

# STANDARD

DNVGL-ST-0029:2014-04

## Maritime training providers

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## FOREWORD

The standards lay down technical requirements and acceptance criteria to the object in question, e.g. vessels, offshore units and installations.

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Any comments may be sent by e-mail to [rules@dnvgl.com](mailto:rules@dnvgl.com)

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## CHANGES – CURRENT

### General

This DNV GL document supersedes and replaces the previous legacy DNV Standard for Certification No. 3.403, December 2012.

Text affected by the main changes in this edition is highlighted in red colour. However, if the changes involve a whole chapter, section or sub-section, normally only the title will be in red colour.

On 12 September 2013, DNV and GL merged to form DNV GL Group. On 25 November 2013 Det Norske Veritas AS became the 100% shareholder of Germanischer Lloyd SE, the parent company of the GL Group, and on 27 November 2013 Det Norske Veritas AS, company registration number 945 748 931, changed its name to DNV GL AS. For further information, see [www.dnvgl.com](http://www.dnvgl.com). Any reference in this document to “Det Norske Veritas AS”, “Det Norske Veritas”, “DNV”, “GL”, “Germanischer Lloyd SE”, “GL Group” or any other legal entity name or trading name presently owned by the DNV GL Group shall therefore also be considered a reference to “DNV GL AS”.

### Main changes

- **General**
  - This standard has been updated to comply with the DNV GL merger and has been updated with cross references to comply with the new numbering system.
- **Sec.1 Application and Certification**
  - [1.2.1]: Two items have been added.

### Editorial corrections

In addition to the above stated main changes, editorial corrections may have been made.

## CONTENTS

CHANGES – CURRENT .....	3
<b>Sec.1 Application and certification.....</b>	<b>6</b>
<b>1.1 Scope and application .....</b>	<b>6</b>
1.1.1 Scope.....	6
1.1.2 Application.....	6
<b>1.2 Certification .....</b>	<b>6</b>
1.2.1 Certificates .....	6
<b>1.3 Certification principles .....</b>	<b>7</b>
1.3.1 General .....	7
1.3.2 Assessment of the documentation of the management system .....	7
1.3.3 Implementation audit .....	7
1.3.4 Periodical audits for retention of the certificate.....	7
<b>1.4 Definitions.....</b>	<b>7</b>
1.4.1 General .....	7
<b>1.5 Minimum requirements for a training activity.....</b>	<b>8</b>
1.5.1 General .....	8
<b>Sec.2 General .....</b>	<b>9</b>
<b>2.1 Management responsibility .....</b>	<b>9</b>
2.1.1 Policy and objectives .....	9
2.1.2 Responsibility and authority .....	9
2.1.3 Management representative .....	10
2.1.4 Review .....	10
2.1.5 Improvement .....	11
2.1.6 Non-conforming trainees.....	12
2.1.7 Non-conforming teaching .....	12
<b>2.2 Quality manual, document and data control .....</b>	<b>12</b>
2.2.1 Quality manual .....	12
2.2.2 Document and data control procedures .....	12
2.2.3 Records and filing .....	13
<b>2.3 Evaluation of suppliers .....</b>	<b>14</b>
2.3.1 General .....	14
<b>2.4 Identification and traceability .....</b>	<b>14</b>
2.4.1 General .....	14
<b>2.5 Internal audits .....</b>	<b>15</b>
2.5.1 General .....	15
2.5.2 Audit plan .....	15
<b>2.6 Staff competency and training.....</b>	<b>15</b>
2.6.1 General .....	15
<b>Sec.3 Planning, development and preparation phase.....</b>	<b>17</b>
<b>3.1 Planning .....</b>	<b>17</b>
3.1.1 General .....	17
<b>3.2 Development .....</b>	<b>17</b>
3.2.1 Inputs - requirements to training programmes.....	17
3.2.2 Outputs - training programmes.....	17
<b>3.3 Development review.....</b>	<b>18</b>
3.3.1 General .....	18

