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Podcast Transcript:

Safety 1st Program Administration FAQs

Hi, I am Shannon Chambers and I am here with Alex Connole, NATA's Membership Services Coordinator, to discuss some of the frequently asked questions regarding administration of the NATA Safety 1st program. Welcome, Alex.

Thank you, Shannon. I am excited to be here and looking forward to helping our members use the Safety 1st program more effectively.

Let's get started with one of the most frequently requested topics – passwords. If a user forgets their password, what's the easiest way to have it reset?

It depends on whether the user is an administrator or a student. Administrators can just email safety1st@nata.aero or give us a call and we can reset their password. If you are a student, then you need to ask your administrator to reset it. Company and group administrators have the ability to reset their employees' passwords.

Recently, a number of users have had trouble accessing their training, can you let us know why this is happening?

Unfortunately, this is a situation where our users are affected by decisions made by other companies such as Google and Microsoft. Many browsers such as Chrome and Internet Explorer are beginning to phase out the use of Flash. To accomplish this, some updates to users' browsers disable the flash player or change other settings making it more difficult to use. Since our training currently runs on Flash, you need to re-enable it on whichever browser you are using. The easiest way to figure out how to do that is by Googling how to enable Flash for your browser. We are working on updating our system so that this will no longer create an issue.

I understand some administrators have had trouble printing out someone else's Supervisor certificate, why is that?

A supervisor certificate can only be printed by the student themselves. As the administrator, you can only access and print your students' PLST certificates. So, if one of your students asks how to print any certificate besides PLST, they can do so from their own student account.

We are often asked when recurrent training is appropriate, can you tell us more about that?



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PLST Recurrent training is for students who are still currently PLST Certified and need to renew their Certification. So, if the student's certification has not yet expired, they have the opportunity to do the recurrent training and not restart the PLST training all over again. Unlike regular PLST training, the recurrent option gives you one chance to pass the module exams without having to go through any of the module itself. This is really helpful and efficient for those who already know their information well.

Occasionally, company or group administrators have difficulty accessing training that has been assigned to them. Can you walk us through the process for administrators who want to access their own training?

For administrators, you just have to follow one extra step to get your training. Under the Student Management tab, click "My Courseware" and you will be able to access your training.

Employee turnover can be an issue in our industry. If an employee is assigned training but then leaves the organization, can that training be refunded?

Unfortunately, we are not able to provide refunds. However, if the employee has not started their training we can provide a credit that allows that training to be used by another employee.

That brings me to another question, do training seats ever expire?

No they do not. That is why we usually suggest that people purchase in bulk and not worry about extra seats on their accounts, because they will never go away and can be used at any time for any student.

Alex, one final question. A lot of Safety 1st users are talking about the new Safety 1st Subscription, can you tell us about that?

Sure, we are very excited to have launched the Safety 1st Subscription program, where a company can pay an annual fee and then have unlimited use of all of the Safety 1st training programs. Under the subscription, companies can fix their annual training costs, while providing more training to their employees. One of the most popular benefits of the subscription is that employee turnover does NOT increase your training cost. Anyone interested in a subscription can contact us at

Safety1st@nata.aero

Thank you for your time, Alex. Visit www.nata.aero for more information on NATA and Safety 1st. Thank you all for listening.



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