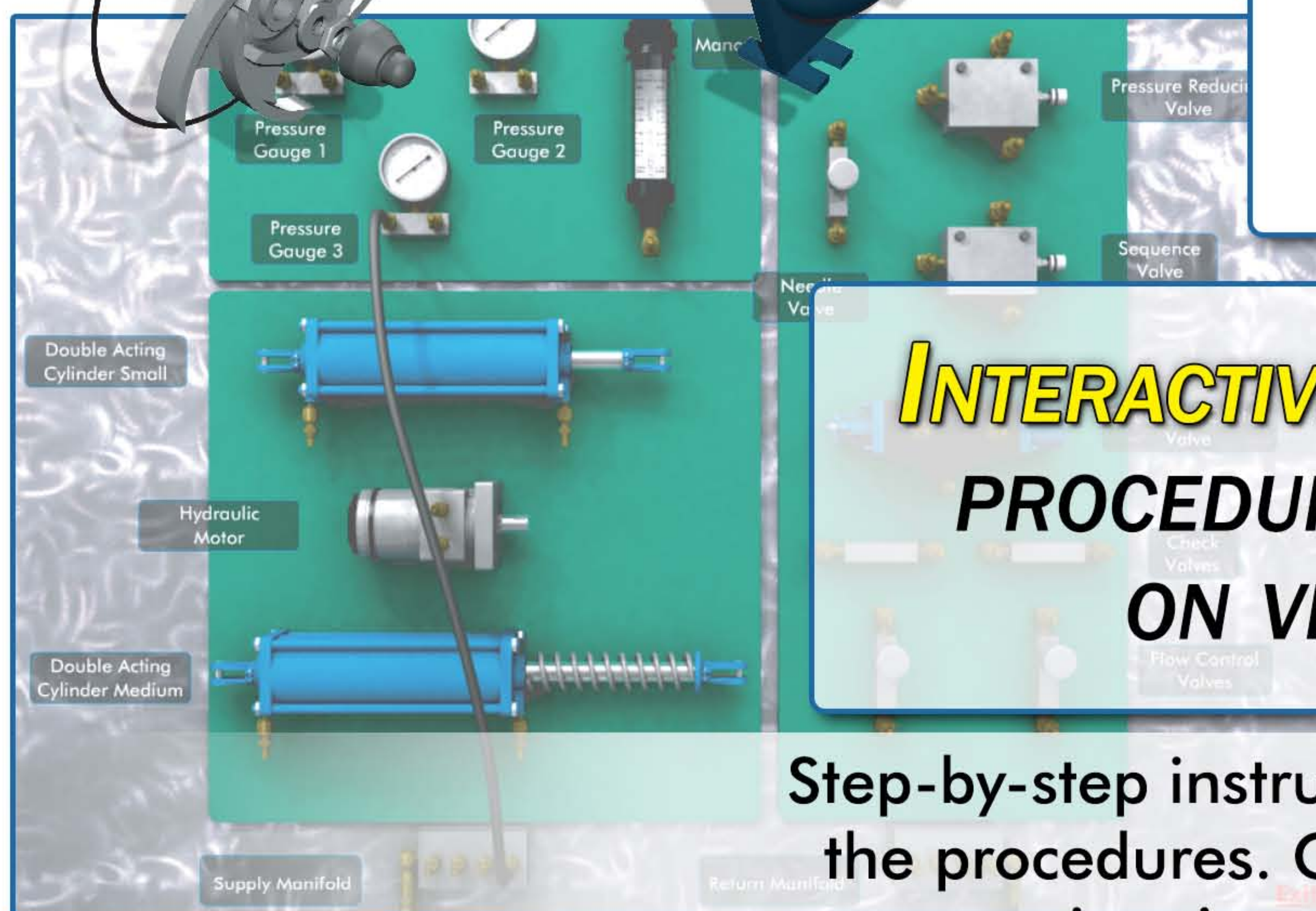
# MAINTENANCE

ITC's innovative **Maintenance Educational Programs** serve as a virtual classroom and lab. This revolutionary approach to maintenance training will turn an apprentice into a master craftsman.



**EXPLODED** VIEWS SHOW HOW ALL THE PIECES FIT TOGETHER

**DYNAMIC** SIMULATIONS DEMONSTRATE HOW EQUIPMENT WORKS



**INTERACTIVE** LABS ALLOW COMPLEX PROCEDURES TO BE PERFORMED ON VIRTUAL EQUIPMENT

Step-by-step instructions help guide you through the procedures. Complete a task correctly and see an animation of the equipment in operation.



ITC offers a comprehensive library of highly interactive, multi-leveled maintenance series covering a wide range of disciplines including:

- Mechanics
- Hydraulics
- Pneumatics
- Electrical
- Instrumentation & Process Control
- Pipefitting

[www.itctrng.com](http://www.itctrng.com)

(Over)





ITC's **Maintenance Educational Programs** begin with the basics—detailed discussions of all relevant concepts, theories, and components.

Next is the intermediate training level, further developing knowledge and skill.

Finally, at the advanced level, your employees can **become experts at their craft.**



