

Chemical Sector Security Awareness Training

Chemical Security Awareness Training Program

OMB Control No: 1670-0009

Expiration Date

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PRIVACY ACT STATEMENT

AUTHORITY: This information collection is authorized by Homeland Security Presidential Directive 7 (HSPD-7), December 2003.

PRINCIPAL PURPOSE(S): This information is collected to allow users to create a chemical security training account and to complete chemical security awareness training.

ROUTINE USE(S): The information collected may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974, as amended. This includes using the information as necessary and authorized by the routine uses published in DHS/All - 003 General Training Records (November 25, 2008, 73 FR 71656).

DISCLOSURE: The disclosure of this information is voluntary; however, failure to provide the information requested may prevent the Department from issuing the user a chemical security training account and subsequently preventing the user from completing chemical security training.

Chemical Sector Security Awareness Training

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Homeland Security

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CHEMICAL SECURITY AWARENESS TRAINING
Toll-free Help Desk: 1-877-CHEMSEC

This self-guided, Web-based training course will train you to help improve security at your chemical facility. When you have completed this program, you will be better prepared to recognize potentially dangerous situations. You will also know the appropriate action to take to maintain and improve security at your chemical facility.

Existing Users Login Here

User ID:

Password:

Login

Forgot your password?

NEW USERS
START HERE

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Chemical Security Awareness Training Program

OMB Control No: 1670-0009
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Done

start

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11:11 AM

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Chemical Security Awareness Training - Login

CHEMICAL SECURITY AWARENESS TRAINING
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This self-guided, Web-based training course will train you to help improve security at your chemical facility. When you have completed this program, you will be better prepared to recognize potentially dangerous situations. You will also know the appropriate action to take to maintain and improve security at your chemical facility.

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Login

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New Key Entry - Windows Internet Explorer

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New Key Entry

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Facility Key Verification
Please enter the facility key that was assigned to you.
Or use "chemsec103"

Facility Key:

Begin Registration

BACK TO LOGIN

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11:12 AM

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Chemical Security Awareness Training - Registration

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Registration

(Do not use your name in your User ID.)

User ID:

Password:

Confirm Password:

Secret Question:

Answer:

Company Type: Chemical Manufacturing

Location Size: 1-25

Company Name:

City:

State: N/A

Is your facility covered by the Maritime Transportation Security Act of 2002?

No

Register

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Done

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Choose Bandwidth - Windows Internet Explorer

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Choose Bandwidth

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HELP LOGOUT

Welcome to Chemical Security Awareness Training

Please choose which version of the training you wish to complete:

Users with broadband connection:
[View System Requirements](#)

HI-BANDWIDTH FLASH VERSION

Users with dial-up connection or assistive technologies:

LOW BANDWIDTH HTML VERSION

Minimum Flash 8 player required for broadband users

Adobe Reader required to view certificate

Get macromedia FLASH PLAYER

Get ADOBE READER

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start

Sent Items - Microsof...

Gmail - Inbox - whdar...

Choose Bandwidth - ...

Internet

100%

11:44 AM

Chemical Sector Security Awareness Training

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CHEMICAL SECURITY AWARENESS TRAINING

WARNING RESTRICTED AREA

Click for Menu and Sound Options

CR 1/8 complete

Unit Listing

- ☐ 01. Introduction
- ☐ 02. Understanding Today's Security Threats
- ☐ 03. Security Responsibilities
- ☐ 04. Recognition of Threats (Overview Of Scenarios)
- ☐ 05. Recognizing And Detecting Dangerous Substances And Devices
- ☒ 06. Recognizing Persons Who Could Threaten Security
- ☒ 07. Techniques Used To Circumvent Security Measures
- ☒ 08. Summary
- ☐ 09. Maritime Regulated Facilities (MTSA)

☒ Units completed and passed
☒ Units completed but not passed
☐ Units not completed

TAKE SURVEY
YOUR OPINION COUNTS

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Done

start

Inbox - Microsoft Out...

Chemical Security Aw...

Chemical Sector Secu...

Internet 100%

3:46 PM

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Chemical Security Awareness Training

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This training program contains nine units, including one optional unit that is only for maritime regulated facilities.

On the Unit Listing page, the box to the left of each unit indicates whether it has been completed successfully. All questions in a unit must be answered correctly to pass.

Click on a unit's name on the Unit Listing page to enter that unit.

Units may be completed in any sequence; however, it is recommended that you complete them in order.

Tutorial: Unit Listing

1 2 3 4 5 6

CHEMICAL SECURITY AWARENESS TRAINING

Unit Listing

- ☐ 01. Introduction
- ☐ 02. Understanding Today's Security Threats
- ☐ 03. Security Responsibilities
- ☐ 04. Recognition of Threats (Overview Of Scenarios)
- ☐ 05. Recognizing And Detecting Dangerous Substances And Devices
- ☐ 06. Recognizing Persons Who Could Threaten Security
- ☐ 07. Techniques Used To Circumvent Security Measures
- ☐ 08. Summary
- ☐ 09. Maritime Regulated Facilities (MISA)

Units completed and passed
Units completed but not passed
Units not completed

1/9 complete

NEXT

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start

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Internet 100% 11:45 AM

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Tutorial: Menu

1 2 3 4 5 6

Click on the **MENU** tab on the left side of the screen to access the **Volume Control**, **Logout** and **Unit Listing** buttons.

Music volume can be controlled using the sliding bar or muted by clicking on the speaker symbol.

The **Unit Listing** button will only appear in the menu when you are within a unit. Clicking on it will return you to the Unit Listing page without completing the unit.

Units 5, 6, and 7 contain video scenarios. Captions and narration can be turned on or off in the menu.

BACK NEXT

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start | Done | Internet | 100% | 11:46 AM

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Tutorial: Menu

Click on the **MENU** tab on the left side of the screen to access the **Volume Control**, **Logout** and **Unit Listing** buttons.

Music volume can be controlled using the sliding bar or muted by clicking on the speaker symbol.

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Units 5, 6, and 7 contain video scenarios. Captions and narration can be turned on or off in the menu.

1 2 3 4 5 6 Text and Video Units

LOGOUT
UNIT LISTING
captions on/off
narration on/off
BACKGROUND MUSIC

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In Units 1-4, 8, and 9 you will be shown text and video. After viewing the information you will be asked one or more questions about what you saw.

These questions will be in a multiple choice format. Once you have selected your final answer, click the **SUBMIT** button at the bottom right of the screen.

If all of the answers to the questions are correct, you will be directed back to the Unit Listing page to choose another unit.

If you miss any of the questions, you will need to retake the unit. You can retake the unit immediately or return to the Unit Listing page to choose another unit.

Tutorial: Text and Video Units

1 2 3 4 5 6

CHEMICAL SECURITY AWARENESS TRAINING

Unit Listing

- ☒ 01. Introduction
- ☒ 02. Understanding Today's Security Threats
- ☐ 03. Security Responsibilities
- ☐ 04. Recognition of Threats (Overview Of Scenarios)
- ☐ 05. Recognizing And Detecting Dangerous Substances And Devices
- ☐ 06. Recognizing Persons Who Could Threaten Security
- ☐ 07. Techniques Used To Circumvent Security Measures
- ☐ 08. Summary
- ☐ 09. Maritime Regulated Materials (MTSA)

Units completed and passed
Units completed but not passed
Units not completed

BACK **NEXT**

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Done

start

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Tutorial: Video Scenario Units

1 2 3 4 5 6

In Units 5, 6, and 7 you will be shown several video scenarios. After each one the video will stop, and you will be asked to click on what is wrong with the scene.

