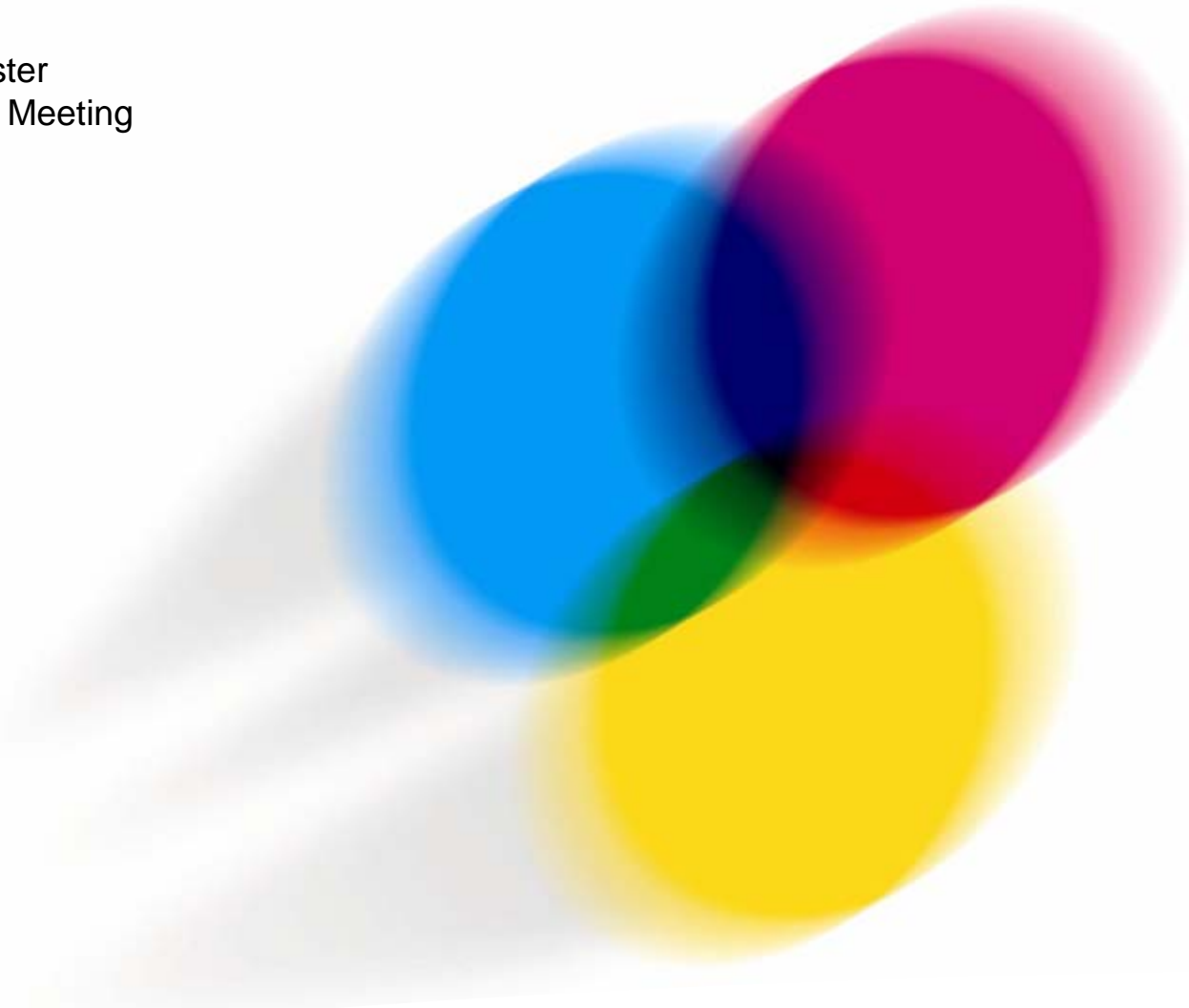


Donna Edminster
DGAC Annual Meeting
Santa Fe, NM
Nov. 2007



In-House Dangerous Goods Training

Survey Results



- Intent was to generate information regarding how industry handles in-house training.
- In-House training survey posted to DGAC website:
<http://www.dgac.org/trainingpartnership/>
- As of 10/30/07, 94 responses received
- Questions ranged from type of training provided, methods of training utilized, effectiveness of training, to trainer qualification requirements.



In-House Training Definition

- For purpose of survey, IN-HOUSE TRAINING was defined as any training given by a company for their employees solely. The training programs may be developed internally or commercially purchased; given via classroom, CD-ROM, CBT or on-line means, and can include paid trainers brought in by the company for the sole purpose of training their employees.
 - Classroom training conducted by internal company employees;
 - Classroom training conducted by a paid trainer that was brought in-house for that purpose by the company;
 - On-line or computer based training that was approved for use by company employees.



External Training Definition

- EXTERNAL TRAINING was defined as publicly available training that anyone can attend, offered on either a fee or non-fee basis.
 - Professional Development training offered by Professional Organization or Trade Association; and
 - Training available from a Professional Training Organization.