**THIS REVOLUTIONARY APPROACH  
TO MAINTENANCE TRAINING BRINGS  
HANDS-ON WORK TO YOU!**



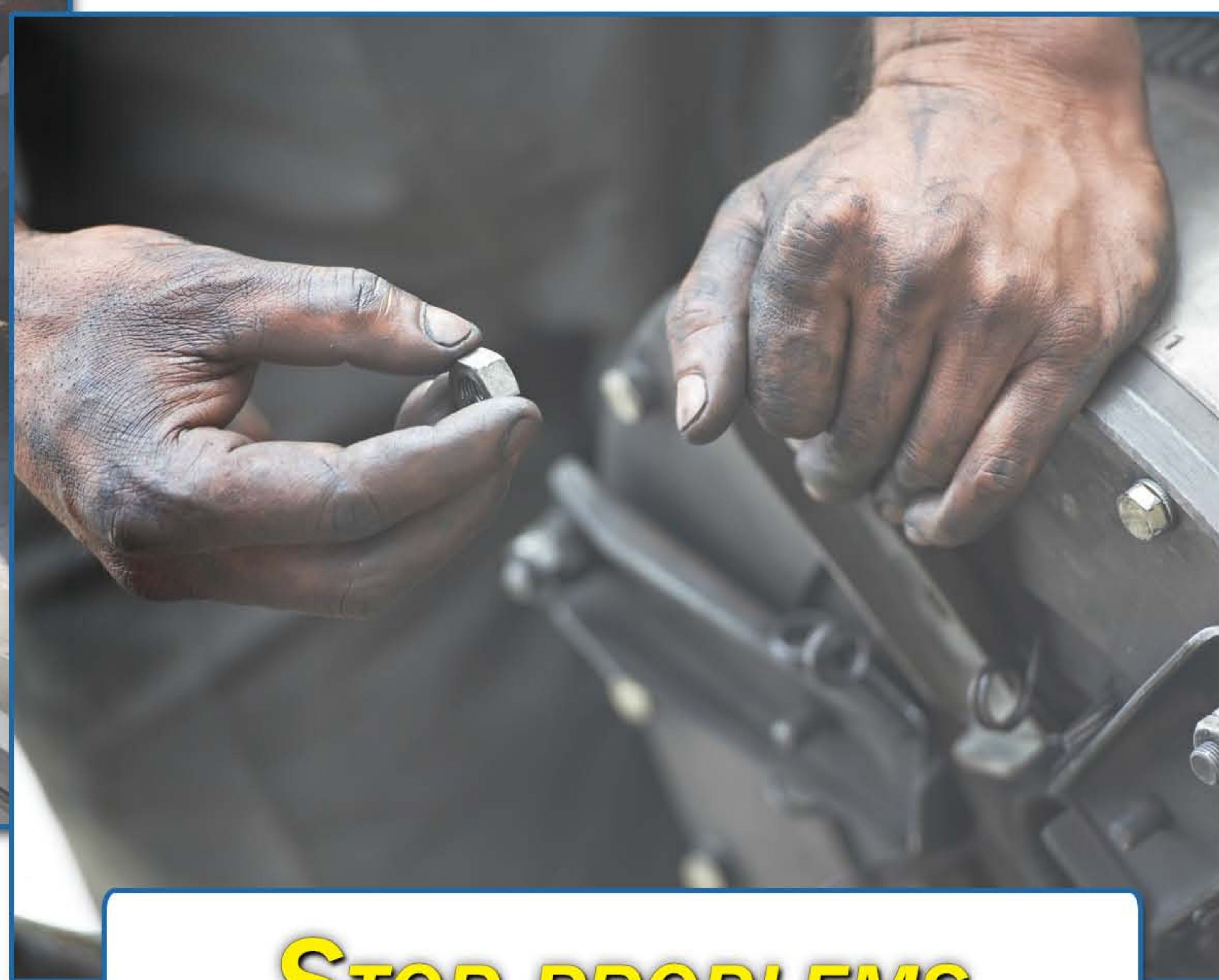
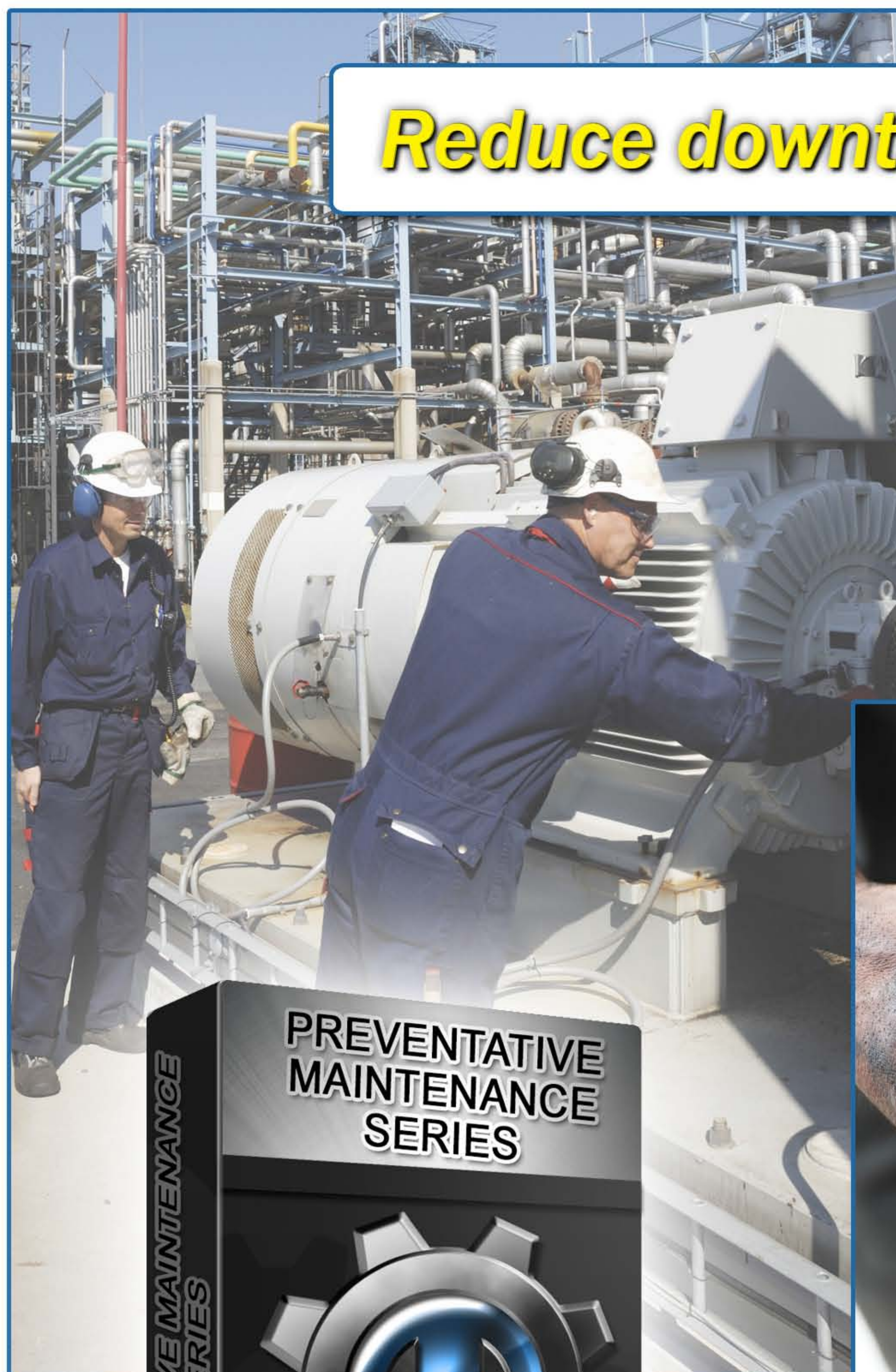