Move the cursor over the scene to select your answer. Text hints will appear in the top left corner of the scene.

If you correctly determine what is wrong, you will be asked what to do in response to that situation. This question will be in a multiple choice format.

If you miss any questions, you will need to retake the unit. You can retake the unit immediately or return to the Unit Listing page to choose another unit.

CHEMICAL SECURITY AWARENESS TRAINING

05 - Understanding Today's Security Threats

Upon successful completion of the scenario in this unit, you will be able to do the following:

- Demonstrate the correct response when threatened with a dangerous device or substance.

Scenario 1: Example

CONTINUE

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Done

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Tutorial: Video Scenario Units

1 2 3 4 5 6

In Units 5, 6, and 7 you will be shown several video scenarios. After each one the video will stop, and you will be asked to click on what is wrong with the scene.

AWARENESS TRAINING

Move the cursor over the scene to select your answer. Text hints will appear in the top left corner of the screen.

If you correctly determine what is wrong, you will be asked what to do in response to that situation. This question will be in a multiple choice format.

If you miss any questions, you will need to retake the unit. You can retake the unit immediately or return to the Unit Listing page to choose another unit.

CHEMICAL SECURITY AWARENESS TRAINING

05 - Understanding Today's Security Threats

Upon successful completion of the scenario in this unit, you will be able to do the following:

- Demonstrate the correct response when threatened with a dangerous device or substance.

Scenario 1: Example

CONTINUE

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Tutorial: Video Scenario Units

1 2 3 4 5 6

In Units 5, 6, and 7 you will be shown several video scenarios. After each one the video will stop, and you will be asked to click on what is wrong with the scene.

Move the cursor over the scene to select your answer. Text hints will appear in the top left corner of the screen.

If you correctly determine what is wrong, you will be asked what to do in response to that situation. This question will be in a multiple choice format.

If you miss any questions, you will need to retake the unit. You can retake the unit immediately or return to the Unit Listing page to choose another unit.

CHEMICAL SECURITY AWARENESS TRAINING

05 - Understanding Today's Security Threats

Upon successful completion of the scenario in this unit, you will be able to do the following:

- Demonstrate the correct response when threatened with a dangerous device or substance.

Scenario 1: Example

CONTINUE

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Tutorial: Video Scenario Units

1 2 3 4 5 6

In Units 5, 6, and 7 you will be shown several video scenarios. After each one the video will stop, and you will be asked to click on what is wrong with the scene.

AWARENESS TRAINING

Move the cursor over the scene to select your answer. Text hints will appear in the top left corner of the screen.

If you correctly determine what is wrong, you will be asked what to do in response to that situation. This question will be in a multiple choice format.

If you miss any questions, you will need to retake the unit. You can retake the unit immediately or return to the Unit Listing page to choose another unit.

CHEMICAL SECURITY AWARENESS TRAINING

05 - Understanding Today's Security Threats

Upon successful completion of the scenario in this unit, you will be able to do the following:

- Demonstrate the correct response when threatened with a dangerous device or substance.

Scenario 1: Example

CONTINUE

BACK **NEXT**

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Done

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CHEMICAL SECURITY AWARENESS TRAINING

WARNING
RESTRICTED AREA

0/8 complete

Unit Listing

- ☐ 01. Introduction
- ☐ 02. Understanding Today's Security Threats
- ☐ 03. Security Responsibilities
- ☐ 04. Recognition of Threats (Overview Of Scenarios)
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- ☐ 07. Techniques Used To Circumvent Security Measures
- ☐ 08. Summary
- ☐ 09. Maritime Regulated Facilities (MTSA)

☒ Units completed and passed
☐ Units completed but not passed
☐ Units not completed

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Done

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This program is made up of nine training units:

- 01 - Introduction
- 02 - Understanding Today's Security Threats
- 03 - Security Responsibilities
- 04 - Recognition of Threats (Overview of Scenarios)
- 05 - Recognizing And Detecting Dangerous Substances And Devices**
- 06 - Recognizing Persons Who Could Threaten Security
- 07 - Techniques Used To Circumvent Security Measures
- 08 - Summary
- 09 - Maritime Regulated Facilities (MTSA)

05 - Recognizing And Detecting Dangerous Substances And Devices

In Unit 5 you will be shown two video scenarios. At the end of each scenario, you will be asked to click on the part of the image that represents what was wrong or unusual in that scene. If you correctly identify what was wrong, you will be asked to select what action should be taken next.

Roll your mouse over any part of the screen. The box in the upper left corner will give you important clues. When you have decided on what the problem is, click on that portion of the screen.

Click the checkbox to show which you think is the correct action to take.

TUTORIAL **SUBMIT**

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Done

start | Internet | 100%

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1:30 PM

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01 - Introduction

We live in a world of ever-increasing risk.

Now, more than ever, it seems that every action and reaction carries with it a consequence more serious than ever before.

Some of these outcomes are caused by intentional acts, such as sabotage. Others are caused by natural disasters or man-made accidents.

Whatever it is, we must ask ourselves: How can we be sure we are doing everything within our power to make our workplace more secure?

We can't predict when an event might occur that compromises our security.

PLAY

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NEXT

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01 - Introduction

We can reduce our exposure to these events by doing two things:

- Becoming more aware of the warning signs
- Knowing what to do in response

The security of your company's people and property is the responsibility of all facility personnel. In short, security is too important to be left to the experts.

Managing risk and increasing security means that you must be committed to doing everything you can to protect the workplace.

PLAY

BACK **NEXT**

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01 - Introduction

In this program, we'll review the things you can do to make a contribution to security in your location, such as:

- Avoiding complacency
- Observing with all your senses
- Being aware of unusual changes in your surroundings
- Being aware of unusual behavior of strangers
- Knowing who to call if you feel something is not right

Remember, security is everyone's job.
Take it seriously.

PLAY

REPLAY

QUIZ

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01 - Introduction

What are the specific things you can do to reduce your exposure to events that may compromise your security?

- ☐ Be more aware of the warning signs, know how to defend yourself.
- ☐ Know how to defend yourself, know what to do in response to a security threat.
- ☐ Know what to do in response to a security threat, be more aware of the warning signs.
- ☐ Know which law enforcement officials to call in the event of an emergency, know what to do in response to a security threat.

PLAY

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01 - Introduction

That is incorrect.

The two things you can do to reduce your exposure to events that may compromise your security are **know what to do in response to a security threat** and **be more aware of the warning signs.**

PLAY

CONTINUE

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01 - Introduction

That is correct!

The two things you can do to reduce your exposure to events that may compromise your security are **know what to do in response to a security threat** and **be more aware of the warning signs**.

PLAY

CONTINUE

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01 - Introduction

What are the specific things you can do to contribute to security?

- ☐ Avoid complacency, observe with all your senses.
- ☐ Carry a weapon, know the basics of self-defense.
- ☐ Observe with all your senses, question everyone you meet.
- ☐ Take a class in self-defense, avoid complacency.

PLAY

SUBMIT

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01 - Introduction

That is correct!

