

IN-HOUSE TRAINING SURVEY
94 Responses as of October 30, 2007

GENERAL		
Does your company supply the following type of in-house training to your employees?	Yes	No
In-house	67	0
External	35	8
Mix of both	51	7
Other	6	9

My company provides external training to its DOT trainers and then the training of employees is done by these certified internal trainers.

We provide classroom style training by internal employees We also provide CBT developed by internal employees We also provide CBT developed by external parties And, we send employees to external training

We train all of our line employees in-house on how to properly package goods, the general and security requirements and their function specific requirements. Employees that are more involved with bulk shipments of goods and paperwork take part in external training. Field employees that ship consumer commodities take an on-line course.

Power Point program with written tests. Training developed by Fleet Safety and done by Training Department or Transportation.

Our company trainers receive training from DGAC and then a Train the Trainer program hosted by our corporate office.

Those who conduct in-house training receive in-depth external training.

Key players receive external training. DG manager then trains hazmat employees at affected facilities.

a few sites are non-computer literate and have outside trainers come in and we use external trainers for refresher courses for primary hazmat employees

Internal training focuses on securement and regulations as well as security. However, for those jobs which take knowledge, product shipping, sample shipping etc. we recommend outside training every other three years along with our in-house training.

HazMat, Security, CFR, Self-Certification Testing, Fork Lift

In house trainers, insurance company consultants and outside seminars

Most hazmat employees take in-house training. Some go to outside training. Dangerous Goods Compliance team takes outside training.

We train our employees, and have let shipping customers sit in on our training classes as well as other airline employees.

Primarily, we use in-house instructors and on-line courses. However, many of the instructors and some of the industry leaders, attend external training.

All U.S. training is In-House through one vendor. International training is mixed.

Certified Company Provides Training, Maintains records And Issues Certs.

We certify in-house Trainers who are then responsible for conducting the training. However, our trainers are required to take not only our training but also both DGAC 101 and Multi-Modal training before we certify

Depending on topic, we use both or either

We use Company developed training materials and company employees to conduct all in-house training on Dangerous Goods Transportation.

Our company trains all those employees who require hazmat training, except for our product compliance personnel who do the actual classification who have outside training.

I go out to get training on 49CFR172 subpart H and NRC 79-19 to maintain proficiency in this area. I then

training the other workers who handle, package, load, block and brace hazardous material shipments.

Manufacturing facilities use a commercial CBT for in-house training; along with supervisor's Job Specific training.

We have a centralized program and trainer who also trains and assigns plant training coordinators

Most hazmat employees attend in-house training presented by an outside trainer we bring in for the occasion. A few take wbt instead, and very few attend external training.

General Awareness, Security Awareness and function specific training are given in-house. Initial (2- or 3-day) training usually done external.

The Defense Ammunition Center provides training for the Certification of Hazardous Materials by ALL modes (highway, rail, commercial air, and military air) for all DOD personnel (Active Duty/Reserve/National Guard uniformed personnel, DOD Civilian employees, DOD Contractors, and all other entities who initiate shipments of HazMat on behalf of DOD. We provide two courses, 80 hour Initial Certification and 40 hour Re-Certification. Our courses are offered in-house at McAlester, OK; at selected installations by permanently assigned Accredited Off-Campus Instructors, and at other DOD installations on a demand based schedule by available instructors.

I work for DLA and we use mostly DOD training.

Hazmat trainers attend DOT HazMat class. These trainers conduct classes for other employees

In house: DG. courses key 1, 2, 6,7,8,9,10,11,12 Mix (In house and External): Instructors Courses

We conduct public seminars, in-house training, consulting services, and auditing services.

Computer-based technology Training programs developed in house on specific areas

I believe close to 90% of our hazmat training is done in house. Some of our contractors may choose to take external training.

Provides in house general awareness training, sends out for full hazmat training, also has an outside vendor web based training available. Uses vendor training CD for some function specific training (Saf T Pak Infectious Substance CD)

Depending on the location and the type of manufacturing custom training could be given. IF the location is a distribution center then an outside trainer of CBT would be more appropriate

Warehouses in Laredo, Texas are mainly Hispanic and training in 172.704 is done in Spanish. DG training is covered too because of samples being shipped via Fed -X

Function specific and general awareness training is conducted in house and supplemented with 3rd party training. In house training is current practice so that DuPont specific requirements may be included.