# PREVENTIVE MAINTENANCE

***DON'T LET BREAKDOWNS BREAK YOU!***

***Reduce downtime and improve quality***

***REALIZE FEWER BREAKDOWNS,  
FEWER DEFECTS,  
AND FEWER ACCIDENTS!***



***STOP PROBLEMS  
BEFORE THEY HAPPEN***

[www.itctrng.com](http://www.itctrng.com)

(Over)





Imagine a workplace with fewer frustrations over inefficient equipment.

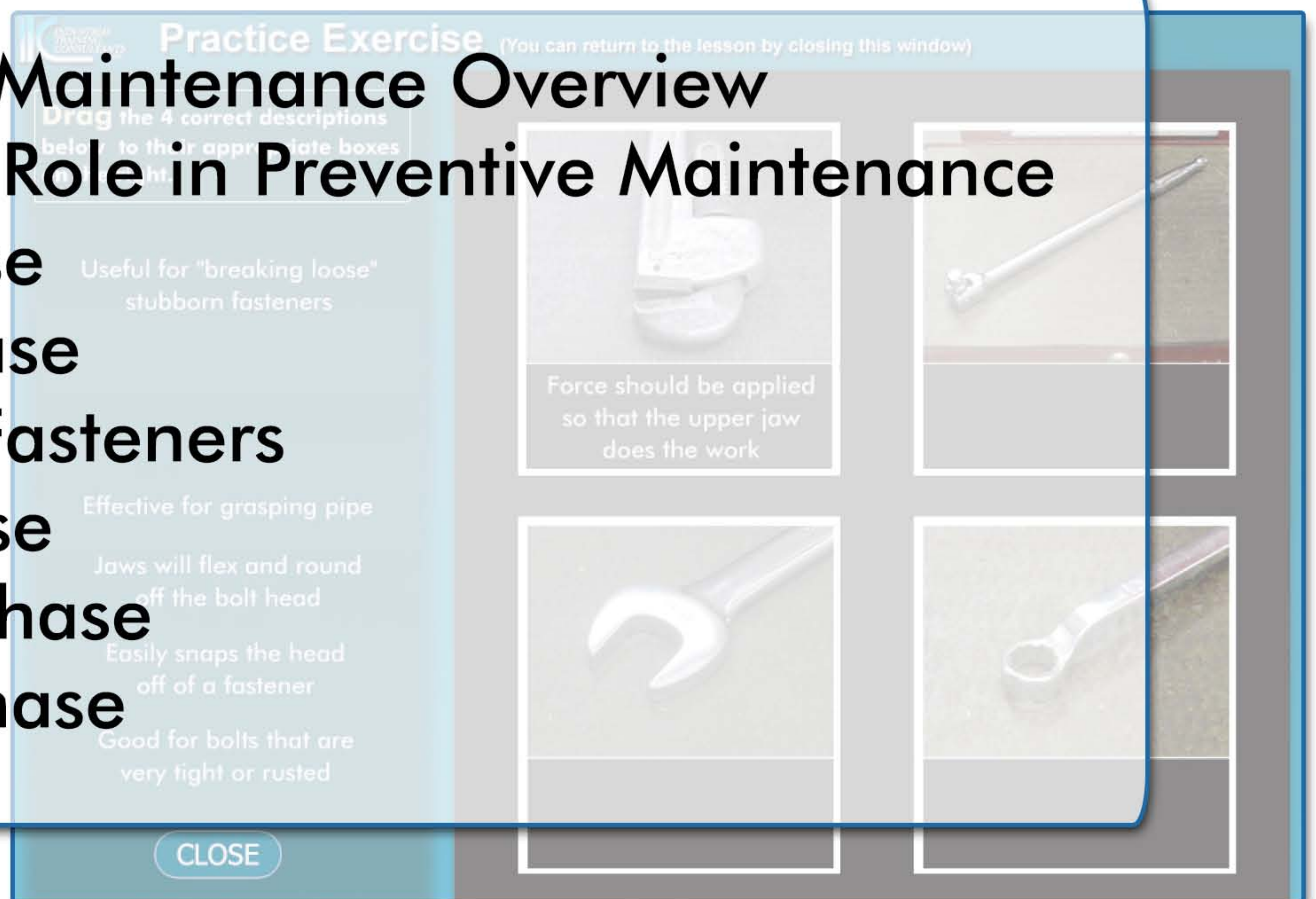
Imagine not having to redo work or re-produce defective products.

Imagine the peace of mind that comes from working in a safe environment.

With ITC's **Preventive Maintenance Educational Program**, your employees can become your company's front-line defense against productivity losses.