The two things you can do to contribute to security are **avoid complacency** and **observe with all your senses**.

PLAY

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01 - Introduction

Congratulations! You answered both questions correctly. You have passed Unit 1.

You may now return to the Unit listing to see your progress and select another unit.

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02 - Understanding Today's Security Threats

In the first section we talked about the world we live in and how important it is that you "take it up a notch," by being more aware of the possibilities for an event that could damage the security at your facility.

Now we want to talk more specifically about the possible areas of exposure in your work environment. In other words, where are you possibly exposed? What sorts of things must you be aware of in order to have a better idea of what it is you should be protecting?

There are four broad areas in your workplace that have an impact on security.

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02 - Understanding Today's Security Threats

Personnel

Everyone that works in your facility carries identification of some sort. That identification is used to manage who can (and cannot) gain entry to certain locations in your facility and move about from location to location. If that identification is obtained by someone else, this can have an impact on your facility's security.

In addition, authorization codes are assigned to certain individuals (based on need) that provide them access to information about your facility. If anyone else gains access to those authorization codes, security can be damaged.

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02 - Understanding Today's Security Threats

Information

Your facility uses computers to manage day-to-day operations. Access to those computers is carefully controlled through the use of computer accounts and passwords. If an unauthorized person gets the account name and/or password, security can be damaged.

Other kinds of information are stored on paper in files that are held in secure areas. If the wrong people gain access to those areas, security can be damaged.

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02 - Understanding Today's Security Threats

Vehicles

In some cases, possession of a facility vehicle is enough to gain access to all sorts of secure locations. Therefore, theft of that vehicle represents more than just the loss of the vehicle: it can represent a blow to security because individuals can gain access to areas that are not normally meant for them.

Similarly, security passes can be removed from these vehicles and used on other vehicles, thereby granting unauthorized access to secured areas.

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02 - Understanding Today's Security Threats

Property
A laptop or a flash drive can store thousands of sensitive files. A handheld digital assistant can contain passwords and account names. Gaining unauthorized access to these devices can have a severe impact on security.

In the next lesson, we'll discuss what you will be expected to do to help increase your facility's security.

PLAY

REPLAY

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02 - Understanding Today's Security Threats

Which four categories have the greatest impact on security in your workplace?

- ☐ Property, vehicles, information, personnel
- ☐ Drugs and alcohol, vehicles, weapons, Counterfeit Security Documents
- ☐ Vehicles, drugs and alcohol, information, weapons
- ☐ Information, property, vehicles, weapons

PLAY

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02 - Understanding Today's Security Threats

That is correct!

The four categories that have the greatest impact on security in your workplace are **property**, **vehicles**, **information**, and **personnel**.

PROPERTY

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02 - Understanding Today's Security Threats

That is incorrect.

The four categories that have the greatest impact on security in your workplace are **property, vehicles, information, and personnel.**

PLAY

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02 - Understanding Today's Security Threats

One of your answers in this unit was incorrect. To receive your certificate, you must pass all units. You will be required to retake Unit 2.

You can retake Unit 2 now, or return to the unit listing and choose another unit.

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02 - Understanding Today's Security Threats

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You can retake Unit 2 now, or return to the unit listing and choose another unit.

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03 - Security Responsibilities

In the first section we talked about the world we live in and how important it is that you "take it up a notch," by being more aware of the possibilities for an event that could damage the security at your facility.

Then, in the second lesson we talked about those possible areas of exposure around you. In other words, where are you possibly exposed? What sorts of things must you be aware of in order to have a better idea of what it is you should be protecting?

In this third lesson we want to discuss what you will be expected to do to help increase your facility's security.

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03 - Security Responsibilities

In short, you can practice awareness by:

- Becoming more aware of your work-area and recognizing any unusual changes in it.
- Becoming more aware of peoples' behavior that may indicate an attempt to compromise your facility's security.
- Becoming more aware of what to do, and who to call, if you suspect that security may be compromised.
- Becoming aware of what your facility expects you to do in response to a security situation.

Awareness is the primary purpose of this training.

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03 - Security Responsibilities

What you do will depend on the individual circumstances of your facility. As a result we cannot tell you specific things you should do. Instead we can suggest some basic attitudes and behaviors.

- Avoid complacency
- Communicate anything unusual to the appropriate supervisor or security personnel
- Do not discuss possible security breaches with co-workers
- Do NOT try to "handle it" yourself

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03 - Security Responsibilities

In addition, the Facility Security Manager, Officer or Specialist may consider the following security measures:

- Electronic accountability of product, persons, equipment and other assets
- Integrating IT (computer information technology) and access control solutions
- Implementation of automated information and computer cyber-security protection
- Monitoring critical waterway and dock areas via intelligent software
- Resource sharing of electronic monitoring of security and process control

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03 - Security Responsibilities

In the next lesson, we will introduce some different examples or scenarios which will illustrate the types of security situation you should look out for.

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03 - Security Responsibilities

From the following list, which of these is an example of "practicing awareness" that you should follow?

- ☐ Become more aware of your work-area and recognize any unusual changes in it.
- ☐ Become more aware of what to do and who to call if you suspect that security may be compromised.
- ☐ Become more aware of the symptoms of others' behavior that may indicate an attempt to compromise your facility's security.
- ☐ All of the above

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03 - Security Responsibilities

That is incorrect.

You should practice awareness by doing **ALL** of the following:

- Become more aware of your work-area and recognize any unusual changes in it.
- Become more aware of the symptoms of others' behavior that may indicate an attempt to compromise your facility's security.
- Become more aware of what to do and who to call if you suspect that security may be compromised

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03 - Security Responsibilities

That is correct!

You should practice awareness by doing **ALL** of the following:

- Become more aware of your work-area and recognize any unusual changes in it.
- Become more aware of the symptoms of others' behavior that may indicate an attempt to compromise your facility's security.
- Become more aware of what to do and who to call if you suspect that security may be compromised

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03 - Security Responsibilities

Which of the following attitudes and behaviors should you adopt?

- ☐ Become a good judge of personal character.
- ☐ Communicate anything unusual to the appropriate supervisor or security personnel.
- ☐ Randomly request to see a person's identification.
- ☐ Learn self-defense techniques.

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03 - Security Responsibilities

That is incorrect.

You should adopt the behavior of **communicating anything unusual to the appropriate supervisor or security personnel.**

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03 - Security Responsibilities

That is correct!

You should adopt the behavior of **communicating anything unusual to the appropriate supervisor or security personnel.**

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03 - Security Responsibilities

Congratulations! You answered both questions correctly. You have passed Unit 3.

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04 - Threat Awareness (Overview of Scenarios)

In the first section we talked about the world we live in and how important it is that you "take it up a notch." Then, in the second lesson we talked about those possible areas of exposure around you.

In the third lesson, we discussed your own personal awareness and what you will be expected to do to help increase your facility's security.

In the next three lessons you will be shown a series of scenarios and be asked to identify the security issue in each one.

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04 - Threat Awareness (Overview of Scenarios)

Each scenario will be brief - perhaps 30 seconds. Watch the scenario carefully because when it is over, you will be asked to identify the potential security issue shown in the scenario. You will also be asked to specify the correct response to the situation.

PLAY

REPLAY

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04 - Threat Awareness (Overview of Scenarios)

When finding a situation that may threaten security, what question should you ask yourself?