	<b>3.4 Development verification and validation .....</b>	<b>18</b>
	3.4.1 Verification .....	18
	3.4.2 Development validation .....	18
	<b>3.5 Changes .....</b>	<b>18</b>
	3.5.1 General .....	18
<b>Sec.4</b>	<b>Operation phase .....</b>	<b>19</b>
	<b>4.1 General.....</b>	<b>19</b>
	4.1.1 General .....	19
	4.1.2 Frame conditions .....	19
	<b>4.2 Operation .....</b>	<b>19</b>
	4.2.1 General .....	19
	4.2.2 Introduction .....	19
	4.2.3 Main part .....	20
	4.2.4 Final part .....	20
	4.2.5 Use of equipment.....	20
	<b>4.3 Customer property .....</b>	<b>21</b>
	4.3.1 General .....	21
<b>Sec.5</b>	<b>Result phase .....</b>	<b>22</b>
	<b>5.1 Evaluation .....</b>	<b>22</b>
	5.1.1 General .....	22
	5.1.2 Evaluation of trainees .....	22
	<b>5.2 Certification .....</b>	<b>23</b>
	5.2.1 General .....	23
	<b>5.3 Complaints .....</b>	<b>23</b>
	5.3.1 General .....	23

## SECTION 1 APPLICATION AND CERTIFICATION

### 1.1 Scope and application

#### 1.1.1 Scope

This standard gives requirements for learning providers within maritime and offshore field, offering academic and/or vocational training and education, and leading to the issuance of certificates so as to ensure the quality of development and delivery of courses and programmes. The objective shall ensure that programmes and courses being offered within the maritime and offshore sector are properly designed, contain clear objectives as to results, are carried out by qualified instructors and are evaluated and improved in line with market demands and experience.

**Guidance note:**

In-house training within a shipping or offshore company can be certified against this standard, if the requirements of this standard are fulfilled.

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The training provider may include quality objectives in addition to those covered by this standard. The certification service may then be used to verify that the arrangements needed for the achievement of such objectives are implemented and maintained.

Maritime training centres are to comply with additional requirements which are not covered in this standard.

#### 1.1.2 Application

This standard is applicable to all maritime and offshore training providers developing educational programmes and offering training courses and training programmes.

### 1.2 Certification

#### 1.2.1 Certificates

Training providers who comply with the requirements of this standard may receive a certificate for the relevant type of service offered. This may be, but is not limited to:

- maritime academy
- maritime training centre
- maritime simulator centre
- offshore training centre
- offshore simulators centre
- maritime training provider
- offshore training provider.

**Guidance note 1:**

Some flag states require training courses to be verified against the corresponding IMO Model course or other relevant standard.

The standard: DNVGL-ST-0008 *Learning programmes* was developed for this purpose.

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**Guidance note 2:**

It is required in the STCW (Standards of Training, Certification and Watchkeeping) Convention that simulators, when used for mandatory simulator-based training, when used as a mean to demonstrate competence (assessment) and/or when used to demonstrate continued proficiency required by the same Convention, shall be approved by the relevant maritime administration (see STCW Regulations I/12).

The standard: *DNV Standard for Certification 2.14 Maritime Simulator Systems* was developed for this purpose.

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The certificate will be valid for 5 years. Validity of the certificate is subject to the training provider complying with the requirements for periodical audits. The certificate will be renewed following the satisfactory completion of a renewal audit.

## 1.3 Certification principles

### 1.3.1 General

The certification will include:

- assessment of the documentation of the management system
- implementation audit
- annual periodical audits for retention of the certificate
- renewal audits.

### 1.3.2 Assessment of the documentation of the management system

An assessment of the documentation of the management system shall be performed to verify compliance with the applicable requirements in this standard, and/or additional company requirements needed to comply with the quality objectives. Corrective actions shall be taken to possible non-conformities.