A third party vendor provides training for employees who are designated to conduct all aspects of the hazmat function. Training is developed in house for those employees who have limited hazmat functions which only require general awareness, loading/unloading, marking, placarding and labeling.

All Dangerous Goods and Hazard Awareness training is conducted in-house either by the department directly responsible for the function or by our Regulatory Training group when the above is not applicable.

Does your company use any of the following forms of training to supply HazMat training to your employees? (Check all that apply)	Yes	No
Classroom	81	0
CD-ROM	33	14
CBT	44	16
On-line (inter/intranet)	30	13
Other	7	9

We use a combination of in-house classroom training and a CD-ROM to handle some general security training.

In-house developed training program with Power Point and lecture format.

primary methodology is interactive intranet training - GA and all function specific

All initial training is done face to face with new hazmat employees. Security training is done using the DOT Security training and recurrent training is done by intranet base training.

We filmed our trainer and use the DVD.

Developed own training program pertaining to our hazard classes only.

Security Awareness Training is done using the DOT Awareness Disk along with Classroom emphasis on key points.

Training is specific, and complimentary based on need.

Different levels of training are required depending on the material and the audience. Our Company is moving to on-line, where possible.

Classroom every 3 years. CBT annually

Classroom training utilizing courses formulated by Certified Instructors using both IATA and DOT training material.

We do not permit CBT nor On-Line. We prefer to have face to face so that questions can be readily answered and concerns addressed.

see above. Different plant sites have different preferences and cultures

Most training is classroom. The DOT Transportation Security Awareness is done using the DOT CD. Initial DOT General Awareness training is done classroom; the refresher each 3 years is offered by CBT and classroom. All function specific training is done in classroom training.

We get together in a conference room for training using paper documents and a DOT general awareness film. Our product compliance personnel have taken on-line training before.

We use classroom training, the DOT CD and also CBT for the training, depending on the specific tasks that the workers will be performing as part of their job classifications.

Stand-and-deliver training allows for Q&A.

We utilized classroom only based on the need for proper interaction when dealing in this serious topic.

We prefer classroom training with an outside trainer we bring in. New employees and those who are absent when the trainer comes in will use a web-based training. For interim training (eg., new products, new regs), we prepare computer-based (eg., PowerPoint presentation). In other departments, hazmat employees are more apt to take web-based training. The cbt and wbt are first approved by the compliance manager.

Self paced recurrent training modules

Different methods are used by our sites depending upon the number of employees to be trained, etc.

Our Certification of Hazardous Materials courses (both 40 and 80 hour) are taught in a classroom environment by a qualified instructor or team of two qualified instructors. We have other courses (i.e. General Familiarization of HazMat, Container Inspection, etc.) that are taught by CBT / On-line training. We are phasing out CD-ROM training and replacing those courses with On-Line. We offer an expanded 8 hour course for those who ship Class 7 RAM. The pre-requisite is satisfactory completion of either the 40 hour or 80 hour course. The course must be completed within a short time of the completion of the pre-requisite course(s). This course is currently being provided by Video-Tele-Training (VTT) but will be transitioned to On-Line soon.

Some training is provided by IVT.

Other: Blended Learning and Learning in the work position

Working on developing some web based training

in house training is done in a classroom

Class room has been discontinued. Use CD ROM for some function specific training. Has online via intranet company developed general awareness and security training as well as some function specific training (dry ice, etc) Also has online (intranet) training courses available.

Training CD do not completely cover all areas, and classroom interaction helps.

We deliver training in various modes based on effectiveness. Function specific training delivered in a classroom setting and general awareness a cross section of computer based and CD-rom training modules.

Classroom training is conducted for DG Coordinators and all employees who are do all of the required hazmat functions. Based upon what the dynamics of a site and hazmat function, CD-Rom, online or CBT is given for general awareness/security training, loading/unloading, marking, placarding and labeling.

Internal employees are predominantly CBT except in locations where the size of the workforce exceeds the

number of workstations for prompt access. Classroom training applies to these groups as well as most of our third party ground handling contractors.

