Suggested Quality Standards for LNG Training Providers

(First Edition 2014)

SIGTTO

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Society of International Gas Tanker and Terminal Operators

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Foreword

The competence and training of seafarers and shore staff plays an important role in the safe and efficient operation of the LNG industry. Quality control and standardisation of the services supplied by training providers creates a framework that helps to allow for a more efficient interaction with the industry. The information in this Guide is intended to encourage the creation of this framework.

This Guide proposes minimum goal-based objectives that may be considered in the verification process of training providers. Organisations contracted by a training provider to carry out verification will use their own standards of verification.

SIGTTO recognizes training as an integral part of risk management for the liquefied gas industry, and intends to create relevant competence standards as required. Future competence standards and new training service providers should be subject to the same standards of verification.

SIGTTO welcomes any suggestions that could assist with future editions.

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Glossary of Terms and Abbreviations

ABS — American Bureau of Shipping

Assessor — An experienced management systems auditor who has extensive experience in managing or facilitating training

BV — Bureau Veritas

Competence — Application of knowledge, skills and behaviours in performance

DNV GL — DNV GL Group

ISO — International Organization for Standardization

Learner — A person attending a course to acquire new knowledge, skills, or behaviours

LR — Lloyd's Register

Marine Training Provider — A dedicated training organisation, or department within a shipping company, institution or college, private or public, that provides training services to the marine sector

NKK — Nippon Kaiji Kyokai

Training — Process to provide and develop knowledge, skills and behaviours to meet requirements

Tutor — A person competent to deliver the learning process and materials

Verifier — A Classification Society that is capable of carrying out a verification audit, in accordance with their approved training standards

References

1. ABS – Guide for Certification of Maritime Education Facilities and Training Courses

2. BV: Rules for the approval of Maritime Training Courses

3. BV: Standard for Quality Management Systems of Maritime Training Institutes

4. DNV GL: Standard for Certification No. 3.101 - Competence Management Systems

5. DNV GL: Standard for Certification No. 3.302 - Competence of Shipboard LNG Cargo Operators

6. ISO 9001: Quality management systems — Requirements

7. ISO 10015: Quality management — Guidelines for training

8. ISO International Workshop Agreement 2: Quality management systems – Guidelines for the application of ISO 9001:2000 in education

9. LR – Approved Training Provider Scheme – Part 1 - Certification of the Marine Training Provider

10. LR – Approved Training Provider Scheme – Part 2 - Approval of Marine Training Courses to The Verifier Standards

11. NKK – Standard for Maritime Education and Training

12. NKK – Rules for Certification of Maritime Education and Training

13. LNG Shipping Suggested Competency Standard

14. LNG Shipping Suggested Competency Standards for Engineers

Introduction

SIGTTO's *LNG Shipping Suggested Competency Standards* and *LNG Steamship Suggested Competency Standards for Engineers* are used by the industry to assist with training key staff. This training is usually provided by departments of shipping companies (internal), third party training service providers (external) or a combination of both.

This Guide aims to encourage the creation of a quality control framework that should assist with creating a consistent minimum standard of training across the LNG shipping industry. To achieve this objective, this Guide proposes common requirements for the verification of training providers. As these are proposed as minimum requirements, verification should be carried out using the Verifier's standards rather than the contents of this Guide.

Training providers should select suitable organisations with relevant experience in the LNG industry to provide the verification service. For the purposes of this Guide, these organisations are referred to as the *Verifier*. In drawing up this Guide the schemes of various organisations were consulted (see references).

While SIGTTO encourages training providers to seek such verification as part of their quality control measures, this is essentially a relationship between the training provider, as a client, and the Verifier as an organisation providing the service. While SIGTTO is not involved in this relationship it actively encourages this form of quality control. Certification of the training provider is provided by the Verifier alone and should not be construed in any way as an endorsement by SIGTTO.

The information provided in this Guide, along with the quality control provided by verification, is expected to be particularly useful for more recent entrants into the LNG shipping industry. However, it is recognised that certain operators in the industry have mature systems for training and may not benefit from the suggestions in this Guide.

Scope

This document provides guidance on the verification of training for the key staff in the LNG industry, including the officers of an LNG carrier and appropriate staff in the shore organization. Shipping companies should identify positions in the company that they would consider appropriate for such training and employees that have a direct role in safety, operations and technical management may be considered appropriate for such training.

This Guide is written to assist Verifiers in identifying whether training providers have reached the minimum standard expectation. Verifiers should have standards and rules in place used by their organisation to provide the certification service.

Shipping companies and training providers may still need to comply with additional requirements, provided for in the verifying organisation's rules and standards.