### 1.3.3 Implementation audit

An implementation audit shall be performed to verify compliance between the documented management system and the implemented management system.

Possible non-conformities will be reported in writing to the training provider's management. Corrective actions shall be taken to possible non-conformities.

### 1.3.4 Periodical audits for retention of the certificate

Periodical audits shall be carried out annually. Periodical audits should be satisfactorily completed in the three month period either side of the certificate anniversary date.

Possible non-conformities shall be reported in writing to the training provider's management. Corrective actions shall be taken to identified non-conformities within agreed time.

Renewal audits must always take place in the three months before the expiry date of the certificate. Non-conformities must be sufficiently addressed before the expiry date of the certificate.

## 1.4 Definitions

### 1.4.1 General

*Training provider:* an institution, academy, training centre or simulator centre offering training leading to the issuance of certificates, diplomas or other relevant competence documentation required by an administration or other industry requirements.

*Training activities:* All activities organised by a training provider in order to transfer knowledge, skills or attitudes, such as:

- qualification schemes
- certification of personnel
- courses
- seminars
- CBT
- self-studies
- other activities.

*Learning plan/curriculum:* A learning plan or curriculum may include different training activities. It will also consist of educational elements, such as objective, contents, methods, evaluation and frame conditions.

*Planning, development and preparation phase:* The initial phase of a training process and consists of two parts:

- a) *Planning:* Includes analysis of needs and production of a curriculum/learning plan/programme.
- b) *Preparation:* Includes all necessary arrangements that must be made before the training activity is put into operation, such as:
  - lesson plans
  - course documentation
  - presentation material.

*Operation phase:* The phase when the training activity is implemented and carried out according to the learning plan.

*Result phase:* Begins immediately after the operation phase, when the operator completes an evaluation report and provides any personnel administrative tasks.

*Review:* Activity to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

*Verification:* Confirmation, through provision of objective evidence, that specified requirements are fulfilled.

*Validation:* Confirmation, through provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled.

*Guidance note:* An advice which is not mandatory, but with which the Society, in light of general experience, advises compliance, hence, it is for the client to decide whether to apply the note or not.

*Customer:* The training provider shall define their customers. The training provider's customers are typically trainees, ship managers and authorities.

Authorities might be maritime administration, minister of education and/or local authorities.

*Objective evidence:* Data supporting the existence or verity of something. May be obtained through observation, measurement, test or other means.

## **1.5 Minimum requirements for a training activity**

### **1.5.1 General**

All training activities provided according to this standard shall be developed, planned, operated and evaluated by analysing the interrelation of the following educational elements:

- purpose
- objectives
- contents
- methods
- general conditions
- evaluation.



## SECTION 2 GENERAL

### 2.1 Management responsibility

#### 2.1.1 Policy and objectives

The training provider's top management shall establish a quality policy and ensure that it:

- is appropriate to the purpose of the training provider
- includes a commitment to comply with requirements and continually improve the effectiveness of the management system
- provides a framework for establishing and reviewing quality objectives
- is communicated and understood within the organisation
- is reviewed for continuing suitability.

The training provider's management shall ensure that quality objectives are established and that the objectives are measurable and consistent with the quality policy.

**Guidance note:**

Measurable objectives may be, but are not limited to:

- level of trainees satisfaction
- passing scores (exams)
- benchmarking against other training providers
- actual time spent compared to time schedules.

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The training provider's management shall ensure that customer requirements are determined and met with the aim of enhancing customer satisfaction.

The training provider's management shall ensure that ample resources and effort is put into the management system in order to:

- identify the needed processes
- determine the sequence and interaction of these processes
- ensure that operation and control of the processes are effective
- ensure availability of necessary resources
- monitor, measure and analyse the different processes
- ensure continuous improvement of the processes
- maintain the integrity of the management system when modifications are planned and implemented
- the management system shall be documented.