- ☐ Can I apprehend this person myself?
- ☐ What sorts of behaviors and activities should be reported?
- ☐ When should I make the report?
- ☐ Who should I contact about these activities and behaviors?

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04 - Threat Awareness (Overview of Scenarios)

That is incorrect.

When finding a situation that may threaten security, you should ask yourself, "Who should I report these activities and behaviors to?"

PLAY

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04 - Threat Awareness (Overview of Scenarios)

That is correct!

When finding a situation that may threaten security, you should ask yourself, "Who should I report these activities and behaviors to?"

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04 - Threat Awareness (Overview of Scenarios)

Congratulations! You have passed Unit 4.

You may now return to the Unit listing to see your progress and select another unit.

PLAY

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CHEMICAL SECURITY AWARENESS TRAINING

05 - Recognizing And Detecting Dangerous Substances And Devices

Upon successful completion of the two scenarios in this unit, you will be able to do the following:

- Demonstrate the correct response when threatened with a dangerous device or substance.

Scenario 1: Bomb Threat
Scenario 2: Rail Surprise

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05 - Recognizing And Detecting Dangerous Substances And Devices

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 1: Bomb Threat)

What is wrong with this scene?
Press continue, then click on the problem area.

REPLAY CONTINUE

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Kim hung up the phone

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 1: Bomb Threat)

That is correct!
The problem was that Kim **hung up on the caller.**

What should Kim have done?

- ☐ Place the caller on hold and call the appropriate supervisor or security personnel.
- ☐ Immediately sound an alarm to evacuate the building.
- ☐ Engage the caller in conversation using the pre-approved script from the appropriate supervisor or security personnel.

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 1: Bomb Threat)

No, that is not the proper way to handle the situation.

When you receive a bomb threat, you should immediately **engage the caller in conversation using the pre-approved script from the appropriate supervisor or security personnel.**

Here is an example of a bomb threat checklist. Talk to your supervisor or security personnel about **your facility's** bomb threat policy.

TRIPWire Bomb Threat Call Procedures (PDF)

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The clock is a bomb

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The bomb-threat is a hoax

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 1: Bomb Threat)

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TRIPwire Bomb Threat Call Procedures (PDF)

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 2: Rail Surprise)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 2: Rail Surprise)

What is wrong with this scene?
Press continue, then click on the problem area.

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Kim and Joyce should not have been taking a shortcut through the rail yard

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 2: Rail Surprise)

That is not what is unusual in this scene.

The package beneath the rail car is suspicious.

When you see a suspicious looking package, you should immediately notify the appropriate supervisor or security personnel. Do not go near the package, and do not attempt to open or inspect the package.

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The package is not safely secured to the rail car

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The package beneath the rail car is suspicious

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 2: Rail Surprise)

That is correct!
The package beneath the rail car is suspicious.

What should Joyce do after spotting the package?

- ☐ Get a closer look.
- ☐ Immediately notify the appropriate supervisor or security personnel.
- ☐ Confirm that the package is securely tied down.

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05 - Recognizing And Detecting Dangerous Substances And Devices (Scenario 2: Rail Surprise)

No, that is not the proper way to handle the situation.

Joyce should immediately notify the appropriate supervisor or security personnel.

When you see a suspicious looking package, you should contact security or your supervisor. Do not go near the package, and do not attempt to open or inspect the package.

Find out in advance who **you** should contact if you see something suspicious.

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When you see a suspicious looking package, you should contact security or your supervisor. Do not go near the package, and do not attempt to open or inspect the package.

Find out in advance who **you** should contact if you see something suspicious.

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05 - Recognizing And Detecting Dangerous Substances And Devices

Congratulations! You answered all questions correctly. You have successfully completed Unit 5.

- ☒ Scenario 1: Bomb Threat
- ☒ Scenario 2: Rail Surprise

You may now return to the Unit listing to see your progress and select another unit.

UNIT LISTING

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CHEMICAL SECURITY AWARENESS TRAINING

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06 - Recognizing Persons Who Could Threaten Security

The responses to the following scenarios may not reflect your specific facility's policy on approaching persons who could threaten security.

Contact your manager or security personnel for your specific facility policy on approaching such individuals.

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CHEMICAL SECURITY AWARENESS TRAINING

06 - Recognizing Persons Who Could Threaten Security

Upon successful completion of the three scenarios in this unit, you will be able to do the following:

- Demonstrate the correct actions to take when finding someone who may threaten security.

Scenario 1: New Guy
Scenario 2: Camera Watch
Scenario 3: Dumpster Watch

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06 - Recognizing Persons Who Could Threaten Security (Scenario 1: New Guy)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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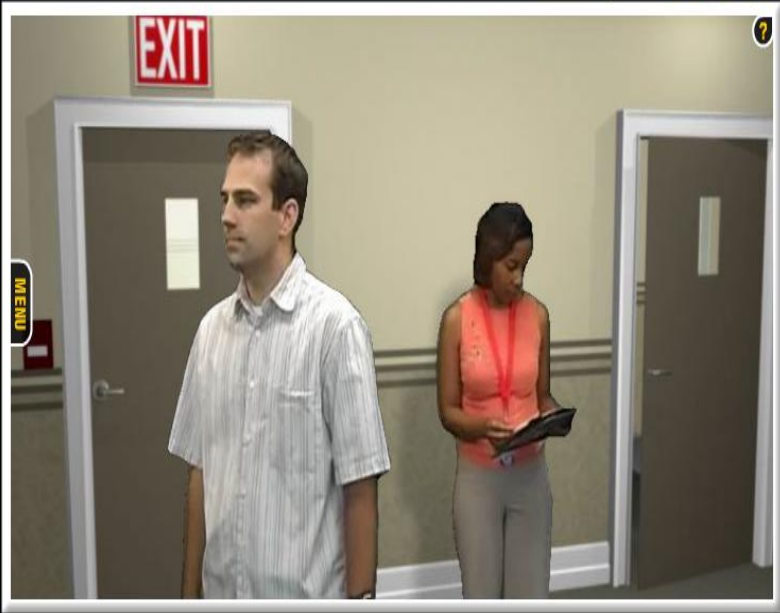
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06 - Recognizing Persons Who Could Threaten Security (Scenario 1: New Guy)

What did you see that was wrong?
Press continue, then click on the problem area.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 1: New Guy)

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The man is not wearing an ID badge

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06 - Recognizing Persons Who Could Threaten Security (Scenario 1: New Guy)

That is correct!
It is unusual that the person is not wearing his identity badge.

What should Kim do about it next?

- ☐ Approach the man only if she is comfortable.
- ☐ Contact the appropriate supervisor or security personnel.
- ☐ Confront the man, and escort him from the building by force if necessary.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 1: New Guy)

No, that is not the proper way to handle the situation.

When you see someone without the proper identification, you should either **approach the person if you are comfortable doing so, or call the appropriate supervisor or security personnel and describe the person to them.** Do not approach the person if you feel threatened, and never put yourself in harms way.

Contact your manager or security personnel for company policy on approaching individuals without proper ID.

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Kim is carrying sensitive documents in plain sight

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It is unusual that **the person is not wearing his identity badge.**

When you see someone without the proper identification, you should immediately call the appropriate supervisor or security personnel and describe the person to them. Do not attempt to stop the person yourself, unless your company policy states otherwise.