Are the following specific programs taught in-house?	Yes	No
General Awareness	81	0
Classification	63	8
Documentation	75	2
Packaging	72	4
Marking	78	0
Labeling	78	1
Placarding	70	4
Loading & Unloading (bulk)	46	12
Blocking & Bracing	48	11
Security Awareness	77	0
In-Depth Security Awareness	54	6
Safety	78	1
Other	16	3

Blocking and bracing are mentioned in the training, but covered in another area.

Since we handle specific products, training is geared to those products for packaging, marking, labeling/placarding. We also include Materials of Trade.

import/export container security

Other: Job specific or hazmat specific.

121 airline, insures our employees are trained to job specifics. Bulk loading fuels into aircraft in Alaska.

Safety and Training are a high priority. Not all items apply to all buildings or sites, but overall...all are required.

DOT/IATA/HM 232/ USCG-PIC/RCRA

We have two separate shipping and receiving sections out of country.

Classification is taught by either on-line training or external training. All other training is done in-house.

We cover all the topics, again, depending on the workers job classification.

HM training is comprehensive.

performance testing, packaging specifics

All in-house classroom training is tailored to the types of hazmats we ship and the specific hazmat functions involved, and includes our own procedures. We do not make bulk shipments and we don't load freight.

Full training incorporates all of the subjects.

Loading and Unloading (Bulk) is not part of our Hazardous Materials course but is part of other Logistics courses offered by DOD (i.e Cargo Handling Battalions, Military Transportation Groups, and truck driver training). Blocking & Bracing is also a separate function taught in coordination with the other Logistics courses mentioned.

Safe practices for the manipulation of Dangerous Goods in repair stations

We focus on vessel and air transport. we do not teach road transport

Warehouse employees only handle materials unloading and loading. I do security plans and the training required in Spanish from programs I have translated.

All hazmat training covered via classroom setting. Additional hands-on training incorporated with load/unload and block & bracing training.

Although these classes are taught in house, an external training vendors provides the training for some of these classes on site.

Agents and Ramp personnel receive General Awareness, Classification, some internal documentation required by the FAA and training on loading/unloading of non-bulk shipments. Aircraft Maintenance part shipping personnel receive in depth training on all items selected above. Cargo personnel receive almost as much training as Aircraft Maintenance personnel.

	Yes	No
Do you update your programs to reflect regulatory changes?	79	2
If so, do you use the following frequencies?		
As needed	62	1
Every year	29	4
Every 2 yrs	12	10
Every 3 yrs	7	7
Other	3	4

We review our course offerings for content on a yearly basis and when significant regulatory changes impact training.

Program is updated as soon as regulatory change occurs that impacts employees job functions. Annual review of material also occurs to ensure any and all regulatory changes that took place are included.

As needed but at least once per year.

Regulations are followed carefully and updates done as they occur. Annually each program is further reviewed as a double check.

2 yr for IATA and 3 yr for DOT

We watch for changes in regulations, and provide new reference guides on regulations each year.

We have departments specifically watching these areas and advising the company, as required.

Training and certification is required every two years but regulatory updates are communicated as needed.

For major changes, update as needed. Otherwise, try to update all programs on a two year cycle.

The site trainers receive complete updates from Corporate Distribution Safety every 2 years but communications are also distributed as needed so the trainers can update materials in between the complete updates.

Plans are updated as host nation, federal regs or air force regs change.

We train a new employee within the 90 day limit. Others who have had training have periodic retraining every 3 years.

We are a regulated industry, so material get updated as the regulations change

As needed: if an internal or government audit discovers an issue that was not appropriately addressed in earlier training-the training program is updated.

Hazmat employees at the manufacturing sites receive hazmat training every three years. The Corp. DOT Coordinator received outside training every year.

As necessary, the compliance manager communicates the changes to facility managers and generally prepares a PowerPoint presentation for them to use in training their employees

Depends upon the regulatory changes

Depending on the department the training may be annually or biannually.

Courses are updated at a minimum of each year, but as frequently as new regulatory revisions are released. As significant changes occur, students are informed of those changes but course materials (practical exercises, exams) are not changed other than under a major course revision.