**Guidance note:**

- who shall perform the verification
- who shall perform the work
- identification of training needs
- assure that appropriate equipment is available.

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#### 2.1.2 Responsibility and authority

The responsibility, authority and the interrelation of all personnel who manage, perform and verify work affecting the quality of the training provider's activities shall be defined and documented, particularly for personnel with the responsibility for:

- initiating action to prevent the occurrence of non- conformities
- identifying and record deficiencies related to training
- initiating, recommending or providing solutions through designated channels
- verifying the implementation of solutions
- controlling the process until the deficiency has been corrected

- identifying and recording deficiencies related to training.

The training provider shall determine and provide resources needed to:

- implement and maintain the management system and continually improve its effectiveness
- enhance customer satisfaction by meeting their requirements.

### 2.1.3 Management representative

Top management shall appoint a member of the management who, irrespectively of other duties, shall have responsibility and authority for:

- ensuring that processes needed for the management system are established, implemented and maintained
- reporting on the performance of the management system to the company's management for review and as a basis for improvement of the management system
- ensuring the promotion of awareness of customer requirements throughout the organisation.

### 2.1.4 Review

The management shall review the management system at defined intervals to ensure its:

- continuing suitability
- adequacy
- effectiveness in satisfying the requirements of this standard
- effectiveness in satisfying the training provider's policy and objectives
- assessment of opportunities for improvement.

Such reviews shall be performed at least annually, and records to be maintained. Reviews shall consist of well-structured and comprehensive evaluations which include, but are not limited to:

- considerations for up-dating the management system in relation to changes in new regulations, market demands, etc.
- internal and external audit reports
- recommendations for improvement
- feedback from trainees, ship managers, authorities and other interested parties
- process performance and conformity of training
- status of preventive and corrective actions
- follow-up actions from previous management reviews.

Output from the management review shall include decisions and actions related to:

- improvement of the effectiveness of the management system and its processes
- improvement of teaching, curriculum, equipment and facilities related to trainees and statutory requirements
- resource needs.

Records of reviews shall be maintained.

**Guidance note:**

Records of management review should include, but are not limited to:

- who performed the review
- date of review
- what was reviewed
- result of the review
- action points
- assignments of action points
- status of previous action
- conclusion.

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The training provider shall review each course or programme on a regular basis and /or when new requirements or regulations arise. This may be done by a team or by individuals. Reviews shall include the following:

- review of course or programme criteria
- results from evaluation reports
- feedback on trainee satisfaction
- assessment/examination results
- changes of qualified instructors
- course objectives in relation to obtained results.

**Guidance note:**

This will be valuable input for the management review.

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## 2.1.5 Improvement

The training provider shall continually improve the effectiveness of the management system through the use of quality policy and objectives, audit results, data analyses, corrective and preventive actions and management review.

The training provider shall establish a documented procedures for reporting and dealing with non-conformities and unintentional events.

Records shall be maintained.

**Guidance note:**

The documented procedure might include, but is not limited to:

- how to report?
- who should report?
- what information to include in the report?
- follow up
- closing
- statistical use.

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The training provider shall initiate action to eliminate the cause of non-conformities in order to prevent recurrence. A documented procedure shall be established for:

- review of non-conformities and complaints
- investigation to find the root cause
- evaluate actions to prevent recurrence
- determine and implement needed action
- records of action taken
- review of corrective action taken.

The training provider shall initiate actions to eliminate the cause of potential non-conformities in order to prevent their occurrence.

A documented procedure shall be established to:

- determine potential non-conformities and causes
- evaluate actions to prevent occurrence of non-conformities
- determine and implement needed action
- records of action taken
- review of preventive action taken.

The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed to:

- demonstrate conformity to learning requirements,
- ensure conformity of the quality management system
- continually improve the effectiveness of the quality management system.

### 2.1.6 Non-conforming trainees

The training provider shall establish routines for handling trainees not performing as required.