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The door is not securely closed

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06 - Recognizing Persons Who Could Threaten Security (Scenario 2: Camera Watch)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 2: Camera Watch)

What is wrong with this scene?
Press continue, then click on the problem area.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 2: Camera Watch)

What is wrong with this scene?
Press continue, then click on the problem area.

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The security camera is out of order

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06 - Recognizing Persons Who Could Threaten Security (Scenario 2: Camera Watch)

That is not what is unusual in this scene.

It is unusual that the person is photographing the security cameras. **No one is allowed to take pictures of the security systems.**

When you see someone engaged in suspicious activities such as photographing security cameras or guard posts, you should note the time and place of the incident and report it to security immediately. However, you should never confront the person, or attempt to restrain them physically.

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No one is allowed to take pictures of the security systems

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06 - Recognizing Persons Who Could Threaten Security (Scenario 2: Camera Watch)

That is correct!
No one is allowed to take pictures of the security systems.

What should Kim do next?

- ☐ Stop the man.
- ☐ Ask the man what he is taking a picture of.
- ☐ Note the time and place of the incident and report it to the appropriate supervisor or security personnel immediately.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 2: Camera Watch)

No, that is not the proper way to handle the situation.

Kim should **note the time and place of the incident and report it to the appropriate supervisor or security personnel immediately.**

When you see someone engaged in suspicious activities such as photographing security cameras or guard posts, you should contact the appropriate supervisor or security personnel immediately. However, you should never confront the person, or attempt to restrain them physically.

Find out in advance who **you** should contact if you see something suspicious.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 3: Dumpster Watch)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 3: Dumpster Watch)

What is wrong with this scene?
Press continue, then click on the problem area.

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The man has no business looking into on-site dumpsters

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06 - Recognizing Persons Who Could Threaten Security (Scenario 3: Dumpster Watch)

That is correct!
The problem is that **the man has no business looking into on-site dumpsters.**

What should Kathy do next?

- ☐ Ask the man what he's looking for.
- ☐ Ask to see the man's ID.
- ☐ Note the time and place of the incident and report it to the appropriate supervisor or security personnel immediately.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 3: Dumpster Watch)

No, that is not the proper way to handle the situation.

Kathy should **note the time and place of the incident and report it to the appropriate supervisor or security personnel immediately.**

When you see someone engaged in suspicious activities such as looking in on-site dumpsters, you should contact the appropriate supervisor or security personnel immediately. However, you should never confront the person, or attempt to restrain them physically.

Find out in advance who **you** should contact if you see something suspicious.

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06 - Recognizing Persons Who Could Threaten Security (Scenario 3: Dumpster Watch)

That is correct!

Kathy should **note the time and place of the incident and report it to the appropriate supervisor or security personnel immediately.**

When you see someone engaged in suspicious activities such as looking in on-site dumpsters, you should contact the appropriate supervisor or security personnel immediately. However, you should never confront the person, or attempt to restrain them physically.

Find out in advance who **you** should contact if you see something suspicious.

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06 - Recognizing Persons Who Could Threaten Security

Congratulations! You answered all questions correctly. You have successfully completed Unit 6.

- ☒ Scenario 1: New Guy
- ☒ Scenario 2: Camera Watch
- ☒ Scenario 3: Dumpster Watch

You may now return to the Unit listing to see your progress and select another unit.

[UNIT LISTING](#)

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The dumpster is full

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06 - Recognizing Persons Who Could Threaten Security (Scenario 2: Camera Watch)

That is not what is unusual in this scene.

It is unusual that the person is photographing the security cameras. **No one is allowed to take pictures of the security systems.**

When you see someone engaged in suspicious activities such as photographing security cameras or guard posts, you should note the time and place of the incident and report it to security immediately. However, you should never confront the person, or attempt to restrain them physically.

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07 - Techniques Used To Circumvent Security Measures

Upon successful completion of the seven scenarios in this unit, you will be able to do the following:

- Demonstrate the different techniques that may be used to defeat security measures.
- Illustrate the different responses you might employ to overcome efforts to defeat security.

Scenario 1: Entry Surprise
Scenario 2: Hands Full
Scenario 3: Warehouse Debate
Scenario 4: Tech Support
Scenario 5: Bar Talk
Scenario 6: Fire Alarm
Scenario 7: Office Visitor

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07 - Techniques Used To Circumvent Security Measures (Scenario 1: Entry Surprise)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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What did you see that was wrong?
Press continue, then click on the problem area.

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The security cameras are pointing in the wrong direction

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07 - Techniques Used To Circumvent Security Measures (Scenario 1: Entry Surprise)

No, that is not the proper way to handle the situation.

When you see a breach in the security perimeter, such as a hole in a fence, you should **immediately notify the appropriate supervisor or security personnel** of the problem.

Find out in advance who **you** should contact if you see something suspicious.

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The bench is blocking the entry doors

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07 - Techniques Used To Circumvent Security Measures (Scenario 1: Entry Surprise)

That is not what is unusual in this scene.

It is unusual that **there is a hole in the fence.**

When you see a breach in the security perimeter, such as a hole in a fence, you should immediately notify the appropriate supervisor or security personnel of the problem.

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There is a hole cut in the fence

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07 - Techniques Used To Circumvent Security Measures (Scenario 1: Entry Surprise)

That is correct!
It is unusual that **there is a hole in the fence.**

What should Joyce do about it next?

- ☐ Call the appropriate supervisor or security personnel about the hole in the fence.
- ☐ Call facility maintenance personnel about the hole in the fence.
- ☐ Try to fix the hole in the fence.

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07 - Techniques Used To Circumvent Security Measures (Scenario 1: Entry Surprise)

That is correct!

When you see a breach in the security perimeter, such as a hole in a fence, you should **immediately notify the appropriate supervisor or security personnel** of the problem.

Find out in advance who **you** should contact if you see something suspicious.

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07 - Techniques Used To Circumvent Security Measures (Scenario 1: Entry Surprise)

No, that is not the proper way to handle the situation.

When you see a breach in the security perimeter, such as a hole in a fence, you should **immediately notify the appropriate supervisor or security personnel** of the problem.

Find out in advance who **you** should contact if you see something suspicious.