Annually; When it changes some operative process and When the authorities require it

We update our manual every December to reflect the newly published regulations. Our attendees whether in public training classes or on-site training programs receive our manual and the government / industry regulatory publications.

As the regulations change and/or published.

I am assuming someone from our Global Trade Compliance group keeps on top of this.

Changes on Bill of lading where UN number comes first

Review Federal register on a daily basis for NPRM and FR entered in PHMSA web page. Training modules are then updated to reflect PHMSA regulatory changes.

Regulatory information is provided to all facilities on an ongoing basis. If there are major changes in the regulations, training is conducted more frequently. The training frequency is determined by the hazmat function being performed by the department.

Depending upon how the new Regulations affect our business, we react accordingly from issuing an advisory too all locations to changing formal training programs as it affects one or more departments.

Do your programs include:	Yes	No
Trainer lesson plans	35	15
Student lesson plans	40	21
Student handouts (notes, books, etc.)	67	9
Student Certificates	69	8

EFFECTIVENESS OF TRAINING

	Yes	No
Do you have a formal employee evaluation or feedback process in place to review effectiveness of these programs?	55 58.51%	24 25.53%

If not, please explain how your company evaluates training program effectiveness.

We don't evaluate at this time.

written tests and audits by corporate transportation

Effectiveness based on tests and in-house auditing.

Interaction by program writer with users plus review at annual meeting with employees.

We receive unsolicited reports from the associates trained. They provide valuable feedback on the effectiveness of the program and its impact.

Not yet, but hope to implement one.

Ask for feedback at the end of each session; always available for input on the programs.

review of program by subject expert

performance oriented

Most of our actual training is hands-on. The class work training is the basics and foundation of what each person needs to know, but most of the learning comes from actual packing and training by knowledgeable

Monitor chemical transportation incidents and use root cause analysis and corrective action.

The compliance manager evaluates all training and (usually) trainers. The facility manager or supervisor will

judge the effectiveness of a class by the level of participation and reaction of students.

I do not have a formal feedback process. However, I frequently receive feedback from customers on the training via email and verbally.

They are set up that if you don't pass with a certain grade (usually >90%) then you must retake the training - until you either pass or are told that you are not qualified to do hazmat work.

We don't do a very good job.

We do require all personnel to complete a test at the end of their course. Customer service must complete the course with 100%. If they fail the test twice, they must repeat the course. Maintenance is tested and must pass with at least an 80%. We perform audits and assess the effectiveness of the training based on employee retention of what they received in training.

CORPORATE POLICIES		
	Yes	No
Does your company have a corporate policy specific to HazMat training in effect?	59 62.77%	17 18.09%
If yes, does your training policy include:		
A Purpose & Scope section	52	0
A Definitions section	50	1
Identification of employee that requires training	57	0
Identification of the type of training required	57	0
Initial training requirements	56	0
Recurrent training requirements	57	0
Any company specific additional training requirements	47	3
Testing (pass/fail) requirements	49	4
Recordkeeping requirements	55	0
Certification of Training requirements	53	0
	Yes	No
If no, is there any other corporate policy would cover HazMat Training requirements.	12	4
Comments?		
<p>All distribution center employees are trained. That seems to be easier to monitor.</p> <p>Have a corporate dangerous good transport policy that has statement about required training.</p> <p>121 airline with a recently re-approved will carry program.</p> <p>Must score a minimum of 80% to pass. Written testing is mandatory with an immediate review of all questions and answers with the participants.</p> <p>Each station has its language and cultural challenges. Certificates are awarded after classroom sessions and after 2 months of working with a US trained worker to ensure employees understand how the classroom and books work in practice.</p> <p>We have qualification matrices to show who is qualified to perform which tasks and a qualification due date.</p> <p>ISO</p> <p>Our large parent company has such a policy. At my company level, there is no such policy. However, within my</p>		

division (which does 95% of the hazmat transportation), we do have written procedures with includes most of what's on your list.

Only that we will be in compliance with all local, state, federal and international regulations.