The training provider shall establish routines for re-examination in case a trainee fails to pass the examination.

### 2.1.7 Non-conforming teaching

The training provider shall establish routines for how to deal with non-conforming teaching or performance by staff influencing quality of the learning requirements.

**Guidance note:**

As a minimum, measures should be taken to assure learning objectives have been met.

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## 2.2 Quality manual, document and data control

### 2.2.1 Quality manual

The training provider shall establish, document and maintain a management system as a means of ensuring that training activities conform to specified requirements.

A quality manual shall be prepared covering and including those issues having a bearing on all matters for the provision of the services offered, including back-up and administrative services. The quality manual shall include or make reference to procedures affecting the overall quality of training activities and outline the structure of the documentation used in the management system. The following shall be included:

- documented procedures consistent with the requirements of this standard as well as the training provider's stated objectives and policies
- a description on how to effectively implement the management system and its documented procedures
- a description of interaction between the processes of the management system.

If the training provider decides to outsource any of these processes, it shall ensure control of these processes.

The training provider's management shall ensure that appropriate communication channels are established within the organisation and that communication regarding the effectiveness of the management system takes place.

Any branch offices are to be included as part of the quality/management system.

**Guidance note:**

Examples might be:

- notice-boards
- web-sites
- meetings, briefings, orientations
- internal magazines
- suggestion forms.

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### 2.2.2 Document and data control procedures

The training provider shall establish and maintain documented procedures to control all documents and data related to the requirements of this standard.

The documents and data shall be reviewed and approved for adequacy by authorised personnel prior to issue. A master list or equivalent document control procedure identifying the current revision status of documents shall be established and be readily available to preclude the use of invalid and/or obsolete documents or data. The control is as a minimum to ensure that:

- pertinent issues of appropriate documents/data are available at all relevant locations
- invalid and/or obsolete documents/data are promptly removed from all points of issue or use, or otherwise assured against unintended use
- changes to documents and data shall be reviewed and approved by the same functions that performed the original review and approval, unless specifically designated otherwise
- up-to-date documents are available as necessary to meet requirements
- courses and programmes are delivered consistently
- documents of external origin are identified and their distribution controlled
- documents remain legible and readily identifiable.

Arrangements shall also include:

- clear identification of which information is controlled
- clear responsibility for its upkeep.

**Guidance note:**

Controlled documents may be:

- quality manuals
- course manuals
- timetables
- examination/assessment procedures/documents
- programme information
- regulations and requirements which are implied that shall be met.
- relevant legislation
- examining regulations and syllabi
- contracts.

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### 2.2.3 Records and filing

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the management system. Records shall remain legible, readily identifiable and retrievable.

The training provider shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

When relevant, electronic backup procedures shall be established.

**Guidance note:**

Examples of records could be:

- reports from external validating bodies
- trainee records
- contract review records
- awards to trainees
- design review records
- approved specialist lectures or advisers
- non-conformities
- internal audit records
- training records
- management review records
- course or programme review records.

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The training provider shall establish procedures for maintaining trainee records. These documented procedures shall ensure the accuracy and confidentiality of these records at all times.

**Guidance note:**

Examples of trainee information to be maintained might be:

- prior learning experience
- previous experience and qualifications
- any information pertinent to a trainee's progress
- personal details.

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Procedures shall be established for maintaining personnel records.

**Guidance note:**

Details may include:

- qualifications
- recruitment
- any courses attended.

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Retention times for quality records shall be established and regulatory requirements shall be considered. Records may be kept in any media or format (electronically, hardcopies etc.).

## 2.3 Evaluation of suppliers

### 2.3.1 General

The training provider shall ensure that purchased products and services conform to specified requirements. The type and extent of control applied to the supplier / service provider and the purchased product or service shall be dependent on the effect of the purchased product or service on the training provided.