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07 - Techniques Used To Circumvent Security Measures (Scenario 2: Hands Full)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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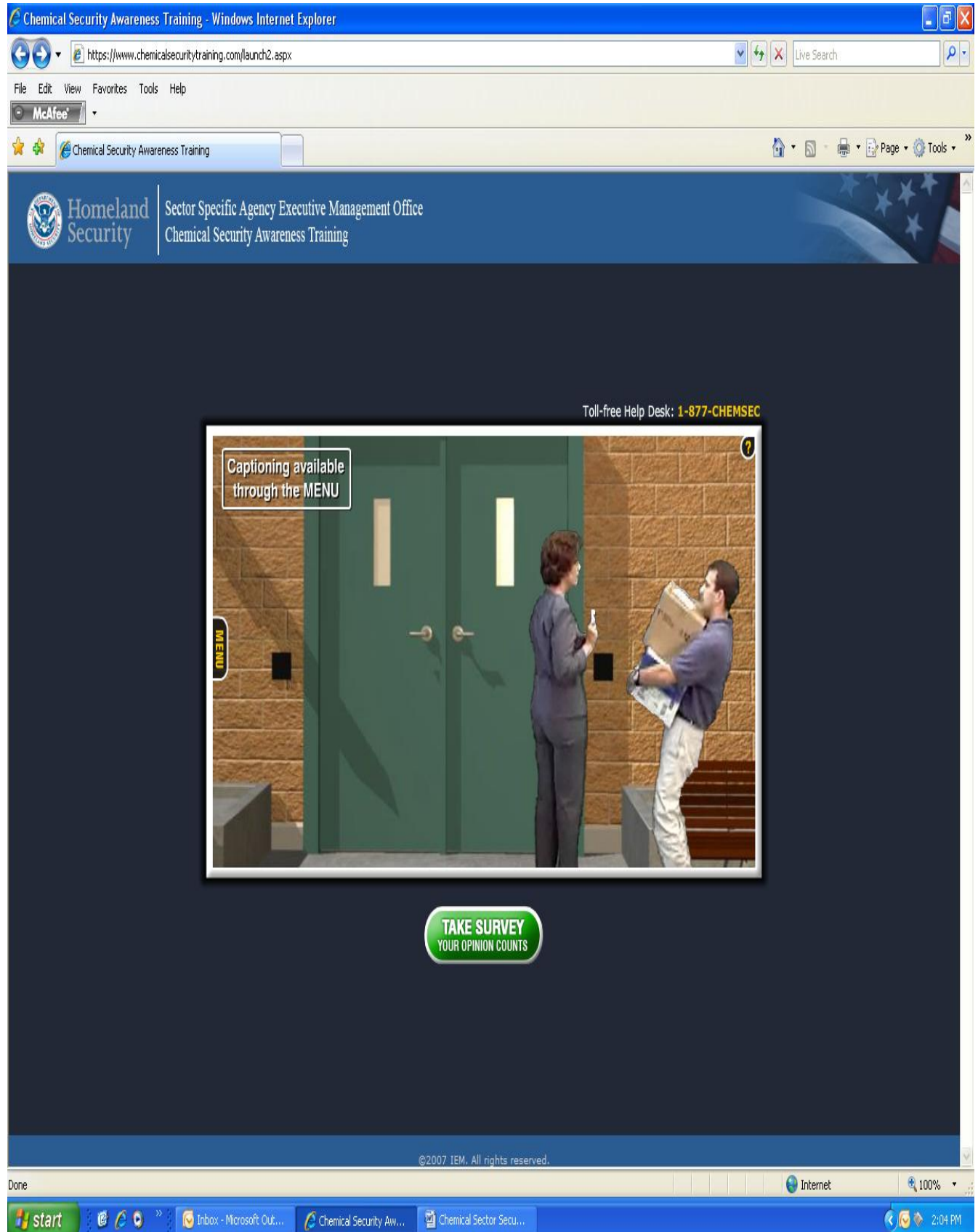
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07 - Techniques Used To Circumvent Security Measures (Scenario 2: Hands Full)

What is wrong with this scene?
Press continue, then click on the problem area.

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The person is carrying too many packages

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07 - Techniques Used To Circumvent Security Measures (Scenario 2: Hands Full)

That is not what is wrong in this scene.

The problem is that **the person is not using his own pass, and is attempting to get Kathy to let him in.**

If someone asks you to let them into an area that requires an employee pass, or other identification, you should not let them through with your card. However, you should never confront the person, or attempt to restrain them physically.

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The person is trying to piggy-back through the security door using Kathy's ID

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07 - Techniques Used To Circumvent Security Measures (Scenario 2: Hands Full)

That is correct!
The problem is that **the man is trying to use Kathy's pass to get through the security door.**

What should Kathy have done about it next?

- ☐ Let the man in and direct him to the appropriate supervisor or security personnel for further assistance.
- ☐ Examine the man's packages and then let him through.
- ☐ Apologize to the man but pass through the security door alone.

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07 - Techniques Used To Circumvent Security Measures (Scenario 2: Hands Full)

That is correct!

Kathy should **apologize to the man but pass through security door alone.**

If someone asks you to let them into an area that requires an employee pass, or other identification, you should not let them through with your card. However, you should never confront the person, or attempt to restrain them physically.

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07 - Techniques Used To Circumvent Security Measures (Scenario 2: Hands Full)

No, that is not the proper way to handle the situation.

Kathy should **apologize to the man but pass through security door alone.**

If someone asks you to let them into an area that requires an employee pass, or other identification, you should not let them through with your card. However, you should never confront the person, or attempt to restrain them physically.

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07 - Techniques Used To Circumvent Security Measures (Scenario 3: Warehouse Debate)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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07 - Techniques Used To Circumvent Security Measures (Scenario 3: Warehouse Debate)

What is wrong with this scene?
Press continue, then click on the problem area.

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While Kathy and Joyce were arguing, a delivery truck sat idling in the yard

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07 - Techniques Used To Circumvent Security Measures (Scenario 3: Warehouse Debate)

That is not what is wrong with this scene.

The problem is that **the clear-tote may have been tampered with.**

If you discover a difference in the recorded and actual amounts of chemicals in your facility, you should immediately report the discrepancy to the appropriate supervisor or security personnel.

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The spreadsheet had possibly been tampered with

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07 - Techniques Used To Circumvent Security Measures (Scenario 3: Warehouse Debate)

That is not what is wrong with this scene.

The problem is that **the clear-tote may have been tampered with.**

If you discover a difference in the recorded and actual amounts of chemicals in your facility, you should immediately report the discrepancy to the appropriate supervisor or security personnel.

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The clear-tote had possibly been tampered with

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07 - Techniques Used To Circumvent Security Measures (Scenario 3: Warehouse Debate)

That is correct!
The problem is that the clear-tote may have been tampered with.

What should they do next?

- ☐ Refill the clear-tote.
- ☐ Immediately report the discrepancy to the appropriate supervisor or security personnel.
- ☐ Ask a third person for his or her opinion about the situation.

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07 - Techniques Used To Circumvent Security Measures (Scenario 3: Warehouse Debate)

No, that is not the proper way to handle the situation.

If you discover a difference in the recorded and actual amounts of chemicals in your facility, you should **immediately report the discrepancy to the appropriate supervisor or security personnel.**

Find out in advance who **you** should contact if you see something suspicious.

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07 - Techniques Used To Circumvent Security Measures (Scenario 3: Warehouse Debate)

That is correct!

If you discover a difference in the recorded and actual amounts of chemicals in your facility, you should **immediately report the discrepancy to the appropriate supervisor or security personnel.**

Find out in advance who **you** should contact if you see something suspicious.