Exams are administered in the 80 hour course for each mode of transportation (4 exams), in the 40 hour course two exams are administered. Each exam is a "stand-alone" exam and students must pass each exam to completed the course. Exam results are not averaged for a final score and if a student fails an exam they are disenrolled at that point. There are no "re-tests" and the passing grade is based on a level of knowledge scale established by DOD for unsupervised job performance. The course satisfies the criteria for the function, but each certifier must be appointed in writing by their commanding officer to sign official, legal documents on behalf of DOD. Training records are centrally managed by the Defense Ammunition Center and completion recorded in the DOD training database for future reference and for verification for College credit (4 semester hours as approved by the American Council on Education) at the Baccalaureate level.

Each employee does have a personal job profile that must be completed and updated regularly. if a profile shows that employee is a hazmat employee, they are then required to take the training

Warehouse companies have to comply with DOT audits so we use that standard as written by 49 CFR 172.704.

Currently in the re-write process for DG Program to update and improve it.

TRAINER QUALIFICATION

	Yes	No
If using internal company trainers, does policy contain:		
Trainer qualification or standards	30	14
Trainer pre-approval procedure	21	14
Train-the-trainer requirements	26	14

When evaluating internal company trainers, how important is the following criteria:

Internal Trainer Qualifications	Very Important	Important	Neutral	Not Important
Educational Background	18	28	19	2
Professional Experience	45	21	1	0
Training Background	31	28	7	1
Availability	27	27	9	3
Willingness	36	22	7	1
Comments?				

Each facility has a training person and safety training is a major part of the job. They are guided by a corporate raining manager.

There is a position called Hazardous Material Coordinators, these four people oversee training at sites assigned to them to support in all aspects of hazmat including training.

Alaska, we're lucky to find hazmat educated and minded folks.

We only have two trainers that do all the training.

We don't use internal company trainers

Our manufacturing sites shipping departments all have full time trainers. Their basic skills must be knowledgeable of logistics operations, regulations, and be a certified trainer before acceptance as a DOT Trainer, Sites that do not have full-time trainers are covered by Corporate Trainers or we may have a

manufacturing site training conduct the training dependent upon geographical locations.

At the plant level in particular, it's more important to just have a warm body willing to do the training than their level of training experience or educational background. Train the trainer sessions can always be used to bring plant trainers up to speed. Corporate trainers would be expected to have a more advanced educational background, professional experience, and probably a training background or some sort of training experience.

We only use internal trainers (ie., company employees) for interim training (as explained above).

HazMat instructors are selected from professional DOD employees who have demonstrated exceptional professional knowledge and experience in the function and have completed classroom instructor training. At that point instructors are employed at the Defense Ammunition Center to provide training in-house. Instructors are periodically observed for good training practice. Only experienced, qualified instructors (Accredited Off-Campus Instructors - AOCI's) are assigned at other locations or travel to on-site training locations. Contractor personnel are not utilized; only permanent Civil Service employees are authorized to provide training.

Additional requirements to Seniors trainers

we currently only have 2 in-house trainers

We do not have a process to do this.

I believe there are very few instructors with bilingual qualification and experience in the field. To be able to meet the requirements is not easy because of our bi-culture position. I have done training through the fire department in Latin America now retired I do it locally since I worked for the City of Laredo Environmental Haz-Mat for 5 years. From there I picked up the experience as to the needs of the industry.

When evaluating paid in-house trainers, how important is the following criteria:

Paid In-House Trainer Qualifications	Very Important	Important	Neutral	Not Important
Educational Background	17	22	19	1
Professional Experience	43	14	2	0
Training Background	42	10	7	0
Availability	29	19	10	1
Willingness	31	18	9	1
Comments?				

We have several educated and hazmat savvy minded folks who perform our training and are listed as trainers.

Reputation in the industry is an important factor also.

Scheduling can be a nightmare. Finding someone willing to travel for 14-18 hours and go straight to training is the biggest challenge. There is only one plane in or out per week at our sites. Also, finding someone willing to go through the security clearances and required security briefings is difficult.

We prefer a trainer who has extensive work experience in hazmat management and/or regulation.

Paid to come in or part of their job, the criteria for the trainers should be the same.

Only major transportation companies have trainers locally from what I know. There are over 250 local transfer companies which get their training in Mexico and receive an international license. When it comes to haz-mat is when I provide the training to comply.

