



# Hazmat Training

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Best Practices:  
Lion Technology Inc.

Scott C. Dunsmore, CET



# Our Philosophy

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**3Es:**

Educate

Empower

Entertain



# Addressing Quality

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1. Instructors
  - Hire right
  - Train right
  - Ongoing
2. Training Program



# Instructors

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- SME & Trainer
- Full-time “Lion” instructors
- Structured and documented development



# Instructor Development

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3 Stages:

1. Subject matter
2. In-house presentations
3. Field instruction (mentored)



# Fledged Instructors

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- Maintain currency
  - Use technology (e.g., PDAs, cell phones, etc.)
  - In-house support
- Feedback
  - Student Evaluations
  - Field reviews (semi-annually)
- Leverage Expertise
  - Client support
  - Course updates
  - New content



# Instructors

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## Staying “up-to-date”

- Regulatory review procedures
  - Federal Register TOCs
  - “Instructor Alerts”
- Regulatory Support Staff
- Participate in Trade Organizations
- Attend Key Public Meetings



# Course Quality

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## Goals:

- Accuracy
- Currency
- Consistency
- Engaging



# Course Quality

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1. Documentation
  - Lesson plans
  - Study guides
2. Peer Review
  - All outgoing content
3. Updates
  - 3-4/yr
  - Annual refresh



# Client Support

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Can only control classroom...

1. Pre-training support
  - Training counselors
  - Web resources
2. Post-training support
  - Basic regulatory support
  - Web resources
  - News