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07 - Techniques Used To Circumvent Security Measures (Scenario 4: Tech Support)

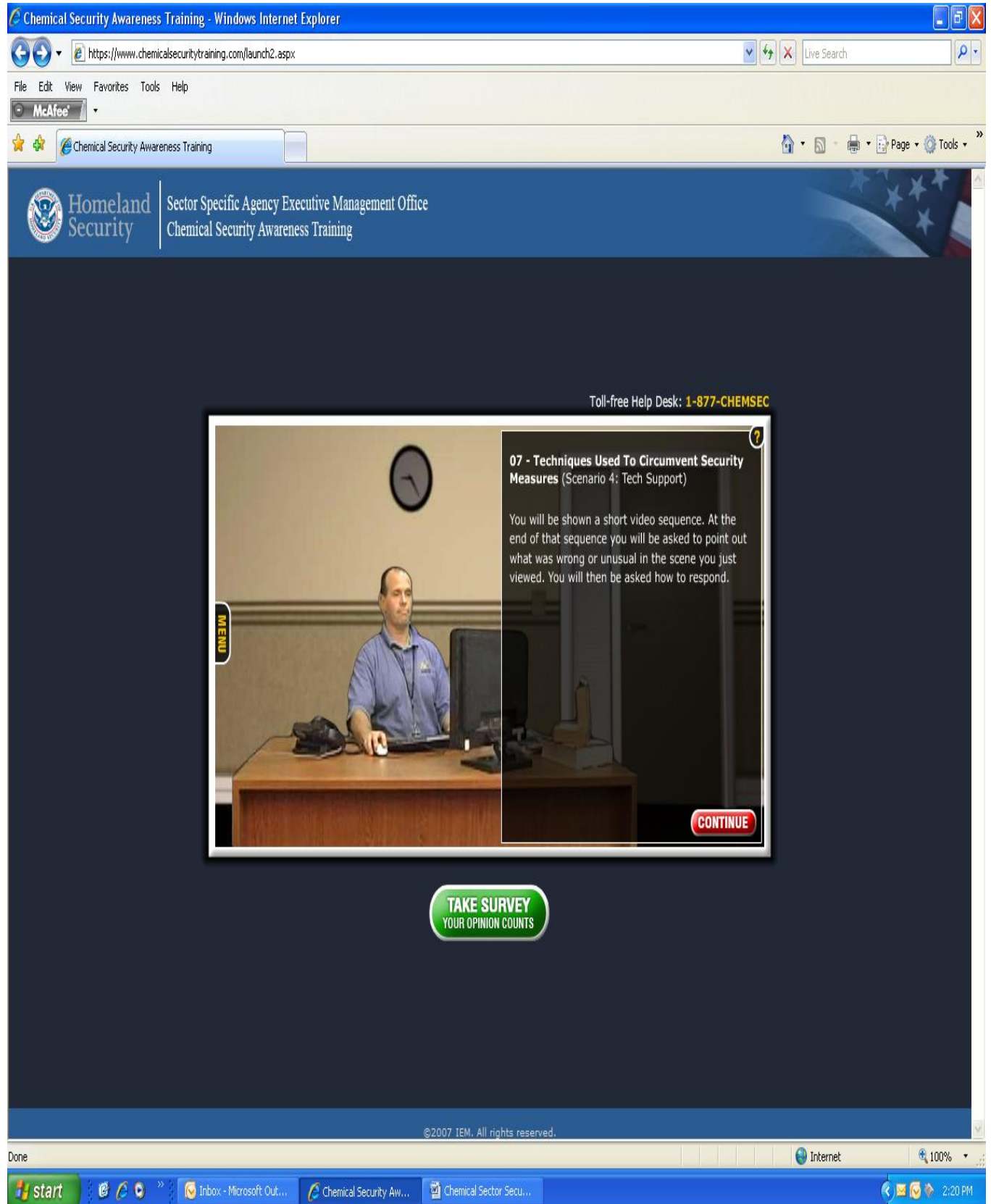
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07 - Techniques Used To Circumvent Security Measures (Scenario 4: Tech Support)

What went wrong in this scene?
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Robert confirmed his username for a stranger

?

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07 - Techniques Used To Circumvent Security Measures (Scenario 4: Tech Support)

That is correct!
Robert should not have confirmed his username for a stranger.

What should Robert do next?

- ☐ Politely decline to provide information to the caller over the phone and hang up.
- ☐ Ask for Ted Jones's number and call him back after talking to the appropriate supervisor or security personnel.
- ☐ Ask for Ted Jones's number and call local law enforcement officials.

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07 - Techniques Used To Circumvent Security Measures (Scenario 4: Tech Support)

That is correct!

Robert should **politely decline to provide information to the caller over the phone and hang up.**

You should never provide usernames or passwords over the phone. Actual tech support personnel should have administrative access, and should not need your login or password.

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07 - Techniques Used To Circumvent Security Measures (Scenario 4: Tech Support)

No, that is not the proper way to handle the situation.

Robert should **politely decline to provide information to the caller over the phone and hang up.**

You should never provide usernames or passwords over the phone. Actual tech support personnel should have administrative access, and should not need your login or password.

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There is no "Ted Jones" in tech support

VIDEO

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07 - Techniques Used To Circumvent Security Measures (Scenario 4: Tech Support)

That is not what went wrong in this scene.

Robert should not have **confirmed his username for a stranger.**

You should never provide usernames or passwords over the phone. Actual tech support personnel should have administrative access, and should not need your login or password.

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07 - Techniques Used To Circumvent Security Measures (Scenario 5: Bar Talk)

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07 - Techniques Used To Circumvent Security Measures (Scenario 5: Bar Talk)

What went wrong in this scene?
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The screenshot shows a web browser window displaying a training module. The browser's address bar shows the URL https://www.chemicalsecuritytraining.com/launch2.aspx. The page has a blue header with the 'HomeLand Security' logo and the text 'Sector Specific Agency Executive Management Office Chemical Security Awareness Training'. Below the header, there is a dark blue area with a video player. The video player shows a scene from a bar with three men. A text box on the right side of the video player asks 'What went wrong in this scene? Press continue, then click on the problem area.' and has 'REPLAY' and 'CONTINUE' buttons. Above the video player, there is a 'MENU' button. Below the video player, there is a green button that says 'TAKE SURVEY YOUR OPINION COUNTS'. At the bottom of the page, there is a copyright notice: '©2007 IEM. All rights reserved.' The Windows taskbar at the bottom shows the start button, several open applications including 'Inbox - Microsoft Out...' and 'Chemical Security Aw...', and the system clock showing '2:28 PM'.

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Sam should have avoided the small talk about his workplace

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07 - Techniques Used To Circumvent Security Measures (Scenario 5: Bar Talk)

That is not what went wrong in this scene.

The problem is that **Sam** shouldn't be discussing details about his workplace with outsiders.

If someone asks you for details about your workplace, such as names, schedules, layout, or other specifics, you should casually change the subject.

CONTINUE

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Sam shouldn't be discussing details about his workplace with outsiders

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07 - Techniques Used To Circumvent Security Measures (Scenario 5: Bar Talk)

That is correct!
The problem is that **Sam shouldn't be discussing details about his workplace with outsiders.**

What should Sam do next?

- ☐ Smile and change the subject.
- ☐ Make a mental note of Frank's questions and then report him to the appropriate supervisor or security personnel on Monday.
- ☐ Give Frank false information.

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07 - Techniques Used To Circumvent Security Measures (Scenario 5: Bar Talk)

No, that is not the proper way to handle the situation.

Sam should simply **smile and change the subject**.

If someone asks you for details about your workplace, such as names, schedules, layout, or other specifics, you should not provide them with the answers. There is no need to lie, or report someone who is not on company property to a supervisor or security personnel.

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07 - Techniques Used To Circumvent Security Measures (Scenario 6: Fire Alarm)

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07 - Techniques Used To Circumvent Security Measures (Scenario 6: Fire Alarm)

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Jill didn't finish her report

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07 - Techniques Used To Circumvent Security Measures (Scenario 6: Fire Alarm)

That is not what went wrong in this scene.