**Guidance note:**

Examples of products might be:

- learning materials (in soft and hard copy forms)
- sub-contracted training
- sub-contracted tutors, lectures, training organisations
- training equipment.

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The training provider shall evaluate and select suppliers based on their ability to supply product in accordance with the training provider's requirements. Criteria for selection, evaluation and re-evaluation shall be established.

Records of evaluation and re-evaluation of suppliers shall be maintained.

Purchasing information shall describe the product to be purchased, including where appropriate:

- approval requirements
- requirements for qualification of personnel
- requirements for management system.

Adequacy of the requirements shall be considered before suppliers are contacted.

The training provider shall establish the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

## 2.4 Identification and traceability

### 2.4.1 General

The training provider shall establish procedures for identifying programmes and programme elements during all stages of development, delivery and updating.

**Guidance note:**

This might be solved by ordinary document control. I.e. heading with name or number of course, pagination, version etc.

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The training provider shall establish suitable means to ensure traceability of trainees training from time of application to the examination.

**Guidance note:**

This might be:

- list of attendants
- who provided the training
- who performed the assessment
- date of examination.

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## 2.5 Internal audits

### 2.5.1 General

The training provider shall carry out internal audits to verify the implementation of the management system and to determine its effectiveness. This will include confirming that the courses or programmes are achieving their agreed or stated objectives or being corrected when not reaching these objectives.

The audits and follow-up actions shall be carried out in accordance with documented procedures. Audit frequency shall be established ensuring as a minimum annual audits.

The results of the audits shall be brought to the attention of the personnel having responsibility of the area audited. The management responsible for the area shall take timely corrective action on the deficiencies found during the audit.

The audit shall be carried out by qualified personnel.

The auditors shall, as far as possible, not be directly involved in the area being audited.

Records of internal audits shall be maintained.

### 2.5.2 Audit plan

An audit plan shall be established. The plan shall cover the following items:

- specific areas/courses to be audited
- qualifications of personnel carrying out the audit
- the basis for carrying out the audit (e.g. organisational changes, new course calendars, new instructors, changes in and updating of mandatory rules and regulations)
- procedures for reporting non-conformities, conclusions and recommendations
- audit schedule.

## 2.6 Staff competency and training

### 2.6.1 General

The training provider shall:

- determine the necessary competence for personnel performing work affecting the quality of training and education
- provide training or take other actions to satisfy these needs
- evaluate the effectiveness of action taken
- ensure that personnel are aware of the importance of their work and how they contribute to the quality objectives.

Records of training to be maintained.

**Guidance note:**

Training needs might be identified through appraisal interviews.

Actions taken might be verified through evaluation of instructors.

*The standards: DNVGL-ST-0024 Competence of maritime teaching professionals and DNVGL-ST-0025 Competence of maritime simulator instructors have requirements to such competencies.*

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## SECTION 3 PLANNING, DEVELOPMENT AND PREPARATION PHASE

### 3.1 Planning

#### 3.1.1 General

The training provider shall plan and control the development of training programmes.

The training provider shall manage the interfaces between the different groups involved in the development to ensure effective communication and clear assignment of responsibility.

**Guidance note:**

Examples of stages in development:

- project plan
- establish input requirements
- curriculum plans
- course plans and descriptions
- teaching and learning material
- handouts
- evaluation material
- assessment material
- verification
- test run / validation
- completion and documentation.

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### 3.2 Development

#### 3.2.1 Inputs - requirements to training programmes

Inputs relating to training programme requirements shall be determined and records maintained. Inputs shall include:

- functional and performance requirements
- applicable statutory and regulatory requirements
- information derived from previous similar training programs
- other requirements essential for development
- qualification of developers.

These inputs shall be reviewed for adequacy. Requirements shall be complete, relevant, clear and not in conflict with each other.