TRAINING PROGRAM APPROVAL			
	Always	Sometimes	Never
When purchasing commercial training programs for in-house use, does your company require review and approval of program prior to employee use?	43	16	7
Does your company require review and approval of external training programs prior to allowing employees to attend?	31	28	8

When evaluating commercially available programs for in-house use, please indicate the importance of the following criteria:				
Training Program Qualification	Very Important	Important	Neutral	Not Important
Content	56	6	0	0
Suitability for employee use	49	13	0	0
Knowledge/reputation of company	33	23	5	0
Ability to customize	31	21	10	0
Cost	24	30	5	2
Length of time required to complete program	25	31	4	1
Comments?				
<p>In house hazardous material training is specific to our operations and needs. Commercially available programs seem too generic.</p> <p>We provide most all of our training in-house, with up date training for our instructors out side.</p> <p>The only external training provided is to our "Trainers". We only use DGAC programs to accomplish this. Every two years we conduct a 5 day training program for our Trainers to keep their knowledge and skills current. We use both in-house and guest instructors. DGAC plays a major role in this training along with USDOT and Canada TDG, USGC, FMCSA, and TSA.</p> <p>Most off-the-shelf programs go into more depth than we require, so when possible, we use a program that has been customized either to our industry or to our company. Length of time is a very important consideration.</p> <p>All HazMat Transportation courses are developed in-house. Contractors have been hired to assist in the development of CBT and On-Line courses. All other outside training is for personal development and is not to satisfy the certification process.</p> <p>Many training programs only cover the basics. I believe a training program should focus more on the specific job function of the individual employee. It would be extremely beneficial to have a general training program that covers the basics of the regulations; the rules and regulations, training requirements, fines and penalties, and how to classify hazardous materials in general. Then it would be extremely beneficial to have additional modules that could be added along with the basic program for focus on in depth coverage of a particular job function such as loading and unloading and on a particular hazard class, such as Radioactive Materials or Infectious Substances. A specific add on module for in depth coverage of a specific job function and on each hazard class would be a great way to give extra training to those who's responsibility lies in these areas. Most companies do not ship every Hazardous Material there is, their focus in generally on one or several of the classes. Others may ship goods from all classes and may need all the modules. Even outside training courses I have</p>				

attended omitted Radioactive Materials and Infectious Substances so I believe including hazard class specific modules that could be added on to the basic training could be tailored to an employee's specific job function and would significantly improve overall transportation compliance.

It's very important to preview available programs in Spanish before buying them.

When evaluating external training programs, please indicate the importance of the following criteria:

Training Program Qualification	Very Important	Important	Neutral	Not Important
Content	60	5	0	0
Suitability for employee use	51	13	0	0
Knowledge/reputation of instructor	38	23	3	0
Reputation of training organization	38	22	4	0
Cost	28	32	3	2
Location of Training	33	23	8	1
Length of time employee will be absent from job	30	24	7	1
Comments?				

On the "time away" question; we have been neutral but I see the time away factor becoming more important

When a company spends >\$500 per person for hazmat training they should be getting a trained employee in return. All of the above criteria are important plus several more. See comment in previous question.

It is important that the program provided helps the employee. Some instructors use can packages and can deliver the program but have never been to an incident. It takes years before you can save you have seen it all. My experience is from training, simulations and actual response.

DEMOGRAPHICS

Company Size:

Under 100 employees	5	5.32%
100 - 1,000 employees	16	17.02%
Over 1,000 employees	46	48.94%

Your position:

Executive (CEO, President, etc.)	0	0.00%
Upper-level Management	8	8.51%
Middle Management	24	25.53%
Lower Management	16	17.02%
Skilled Laborer	2	2.13%
Support Staff	14	14.89%
Consultant	3	3.19%

In relation to your company's training, do you:

Oversee employee training	47	50.00%
Develop employee training	55	58.51%
Conduct employee training	53	56.38%

Please indicate the type of your company:

Chemicals, Pharmaceuticals, Cosmetics	29	30.85%
Government/University/Military	6	6.38%
Packaging	3	3.19%
Transporter/Freight Forwarder	14	14.89%
Warehousing/Logistics Provider	4	4.26%
Laboratory	3	3.19%
Electronics/Fuel Cells	3	3.19%
Training	3	3.19%
Other	15	15.96%