## **ITC's PREVENTIVE MAINTENANCE EDUCATIONAL PROGRAM CONSISTS OF THE FOLLOWING WEB-BASED AND MOBILE-BASED INTERACTIVE LESSONS:**

- Preventive Maintenance Overview
- Operator's Role in Preventive Maintenance
- Clean Phase
- Inspect Phase
- Tools and Fasteners
- Adjust Phase
- Lubricate Phase
- Operate Phase





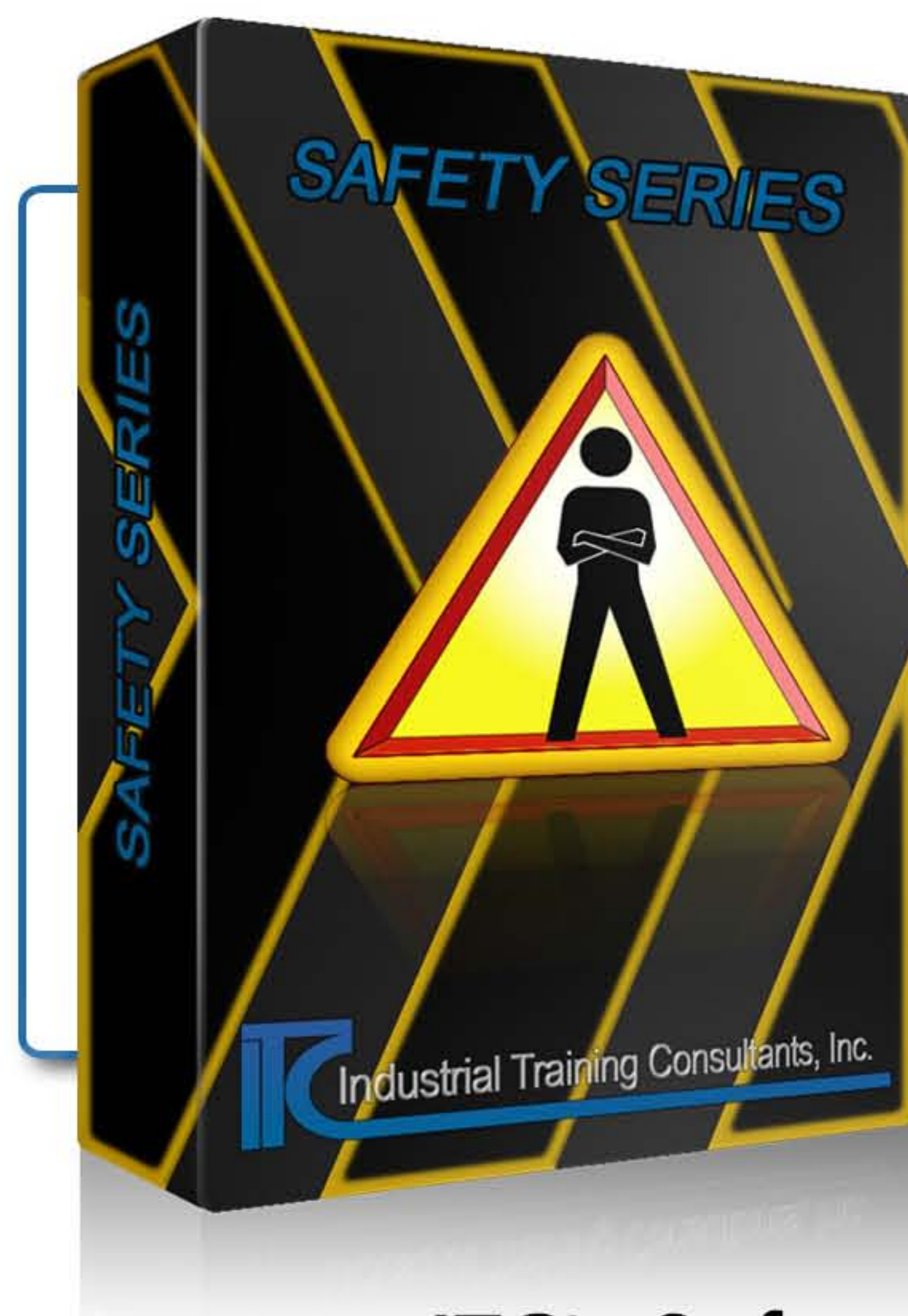


# SAFETY

**SAFETY** IS NON-NEGOTIABLE

**EDUCATION** IS CRUCIAL

**PREPARATION** IS KEY



ITC's revolutionary Safety Educational Programs are designed to educate your workforce and produce a safer working environment at a lower cost.

ITC's Safety Educational Programs have been honored with awards of excellence by industry experts.