RESULTS

Type of Training Supplied Employees

- When asked if company supplied in-house, external training, a mix of both or other type of training -
 - The majority of respondents indicated they utilized some mix of both internal and external training
 - Review of comments indicated that:
 - in-house training is the main type of training provided to the majority of hazmat employees.
 - external training is provided mainly to personnel primarily responsible hazmat compliance; to personnel responsible for training in-house hazmat instructors; and, to a lesser extent, it is also provided directly to in-house instructors.



Training Methods Utilized

- When asked what methods were utilized to provide the in-house training, responses showed:
 - Classroom 81
 - CD-ROM 33 (requested to check all that apply)
 - CBT 44
 - On-line (inter/intranet) 30
 - Other 7
- Review of comments wildly diverse – ranging from “classroom only authorized” to “discontinuing classroom training”. Those who only utilize classroom training are very strong in their belief that this is the best means for supplying training.
- Other comments indicate blended training is utilized, some of which is dependent upon specific training course being taught.



Program Titles Taught In-House

- Almost all programs listed in survey are taught in-house to some extent (depending upon applicability to site):

General awareness

Classification

Documentation

Packaging

Marking

Labeling

Placarding

Loading/Unloading (bulk)

Blocking & Bracing

Security Awareness

In-depth Security Awareness

Safety

- Main comments were that training provided in-house was job/hazmat/site specific



Regulatory Update Schedule

- When asked how often training programs are updated to reflect regulatory changes:
 - Overwhelming majority reported that programs are updated on an “as-needed” basis.
 - Many commenters also noted that programs are often reviewed and updated (for content or otherwise) on a regularly scheduled frequency like annually or every 2-3 years.



Use of Lesson Plans, Certificates, Handouts

- When asked if training programs included trainer lesson plans, student lesson plans, student handouts and student certificates,
 - Majority responded positively to student handouts and certificates
 - Only half that amount responded positively to student lesson plans and trainer lesson plans.
 - No comments received on this section



Effectiveness of Training Program

- 59% of the survey takers reported affirmatively to having a formal evaluation or feedback process in place to determine effectiveness of their training programs.
 - Comments on this particular subject were interesting:
 - Some admitted they had no formal procedure, but that they did receive feedback on training via e-mail or verbally.
 - Others commented that effectiveness of training program was based upon ability of students to successfully pass test; or by level of participation of student in class; or by a review of the root cause analysis of transportation incidents.



Corporate Training Policy

- When asked if companies had a Corporate Policy, specific to HazMat training, in effect –
 - 63% of respondents said YES
 - 12% said HazMat training requirements were included in some other corporate policy.



Internal Trainer Qualification

- When asked if the Corporate Policy included a section on internal/in-house instructor qualification or a pre-approval procedure -
 - The majority of respondents (by margin of 2:1) said YES; however -
 - Only half the amount of respondents answered this question as versus the previous question
- Specific qualifications that were important for internal instructors, in order of importance were:
 - Professional experience;
 - Training background; and
 - Willingness



Paid In-House Instructor Qualifications

- Specific qualifications that were important for those companies that utilized paid in-house instructors were:
 - Professional experience;
 - Training background; and
 - Availability
- Other comments:
 - Reputation in industry important
 - Extensive experience in hazmat management/regulation preferred



Training Program Approval

- When asked if companies required review or approval of commercial training programs prior to purchase when intended for in-house use, 66% of respondents said YES.
- When asked if companies required review and approval of external training programs prior to allowing employees to attend them, only 46% said YES.



Commercial Training Program Criteria

- When asked what criteria was important when evaluating commercially available programs for in-house use, the responses, in order of importance were:
 - Content
 - Suitability for employee
 - Knowledge/reputation of company / Length of time required to complete program (tied)
 - Cost; and
 - Ability to customize
- Despite low rating, in the comments section, many noted that commercial programs were too generic in nature, and ability to customize was important



External Training Program Criteria

- When asked what criteria was important when evaluating external training programs, the responses, in order of importance were:
 - Content
 - Suitability for employee
 - Knowledge/reputation of company
 - Reputation of training organization / Cost (tied)
 - Location of training
 - Length of time employee will be absent from job
- Comments: time away factor becoming more important; when spending \$500 or more per person, should be getting a trained employee in return



DEMOGRAPHICS

- Company size:
 - ~50% reported a company size of >1,000 employees
 - ~20% reported a company size of 100-1000 employees
 - Only 5% reported a company size of < 100 employees
- Survey responders:
 - Largest single responder had Middle Management position (25%);
 - Next largest grouping was Lower Management and Support Staff (17% and 14%)



- Training responsibility:

- Oversee employee training 50%
- Develop employee training 58%
- Conduct employee training 56%

- Type of company responding:

- Chemicals, Pharmaceuticals, Cosmetics 31%
- Transporter/Freight Forwarder 15%
- Other (not defined) 16%
- Government/University/Military 6%



SUMMARY

- Survey still active on DGAC Training Partnership web site.
- If you haven't already completed survey, please do so.
- There is a separate survey for commercial training organizations also available at that site.

