FREQUENTLY ASKED QUESTIONS

ECS ITAR Awareness Training

Export compliance expertise earns trust from clients, prospects and prospective business partners. That trust translates into new revenue, new clients and new business partners.

Q: What is the advantage of subscribing to ECS's online service rather than purchasing the training video and loading it onto our company's intranet?

A: When you subscribe to our online service, you will be able to access the training section of our ECS web site and make use of our online Learning Management System (LMS), which will automatically keep a record of each employee's ITAR training progress, in the same way that colleges or universities keep track of their students' online coursework.

Alternatively, you can purchase the ECS training video and use your own LMS software to keep track of employee training on your company's intranet. ECS uses Ziiva's Prosperity software, but there are numerous other affordable LMS packages out there, such as Microsoft's SharePoint Learning Kit (SLK), or SumTotal's TotalLMS. SCORM is the de facto industry standard for online training, and has been adopted by the U.S. Department of Defense. A Google search will pull up dozens of SCORM-compliant LMS options to choose from.

Q: When and why would we need an LMS?

A: You need an LMS if you wish to track employee performance and curriculum progress automatically, and if you wish to send notifications to supervisors when certain "gates" are achieved (courses or levels of training completed) or "triggers" set off (e.g., failing the exam for the third time). Statistics are automatically kept on the number of times the trainee enters the course, how much time was spent reviewing the course material, exam attempts, exam scores, etc.

Q: Do I need to have an LMS installed in order to load the ECS video training onto my company's intranet?

A: No. Without an LMS, you can still load the video onto your intranet and have employees individually access the training, review the course, take the exam, and receive a score. The only difference is that any record keeping or tracking of your employees' ITAR training progress will have to be done manually offline.

Q: How much bandwidth is required for corporate intranet users to access the video?

A: The average bandwidth use is 350 kbs per simultaneous user.

Q: We already have an LMS and need interface information for loading the ECS video training files into our system. What are the software and the file formats that you will be sending us to load?

A: The ECS ITAR awareness training video was written with Articulate Presenter, a SCORM-compliant authoring tool, and will be sent to you via FTP as SCORM files. SCORM has become the de facto industry standard for eLearning, and is very widely used in industry and government. We can provide SCORM 1.2, SCORM 2004, or AICC formats.

Q: What software does a viewer need to run the video in our intranet server?

A: Adobe Flash Player.

Q: When is it more cost-effective to purchase the video rather than pay multiple-user subscription fees?

A: Multiple-user subscription fees exceed video purchase cost at about twelve (12) trainees. ECS will work with you to make the pricing options affordable for your company. What is important is that you meet the ITAR awareness standard expected of you by the U.S. government and avoid costly export compliance mistakes by untrained employees.

Q: What does the subscription annual renewal fee cover?

A: A subscription user has a pre-set time limit to complete the course (usually 30 to 60 days). When the trainee successfully passes the exam, his or her course status is changed to "Completed," and will not change back to "Open" until (1) the annual renewal date or (2) the company requests a status change. The ITAR and other U.S. export regulations are frequently updated and amended. As the regulations and the defense industry change, so will the ECS training video. All necessary updates to the training video will be made by ECS online, and your subscription annual renewal fee will automatically cover those changes and updates.

Q: What does the purchase annual renewal fee cover?

A: The ITAR and other U.S. export regulations are frequently updated and amended. As the ITAR and the defense industry change, so will the ECS training video. All necessary updates to the training video will be made by ECS, and your annual renewal fee will automatically include the current up-to-date version of the video.

Q: How do I know who completes the course and who fails?

A: If a trainee fails the exam three (3) times, his or her status is changed to "Closed," and an alert e-mail is sent to you or your designee. Employees who pass the exam will receive a certificate from ECS, which can be sent directly to them, to you, or to your designee.

Q: How often should employees retake the course and exam?

A: It is strongly recommended (although not required) by ECS, as well as by the DOD and the State Department, that employees be given ITAR updates and refresher training *annually*. By having your employees retake the ECS online course and exam once a year, you can be confident that they are meeting the recommended basic training standards and that your company is showing "due diligence" by requiring annual ITAR updates and refresher training.