**Guidance note:**

Examples of functional and performance requirements might be:

- STCW Competence tables
- IMO Model Courses.
- IMCA Guidelines
- DNV GL SeaSkill™ Competence Standards
- *DNVGL-ST-0024 Competence of maritime teaching professionals - Course Designers, Teachers, Lecturers, Trainers, Instructors,*
- *DNVGL-ST-0025 Competence of maritime simulator instructors.*

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#### 3.2.2 Outputs - training programmes

The training programmes shall be provided in a form that enables verification against the design and development requirements and shall be approved prior to release.

Development of training programmes shall:

- meet input requirements

- provide appropriate information for purchasing
- specify safety issues related to training programme.

**Guidance note:**

The standard: DNVGL-ST-0008 *Learning programmes* provide requirements for learning programmes with respect to development, content and delivery, independent of location and training methods used.

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## 3.3 Development review

### 3.3.1 General

At suitable stages, reviews of development shall be performed in accordance with established procedures to:

- evaluate if the result meets the requirements and/or customer expectations
- identify any problems and propose necessary actions.

Records of the results of the reviews and any necessary actions shall be maintained.

**Guidance note:**

A development review should be analytic. Critical questions shall be asked, to assure that the training program is built up in a logical and reasonable way. Verification procedures might be defined as part of the review.

A development review might be carried out for, but is not limited to:

- curriculum
- presentations
- time tables
- hand-outs
- projects.

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## 3.4 Development verification and validation

### 3.4.1 Verification

Verification shall be performed in accordance with established procedures to ensure that the outputs have met the input requirements. Records of the result of the verification and any necessary actions shall be maintained.

**Guidance note:**

The purpose of the verification of development is to confirm that the requirements have been fulfilled.

This might be, but is not limited to:

- reviewing learning material prior to issue
- comparing the new course or programme with a similar proven training course or programme.

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### 3.4.2 Development validation

A pilot course' shall be performed as validation before the operational phase to see that all requirements for intended use are met.

Records of the results of validation and any necessary actions shall be maintained.

## 3.5 Changes

### 3.5.1 General

All changes and modifications shall be identified, documented, reviewed and approved before their implementation.

## SECTION 4 OPERATION PHASE

### 4.1 General

#### 4.1.1 General

The training provider shall plan the delivery of courses. Processes and conditions which affect the quality of delivery of courses shall be carried out under controlled conditions.

**Guidance note:**

Controlled conditions could be:

- documented procedures defining methods of delivery: (lectures, demonstrations, video)
- all material used during delivery to be controlled and approved.

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#### 4.1.2 Frame conditions

The maximum number of course participants shall be stated in the learning plan.

The training provider shall define and document procedures for the following:

- registration of participants
- control that participants fulfil prerequisites before enrolling
- distribution of confirmation letters including relevant information such as:
  - programme
  - participant list
  - accommodation
  - deadlines for accommodation
  - instructions for preparing for the course.

The training provider shall define the responsibility for checking the following before any courses are delivered:

- premises (class rooms/conference rooms etc.) and location suit the purpose of the course
- audio-visual aids
- training equipment
- staff expertise.

### 4.2 Operation

#### 4.2.1 General

Procedures for running programs, courses and simulator exercises shall be documented by the maritime training centre. As a minimum, procedures shall include, but not be limited to, procedures required in [\[4.2.4\]](#) and [\[4.2.5\]](#).

#### 4.2.2 Introduction

Procedures shall be established and maintained to:

- ensure that instructors focus on the purpose of the course and or simulator exercise ensuring a common understanding
- ensure that information is collected of the trainee's expectations and comparing these with the objectives of the course and or simulator exercise. Actions shall be taken if these do not correspond
- present the contents of the course and or simulator exercise in a structured way
- ensure that evaluation models and criteria are clearly defined and made known to the trainees.

### 4.2.3 Main part

Procedures shall be established and maintained to ensure that:

- at the start of each lesson/session/exercise the trainer shall focus on why the topic is important
- after each lesson/session/exercise the trainer shall sum up the lesson
- lessons/sessions/exercises shall be operated according to actual time frames
- trainer's progression is according to what is planned.

