



Transportation Development group

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FAQ Updated 8/8/04

From <http://www.logisticstraining.com> and <http://www.dgtraining.com>

Frequently Asked Questions about TDG's IATA Training CD-ROM (call 1-310-302-0808 for more details)

(Added 8/8/04) Question: You now have an online version?

Answer: Yes you can now take the IATA initial or IATA recurrent training program via the web. All you need is a web browser (IE 6 or better).

(Added 8/8/04) Question: What's the difference between the web version and the CD-ROM Version?

Answer: For the most part it's the same program; some functionality has been modified to speed things up for web delivery. For example the graphics on the CD-ROM are slightly higher resolution as we had to improve delivery across the internet.

(Added 8/8/04) Question: The new IATA Web version includes a sophisticated LMS... [what's an LMS?](#)

Answer: An LMS is a "Learning Management System" that gives you robust capabilities for tracking student information such as:

- Running management reports that detail this information for some or all of your students.
- Which of my employees has enrolled in the program?
- How many units have they completed?
- What were their scores?
- What questions did they get wrong?

Our LMS allows you to easily manage information for hundreds or thousands of employees.

Question: Is your program FAA or IATA Approved?

Answer: *Neither the FAA nor IATA review or evaluate computer based training programs.* The FAA (and US DOT) will not evaluate **any** type of training program for shippers, forwarders or truckers in advance. Additionally, IATA requires training and testing in Radioactive Materials in order to be IATA certified. **This course does not cover radioactive materials.** If you need this type of training, we can provide it in our IATA certified classroom seminars.

Question: So, will this program meet my legal training requirements to the FAA and the US DOT?

Answer: Yes, it can. This CD training program is not any different than any other training program in that you, as the hazmat employer are responsible for the correct training. (Citation: 49 CFR Part 172.702). This program has been used every year for five years now to train hundreds of people. This program has been used to meet training requirements imposed by the FAA as a result of penalty actions against shippers, and the certificate we issue along with the training records have been accepted by them. The DOT now requires all employees to take Hazmat Security Awareness Training; that training is provided free of charge in a separate module.

Question: What about CNS – if I'm an IATA/CNS cargo agent, can I use this program?

Answer: The Cargo Agency Agreements that we have seen state that an endorsed agent must get “appropriate” training and be in compliance with the FAA regulations. This training program can be used to meet your FAA training requirements, and therefore could be considered appropriate training.

However, we are NOT stating that this program is CNS approved either – neither Cargo Network Services, nor does IATA have an endorsement scheme for computer based training at the present time. Plus, there's the issue about Radioactive Training which this CD does not provide.

If you are a shipper and not a forwarder you can disregard this whole issue as your sole responsibility is to the FAA and the US DOT.

Question: How many people can I train at the same time?

Answer: Only one user may be logged on at a time. IF you need to train many people at the exact same time you should buy additional copies of the CD. If you buy more than 1 copy from us at the same time we will provide a 25% discount on additional copies.

Question: So, will this training program teach me to ship any type of hazardous material?

Answer: This program will teach you to use the IATA regulations so that you may be knowledgeable and competent in determining a shipments' acceptability for transport. We recommend to clients that if they are shipping Class 7 Radioactive Materials that they seek additional training. We can provide that training in the form of customized in-house seminars.

Question: Do I need to have a copy of the IATA Dangerous Goods Regulations to use with the CD?

Answer: Absolutely, you must have a current copy of the IATA DGR to use with the program, you should also have a highlighter so that you can highlight important sections as you go through the regulations.

Question: Is this training *better* than attending a classroom seminar?

Answer: It is different and has certain advantages over classroom training, and in some cases classroom training may hold an advantage -- it's a matter of preference and an individuals' learning style. Obviously, in a classroom you can raise your hand and ask the teacher a question! (We do provide free hazmat training support by calling 1-800-949-4834).

Question: How much does the program cost?

Answer: The online (web based) version is \$295 per student.

The CD-ROM program is \$995 dollars plus \$35.00 per certificate for an unlimited number of students.

Question: If I have several offices, will I need to buy more than one CD?

Answer: You're probably better off taking the online web-based version and taking full advantage of the LMS capabilities it provides (you can call us for multiple student discounts). Though, you could buy extra CD's or send the one CD from office-to-office to complete the training. It is copy-protected and may not be copied.

Question: What are the Advantages Of Computer Based Training (CBT)?

Answer: Here are several advantages that we have found:

- **Study at your own pace.** The program is divided up into logical units, and there is no limit to the amount of time a student can spend studying the material as thoroughly as they need. There's no rush, no deadlines. When the student has had enough for the day, they log off and the program keeps track of their progress and will allow them to take the final exam once they have completed all of the modules.
- **Move forward or backwards in the program as you need.** If you didn't quite understand something, just click the "back" arrow and review it again.

- **Learning by sight and sound.** You're not just looking at a book -- you're viewing the graphics and hearing the audio -- it's moving, interactive and most of all it engages your senses. They say a picture is worth a thousand words... there are no pictures in the hazmat regulations, but our CD is full of exciting graphics.
- **Cost.** This is simple. Add up the cost of sending people to a seminar in a hotel. Figure in things like airfare, accommodations, lost time from work, overtime costs (perhaps) for other employees to fill in, meals, etc, etc and then compare it to our cost for this CD. Training several people results in a huge savings.
- **Logistics:** There simply may not be any quality public seminars in your area. You can take this training program on your computer, anywhere!
- **Control:** Many companies with nationwide operations want to ensure that everyone in their company is getting the same, quality training. This is often impossible to do when you are sending people from different cities to various training companies. Since the DOT does not approve classroom training, you really have no way of knowing if the seminar in Boston is going to be the same as the seminar in Seattle. Even if you only use IATA endorsed training schools (such as ours) you will find variability in the training amongst IATA schools.
- **Record keeping:** Using the administrator module you can print out a copy of the test any time you like. The DOT requires you to keep training records for all of your employees training -- and this is more than just the certificate. You have to be able to produce the training materials that were used to training the employee. Most companies fall short in doing this -- they don't keep a copy of the manual, they don't even have the exams most of the time, all they have is a certificate, which looks nice on the wall, but doesn't completely meet your legal record keeping requirements from the DOT.
- You can also call the US DOT at 1-800-HMR-4922 and ask them about computer based hazmat training.

Call us for more information at **(800) 949-4834 or (310) 302-0808**