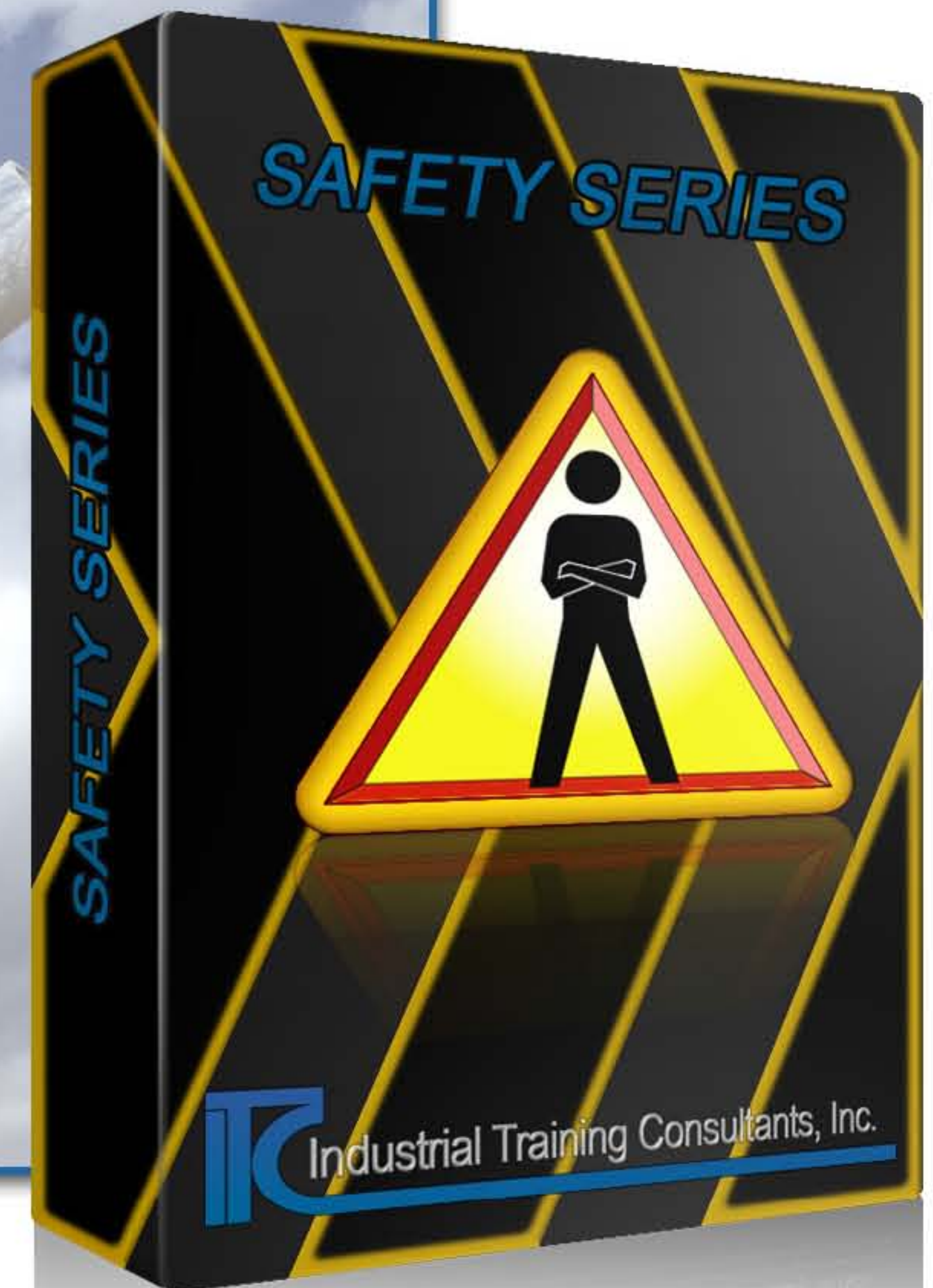
[www.itctrng.com](http://www.itctrng.com)

(Over)





***PROPER SAFETY TRAINING*** CAN MEAN  
THE DIFFERENCE BETWEEN LIFE AND **DEATH.**



ITC understands the importance of workplace safety and has developed a library of powerful educational programs designed to cover the ins and outs of safety.

- OSHA 1910
- OSHA 1926
- Alberta's Occupational Health and Safety (AOHS)
- Electrical Safety
- Fire Safety
- Mining Safety
- Hazard Communication (Hazcom) Safety
- Process Safety Management (PSM)
- Hydrogen Sulfide (H<sub>2</sub>S) Safety



Make sure that  
your employees have  
the knowledge they  
need to ***stay safe!***



# ACADEMIC AND TECHNICAL

At ITC, we understand the power of education.

**EDUCATION ENTAILS A LOT MORE THAN JUST TRAINING.**



As your education partner, we will empower your workforce through our extensive library of highly technical, easy-to-understand **Academic and Technical** Educational Programs.

ITC's **Academic Educational Programs** range from basic, to intermediate, to advanced levels. The Academic Educational Programs include lesson series on:

- Math
- Basic Chemistry
- Organic Chemistry
- Thermodynamics
- Fluid Dynamics
- Physics
- Steam
- Quality Control
- Statistical Process Control

[www.itctrng.com](http://www.itctrng.com)

(Over)



ITC's **Technical Educational Programs** are detailed, yet easy to understand—covering fundamentals, principles, concepts, theories, variables, components, chemistry, and operation.

The Technical Educational Programs include lesson series on:

- Heat Exchangers
- Steam-Assisted Gravity Drainage
- Sulfur and Amine
- Hydrogen Sulfide
- Oil Sands
- Petroleum Refining
- Natural Gas
- Liquefied Natural Gas
- Rigging\*
- Corrosion
- Desalination
- Hydrates