### 4.2.4 Final part

Procedures shall be established and maintained to ensure that:

- the trainer shall go back to the objective of the lesson/session/exercise and conclude whether it has been attained or not
- the trainer shall sum up the contents of the lesson/session/exercise.

### 4.2.5 Use of equipment

When applicable, procedures shall be established to ensure proper use of training equipment and facilities.

**Guidance note:**

Such equipment could be:

- machinery systems
- bridge systems
- systems for loading/discharging
- fire/safety equipment
- welding equipment
- bridge operation simulator
- machinery operation simulator
- radio communication simulator
- cargo handling simulator
- dynamic positioning simulator
- safety and security simulator
- survival craft and rescue boat operation simulator
- offshore crane operation simulator
- remotely operated vehicle operation simulator
- computer and printers
- instruments
- class rooms
- projectors.

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Procedures shall be established and to ensure that:

- equipment and systems are operated in a safe and efficient manner
- equipment and systems are maintained according to makers instructions
- operators (trainees/instructors) of such systems use relevant PPE (Personal protective equipment)
- work conditions are according to rules and regulations
- measuring devices which influence safety, health or environment are calibrated periodically.

Records of maintenance and calibration to be kept.

**Guidance note:**

Devices needed to be calibrated might be, but is are not limited to:

- manometers on compressors
- oxygen meters
- gas detectors.

Materials that pose safety, health or environmental hazards shall be identified and a procedure must be established for safe handling, use, storage and disposal.

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Materials that pose safety, health or environmental hazards shall be identified and procedure established for safe handling, use, storage and disposal.

**Guidance note:**

Such materials could be:

- foam
- powder
- diesel/lubrication oils
- tools
- chemicals
- welding rods.

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## 4.3 Customer property

### 4.3.1 General

The training provider shall exercise care with customer properties while it is under the training provider's control or being used by the training provider.

**Guidance note:**

Customer is here defined as trainees or companies. Example of customer property might be:

- sensitive information about trainees
- licensed products (i.e. external training programmes)
- equipment, plans, facilities provided by shipping companies for use in the training.

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If any trainee or customer property or customer belongings are lost or damaged, this shall be reported to the customer and records shall be maintained.

## SECTION 5 RESULT PHASE

### 5.1 Evaluation

#### 5.1.1 General

The training provider shall plan and implement the monitoring, measurement, analysis and improvement process needed, to:

- demonstrate conformity of the teaching and learning according to specified standards
- ensure conformity of the management system
- continually improve the effectiveness of the management system.

**Guidance note:**

This should include determination of applicable methods, including statistical techniques and the extent of their use.

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The training provider shall ensure that training is delivered to customer requirements.

**Guidance note:**

This could be performed by, but is not limited to:

- any complaints
- direct communication with trainees
- questionnaires/evaluations.

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The training provider shall apply suitable methods for monitoring and, where applicable, measurement of the management system process.

**Guidance note:**

This could be, but is not limited to:

- evaluation forms from trainees
- evaluation forms from teachers
- passing scores from tests
- internal/external audits
- competence of trainers
- progress in line with time schedules.

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#### 5.1.2 Evaluation of trainees

Procedures for final assessment and testing shall be established. The scores for academic topics and performance elements must be leading in defining pass/fail criteria and assessing delegates.

**Guidance note:**

The procedure might include, but is not limited to:

- testing methods
- proportion of practical/theoretical tests
- passing level.

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## 5.2 Certification

### 5.2.1 General

The training provider shall establish routines for the certification process.

**Guidance note:**

This might include, but is not limited to:

- content of certificates
- distribution of certificates
- filing.

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## 5.3 Complaints

### 5.3.1 General

The training provider shall establish effective arrangements for handling complaints. Responsibility for reviewing, handling and follow-up of complaints shall be defined.



**DNV GL**

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