The problem is that **Jill left her workstation unsecured.**

You should always log off or lock your computer, and secure any important papers before leaving your work area.

CONTINUE

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Jill left her workstation unsecured

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07 - Techniques Used To Circumvent Security Measures (Scenario 6: Fire Alarm)

That is correct!
The problem is that Jill left her workstation unsecured.

What should Jill have done?

- ☐ Log off or lock her workstation.
- ☐ Call IT and have them disconnect her from the network.
- ☐ Immediately shut off the power to her workstation.

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07 - Techniques Used To Circumvent Security Measures (Scenario 6: Fire Alarm)

No, that is not the proper way to handle the situation.

Jill should have **logged off or locked her workstation.**

You should always log off or lock your computer, as well as secure any important papers before leaving your work area.

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07 - Techniques Used To Circumvent Security Measures (Scenario 6: Fire Alarm)

That is correct!

Jill should have **logged off or locked her workstation.**

You should always log off or lock your computer, and secure any important papers before leaving your work area.

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07 - Techniques Used To Circumvent Security Measures (Scenario 7: Office Visitor)

You will be shown a short video sequence. At the end of that sequence you will be asked to point out what was wrong or unusual in the scene you just viewed. You will then be asked how to respond.

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07 - Techniques Used To Circumvent Security Measures (Scenario 7: Office Visitor)

What went wrong in this scene?
Press continue, then click on the problem area.

REPLAY CONTINUE

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Joyce did not ask to see the visitor's ID

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07 - Techniques Used To Circumvent Security Measures (Scenario 7: Office Visitor)

That is not what went wrong in this scene.

The problem is that **Joyce left the sensitive document unsecured at her desk.**

You should never leave important documents unsecured and unattended. You should properly secure the document, keep it with you, or not leave your desk.

CONTINUE

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Joyce did not make the copy in time

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07 - Techniques Used To Circumvent Security Measures (Scenario 7: Office Visitor)

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You should never leave important documents unsecured and unattended. You should properly secure the document, keep it with you, or not leave your desk.

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Joyce left the sensitive document unsecured at her desk

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Done Internet 100%

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07 - Techniques Used To Circumvent Security Measures (Scenario 7: Office Visitor)

That is correct!
The problem is that **Joyce left the sensitive document unsecured at her desk.**

What should Joyce have done?

- ☐ Place the document in her desk drawer.
- ☐ Stay at her desk and call Charlene.
- ☐ Have the visitor wait while she photocopies the document.

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07 - Techniques Used To Circumvent Security Measures (Scenario 7: Office Visitor)

No, that is not the proper way to handle the situation.

Joyce should have **stayed at her desk and called Charlene.**

You should never leave important documents unsecured and unattended. You should properly secure the document, keep it with you, or not leave your desk.

CONTINUE

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07 - Techniques Used To Circumvent Security Measures (Scenario 7: Office Visitor)

That is correct!

Joyce should have **stayed at her desk and called Charlene.**

You should never leave important documents unsecured and unattended. You should properly secure the document, keep it with you, or not leave your desk.

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07 - Techniques Used To Circumvent Security Measures

Congratulations! You answered all questions correctly. You have successfully completed Unit 7.

- ☒ Scenario 1: Entry Surprise
- ☒ Scenario 2: Hands Full
- ☒ Scenario 3: Warehouse Debate
- ☒ Scenario 4: Tech Support
- ☒ Scenario 5: Bar Talk
- ☒ Scenario 6: Fire Alarm
- ☒ Scenario 7: Office Visitor

You may now return to the Unit listing to see your progress and select another unit.

UNIT LISTING

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CHEMICAL SECURITY AWARENESS TRAINING

CONGRATULATIONS!

You have successfully completed all the units.

Enter your **name** as you would like it to appear on the certificate.
You will not be able to make any changes once the certificate has been created.

CREATE CERTIFICATE

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Unit Listing

CONGRATULATIONS!

Please confirm your information.

You have successfully completed all the units.

Your certificate will be created with the name

Enter your name as you wish to appear on the certificate.
You will not be able to make changes once the certificate has been created.

This certificate will expire in **30 minutes**.
After that time, you will need to re-enter your name exactly as it is shown above.

MAKE CHANGES **CREATE CERTIFICATE**

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CONGRATULATIONS!
You have successfully completed all the units.

Click below to **view** or **print** your certificate of completion.

VIEW CERTIFICATE

Click below to **email** a copy of your certificate of completion.

EMAIL CERTIFICATE

Adobe Reader is required to view your certificate.

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start | Internet | 100% | 10:43 AM

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EMAIL CERTIFICATE

Enter your supervisor's **email address**.
For example: supervisor@facilityname.com

Re-enter your supervisor's **email address** for confirmation.

This address will not be stored.
It will be used only to send a copy of your certificate.

EMAIL CERTIFICATE

VIEW CERTIFICATE **EMAIL CERTIFICATE**

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CHEMICAL SECURITY AWARENESS TRAINING

EMAIL CERTIFICATE

A copy of your certificate has been sent to

[Redacted Email Address]

UNIT LISTING

VIEW CERTIFICATE **EMAIL CERTIFICATE**

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Unit Listing

- 02. Understanding Today's Security Threats
- 03. Security Responsibilities
- 04. Identifying Threats (Overview Of Scenarios)
- 05. Recognizing And Detecting Stances And Devices
- 06. Identifying And Reporting Persons Who Could Threaten Security
- 07. Techniques Used To Circumvent Security Measures
- 08. Managing Regulated Facilities (MRFs)

Units completed and passed
Units completed but not passed
Units not completed

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Done

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08 - Summary

We began this program by talking about the world we live in and how important it is that you "take it up a notch." We discussed those possible areas of exposure around you, your own personal awareness and what you will be expected to do to help increase your facility's security. We discussed how to spot acts and behaviors that might be symptoms of an attempt to compromise security. And we looked at several scenarios illustrating those situations and how you could respond.

So now we'd like to conclude by repeating the most important rule of all when dealing with security: Do not put yourself in harm's way. And be sure to follow the guidance and direction of the appropriate supervisor or security personnel at all times.

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08 - Summary

- Do Not Put Yourself In Harm's Way
- Follow The Guidance and Direction Of The Appropriate Supervisor Or Security Personnel At All Times

PLAY

REPLAY

CONTINUE

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08 - Summary

Congratulations! You have completed Unit 8.

You may now return to the Unit listing to see your progress and select another unit.

- Do Not Put Yourself In Harm's Way
- Follow The Guidance and Direction Of The Appropriate Supervisor Or Security Personnel At All Times

PLAY

UNIT LISTING

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Done

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This survey is voluntary. Please select the best answer and click submit.

The course was informative.
☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

The information was relevant to my job.
☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

The information was presented clearly.
☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

I was able to complete the course with no technical problems occurring.
☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

The web site responded to my input in a timely manner.
☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

The web site interface was user-friendly.
☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

The course exceeded my expectations.
☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

Which version of the training did you take?
☐ The low-bandwidth version
☐ The high-bandwidth Flash version
☐ I am not sure which version

Additional Comments:

Done

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☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

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☐ strongly agree ☐ agree ☐ neutral ☐ disagree ☐ strongly disagree

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☐ I am not sure which version

Additional Comments:

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