

ONLINE TRAINING FREQUENTLY ASKED QUESTIONS

GENERAL TRAINING FAQ

Q: How can I view the status of my order?

A: Go to the "Service", Information page. This page lists all your orders. Click the date of the order whose status you wish to view.

Q: When will I receive my training certificate?

A: When you complete the training, you will have the option to either "print" or "save" it to your hard drive.

Q: Will I need any "dangerous goods" or "regulatory" publications to complete any of these courses?

A: No, you will not require any publications to complete our courses. We have supplied you with links to any free publications that are available online, and also with links that will allow you to purchase them if you need them.

Q: How long will I have to complete a course?

A: Once you have purchased a course, we leave the course active for a period of six months. Once you have completed the course you can log back in and use it as a reference material or as a quick refresher.

DOT HAZARDOUS MATERIALS TRANSPORTATION FAQ

Q: Is this course "certified" by the DOT?

A: No. The DOT does not certify courses. Neither does OSHA or EPA. This means that while our courses are not certified, neither are any other courses. We understand that this may be difficult to believe or comprehend, but according to 29 CFR 172.702:

(a) A hazmat employer shall ensure that each of its hazmat employees is trained in accordance with the requirements prescribed in this subpart. And then in

(b) ...It is the duty of each hazmat employer to comply with the applicable requirements of this subchapter and to thoroughly instruct each hazmat employee in relation thereto.

(c) Training may be provided by the hazmat employer or other public or private sources.

(d) A hazmat employer shall ensure that each of its hazmat employees is tested by appropriate means on the training subjects covered in Sec. 172.704.

This is one of our most asked FAQ for the DOT, and here's how they answer it:

Q: Who certifies that an instructor is qualified to train, test, and certify in accordance with § 172.704?

A: Except for certain FAA required CFR 14 training, the U.S. DOT does not review or certify training programs for pre-approval purposes. The employer must determine a trainer's qualifications based on their need.

Q: Does the trainer who teaches and tests the hazmat employee, certify that the hazmat employee is trained/tested?

A: No, the hazmat employer must certify that the employee has been trained and tested. However, the trainer can perform the function on behalf of the shipper.

Q: Why do some courses state that they are DOT certified?

A: Good question. We are wondering the same thing. The Department of Transportation does not certify third-party training courses. Maybe they mean that they have self-certified the course for their own employees. Or maybe they offer a DOT Certification course, which means they offer a course that is intended to help you certify your employees (we hope this is what they are referring to).

IATA DANGEROUS GOODS FAQ

Q: Who is responsible for enforcement of the regulations in the U.S.?

A: The DOT, TSA, and the FAA, not IATA. IATA is an association of airlines not an enforcement body.

Q: Will taking this course meet my legal training requirements to the FAA & DOT?

A: Yes it can, but making that determination is up to you, the employer. That's not always the answer people would like to hear, but it's based on the regulations. 49 CFR Part 172.702 requires that "employers" ensure their employees are "trained in accordance with the requirements prescribed in this subpart."

Q: Are our trainers certified training instructors?

A: Yes, our trainers are certified through IATA and have completed the IATA "instructors" training courses and other agency federal and commercial instructor educational courses.