***EDUCATION: THE POWER BEHIND YOUR WORKFORCE!***

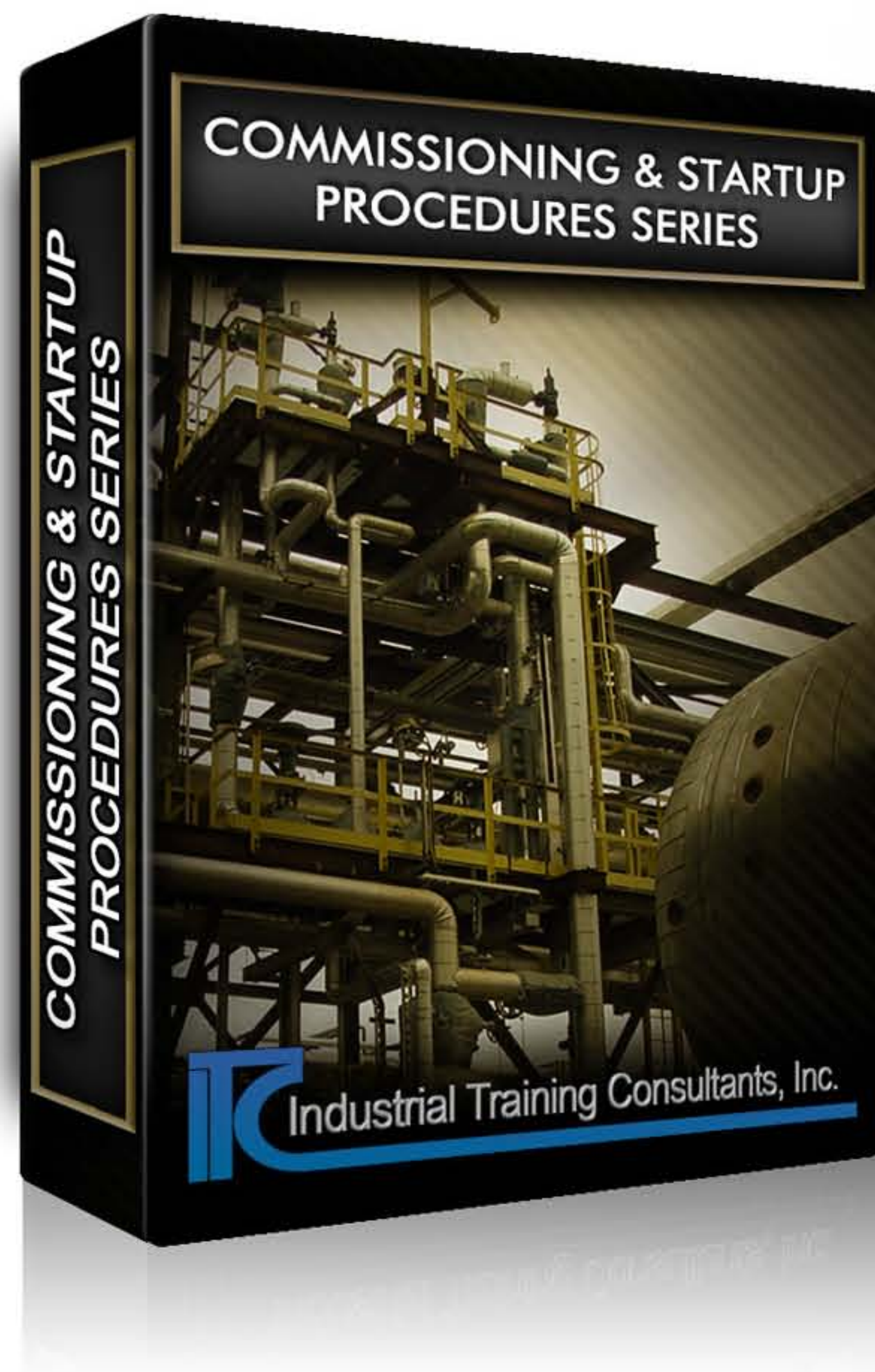


\*ITC's Rigging Series is accredited by the International Association of Drilling Contractors.



# COMMISSIONING AND STARTUP PROCEDURES

ITC has extensive experience in developing hundreds of customized, site-specific **commissioning and startup procedure lessons** from scratch, utilizing P&IDs, interlock diagrams, and other resources.



[www.itctrng.com](http://www.itctrng.com)

(Over)



# ***ITC DEVELOPS COMMISSIONING AND STARTUP PROCEDURES FOR:***

- Initial Startup
- Pre-Startup
- Startup
- Normal Operations
- Shutdown
- Emergency Shutdown
- Equipment Isolation





***VITAL TROUBLESHOOTING INFORMATION AT YOUR FINGERTIPS,  
WHEN AND WHERE YOU NEED IT***



ITC's **e-Xpert™** is a **dynamic, user-friendly** electronic troubleshooting program that provides members of your workforce with expert knowledge at their fingertips.

[www.itctrng.com](http://www.itctrng.com)

(Over)



**Repeat problems can be solved  
by already proven corrective measures.**

With e-Xpert,  
**every employee—from  
apprentice to veteran—  
becomes an expert!**

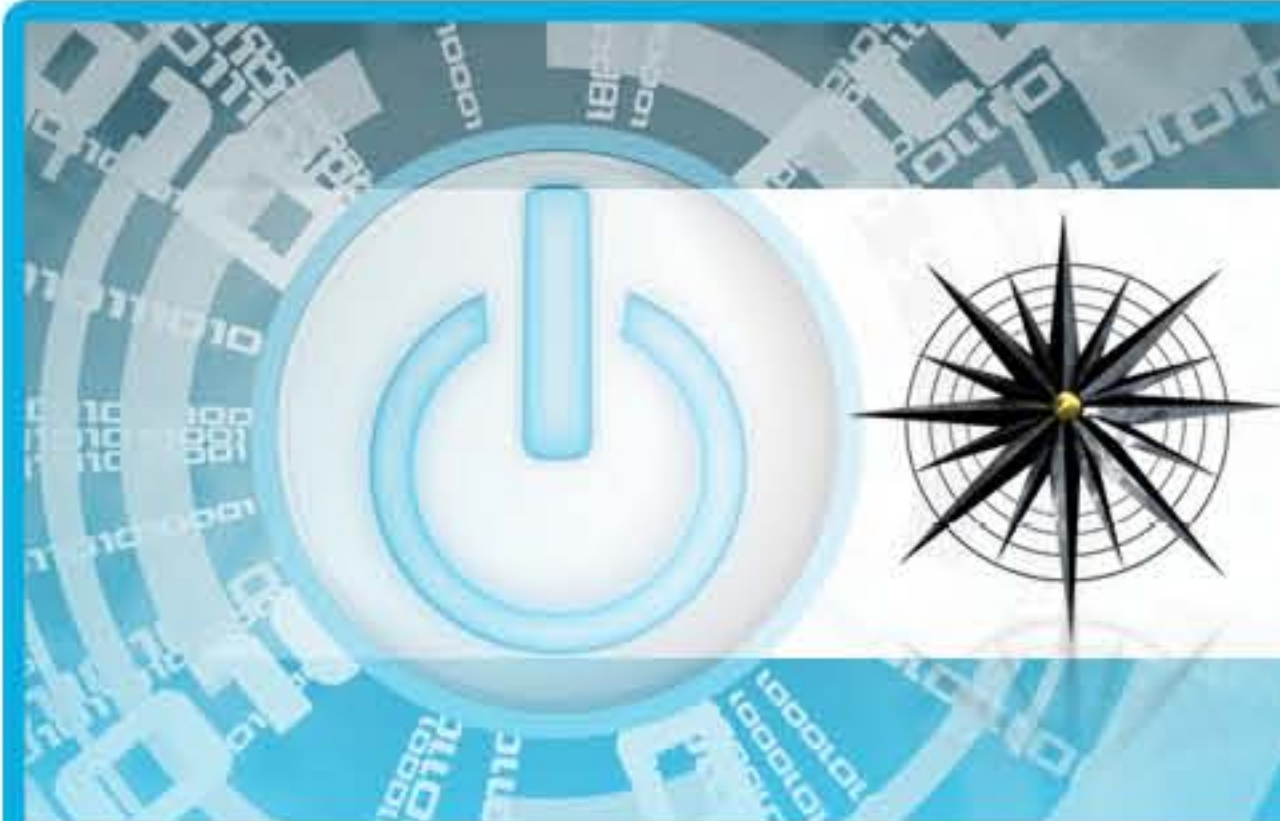


With **e-Xpert™**, your workforce can:

- Build/develop a comprehensive library of problems/probable causes/solutions for both processes and equipment encountered throughout the entire facility
- Locate specific troubleshooting procedures in seconds, along with associated visual references (illustrations, photos, video, animations, etc.)
- Access e-Xpert™ via mobile devices in the field
- Incorporate the latest troubleshooting information instantaneously
- Automatically prioritize probable causes for each problem based on the rate of occurrence.



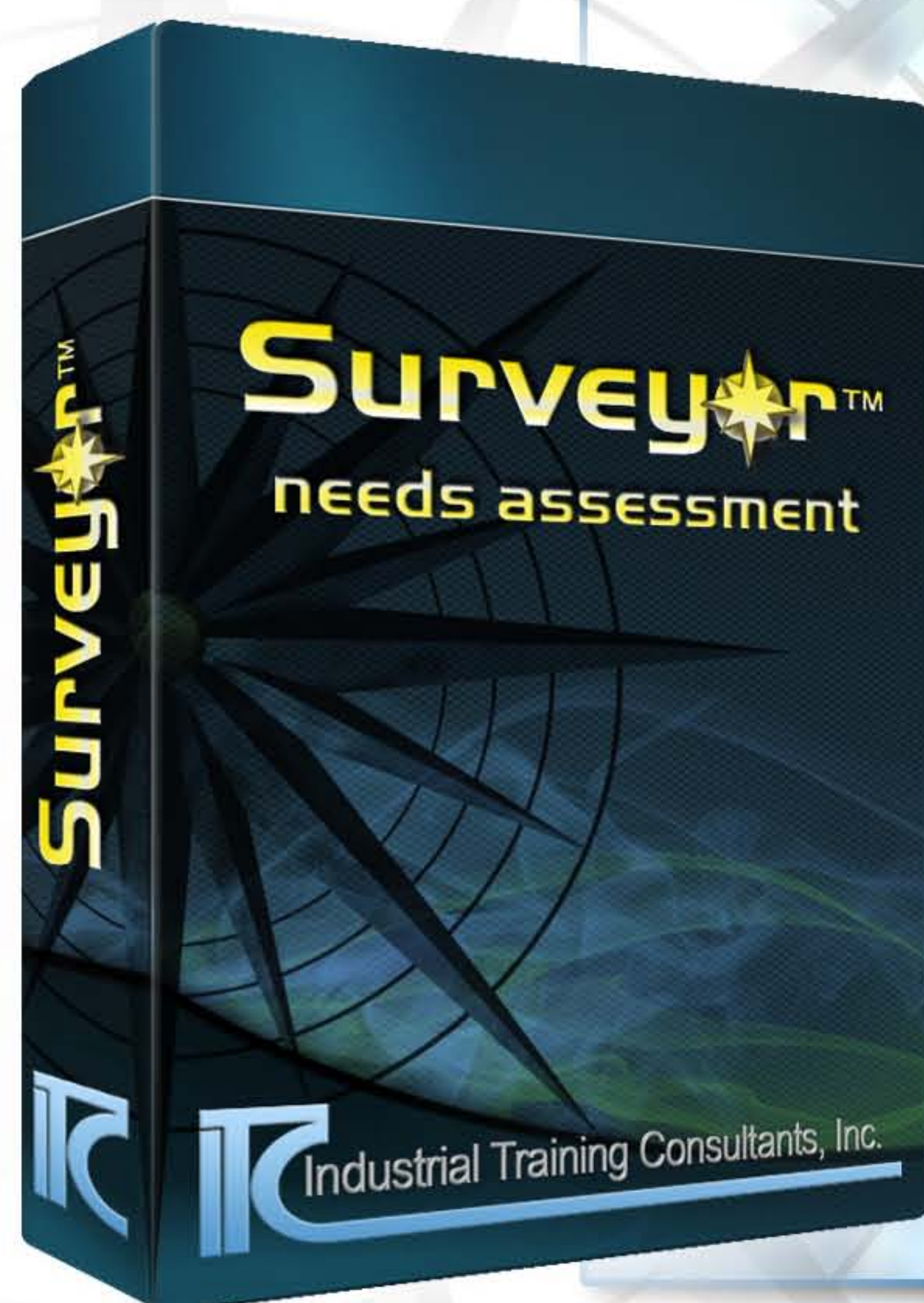




# NEEDS ASSESSMENT PROGRAM

## SURVEYOR™

***SURVEY*** YOUR WORKFORCE'S EDUCATIONAL PATH

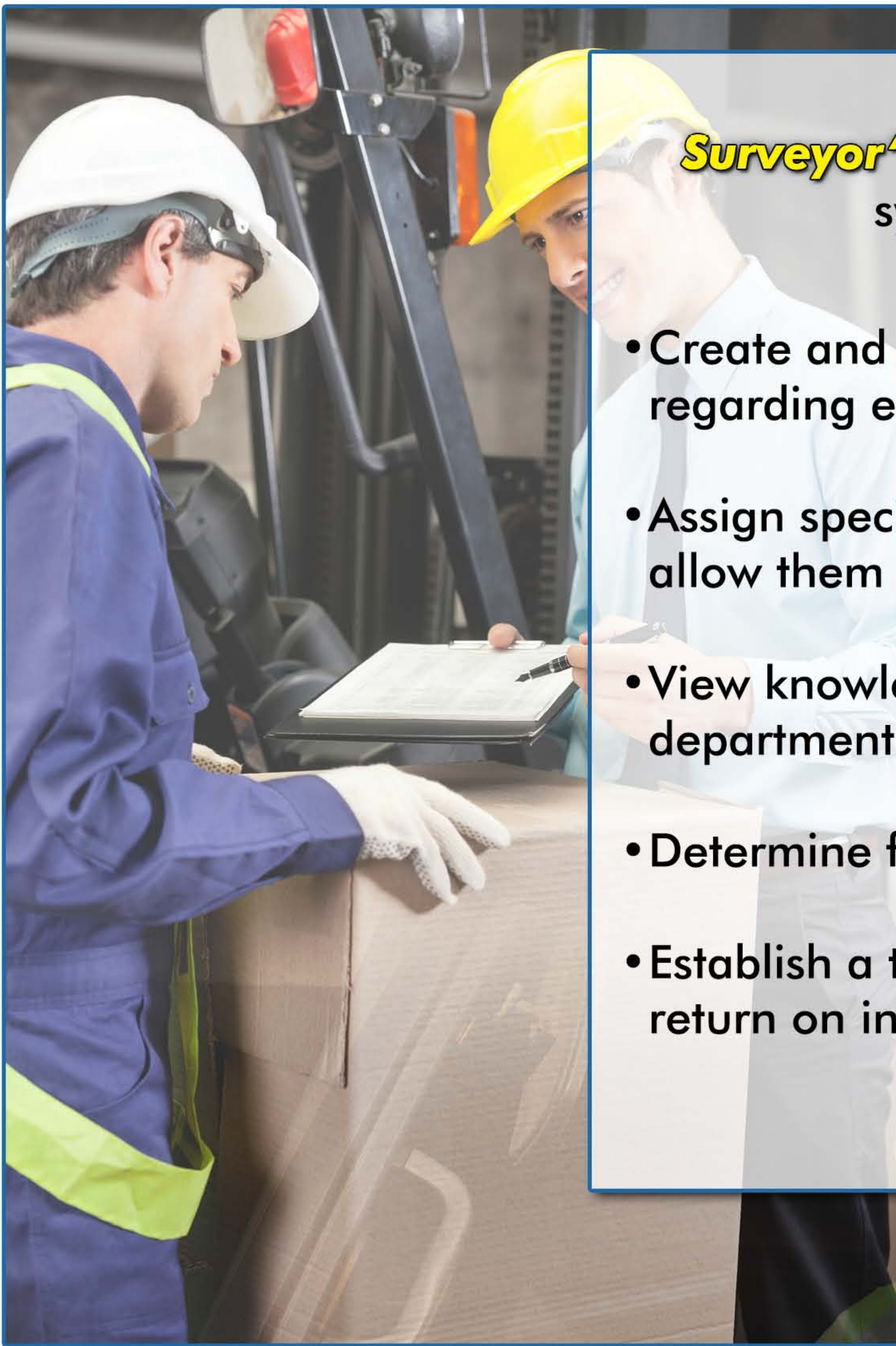


ITC's ***Surveyor™ Needs Assessment*** software allows you to electronically create and conduct various surveys to determine where to focus your training priorities.

[www.itctrng.com](http://www.itctrng.com)

(Over)





**Surveyor's™** user-friendly needs assessment system allows you to easily:

- Create and manage knowledge and skill surveys regarding each job, craft, and task
- Assign specific jobs and crafts to employees and allow them to take related surveys
- View knowledge and skill survey results by facility, department, job, craft, and task
- Determine future training goals
- Establish a training budget to get the maximum return on investment.

**SURVEYOR™**

**GUIDING YOUR WORKFORCE IN THE RIGHT DIRECTION!**







# LEARNING MANAGEMENT SYSTEM

## PUMA PATHFINDER™



ITC's **Puma Pathfinder™** Learning Management System (LMS) is modeled after the most tenacious North American tracker: the Puma. Our highly advanced, user-friendly LMS is designed to **deliver, manage, and automatically track your workforce's educational progress.**



**Who's Tracking Your Training?**

Based on your educational needs, we offer three multi-faceted **SCORM-conformant** versions of the **Puma Pathfinder™** LMS:

**SILVER, GOLD, AND PLATINUM.**

[www.itctrng.com](http://www.itctrng.com)

(Over)



Feature	Puma Silver™	Puma Gold™	Puma Platinum™
<b>Employees Administration</b>	✓	✓	✓
<b>Areas Administration</b>			✓
<b>Departments Administration</b>			✓
<b>Instructors Administration</b>			✓
<b>Classrooms Administration</b>			✓
<b>Jobs Administration</b>	✓	✓	✓
<b>Lessons Administration –</b> ITC WBT/MBT lessons in SCORM format Import (SCORM 1.2) Lesson Modules Set up Lessons to be taken in a classroom Set the test score required to pass the lesson module View/Add/Edit/Delete questions and answers on ITC tests Set the number of randomly selected questions on ITC tests Set questions as “required on test/required to pass” on ITC tests Assign Lesson to Areas Assign Lesson to Departments Assign Lesson to Jobs Give lessons an order priority Set up Schedules for a Lesson to be taken in a classroom Input Employee Scores for a Lesson Input Employee OJT Hours for a Lesson	   ✓ ✓ ✓ ✓  ✓	  ✓ ✓ ✓ ✓ ✓ ✓  ✓	  ✓ ✓ ✓ ✓ ✓ ✓  ✓ ✓ ✓ ✓ ✓
<b>Schedule Administration</b>			✓
<b>Puma Reports</b>	✓	✓	✓
<b>Area Reports</b>			✓
<b>Department Reports</b>			✓
<b>Job Reports</b>	✓	✓	✓
<b>Employee Reports</b>	✓	✓	✓
<b>Lesson Reports</b>			✓
<b>Test Reports</b>	✓	✓	✓
<b>Resources</b>			✓
<b>Master Calendar</b> – lists <u>all</u> scheduled training by classroom or lesson			✓