Training System for Key Staff
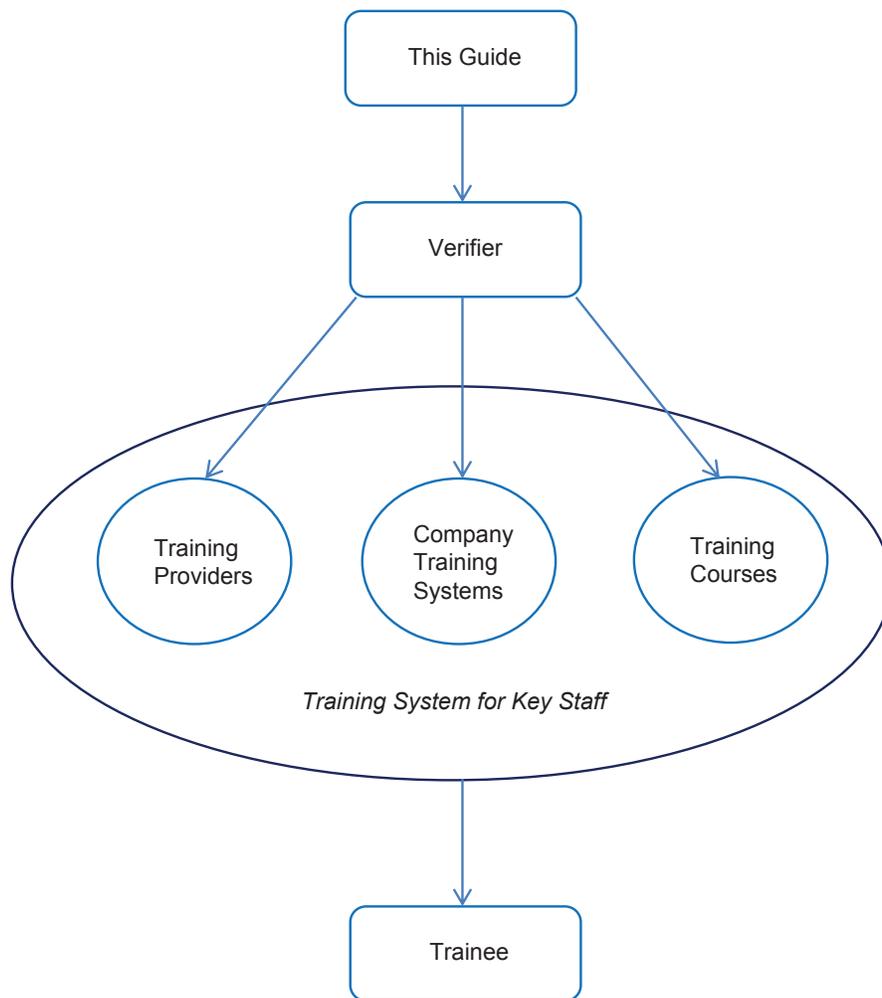
PART 1 – CERTIFICATION OF TRAINING PROVIDER

1.1 General

Part 1 provides guidance on the requirements for certifying the management systems of a training provider. The approval of the training course(s) is covered under Part 2.

The Verifier should ensure that training providers demonstrate their ability to offer courses to a recognized standard, including:

- An ability to consistently provide training services

- inclusion of processes for continual improvement of the system

- assurance of conformity to requirements

This standard may be complemented by the requirements for a Quality Management System Certification against ISO9001 (*Ref. 6*) under the scope: 'Provision of training services to the marine sector'.

1.2 Quality Management System

1.2.1 General requirements

The Verifier should ensure that the training provider establishes, documents, implements and maintains a quality management system and continually improves its effectiveness. The Verifier should ensure that the training provider further defines the prerequisite conditions and requirements for the establishment, operation and maintenance and continual improvement of the management system and the characteristics of the provided service.

1.2.2 Documentation requirements

The Verifier should ensure that quality management system documentation includes the following required items:

- Documented statements of a policy and objectives

- a quality manual

- documented procedures and records, including those determined by the provider to be necessary to ensure the effective planning, operation and control of its processes

- certificates of training

- feedback and continuous improvement process mechanisms.

The Verifier should check that the training provider has a documented procedure that defines the controls needed for documents.

Course documentation (kept in the form the training provider considers the most appropriate and effective), such as training material, learner notes, tutor notes, books, etc, should be controlled during design, production, reproduction and distribution. This control should take into consideration adequacy prior to issue, review and update, revision status and identification, availability on time, legibility and user friendliness.

Special attention should be given to the control of training records. The Verifier should ensure that the training provider defines and controls the records required for the effective operation of the management system.

These records should include, but not be limited to:

- Course design specifications

- amendments records

- course materials

- learners' lists

- exams
- copies of certificates
- learner feedback
- tutor's CVs
- course familiarisation plans
- evaluation and field review records.

The Verifier should ensure that there is a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposal of records, paying special attention to confidentiality and protection of personal data.

1.3 Management Responsibility

1.3.1 Planning

The Verifier should ensure that the training provider monitors the learner's achievements and resolves any problems by taking the appropriate actions.

The objectives of the training provider may include:

- Tutor sufficiency, competence and continual development
- course framework and provision
- extent to which course objectives meet learner personal objectives
- learner satisfaction
- training effectiveness.

1.3.2 Responsibility, Authority and Communication

The Verifier should ensure that senior management defines and communicates its responsibilities and authorities within the organisation. In addition, a management representative responsible for the provision of training services should be appointed. The responsibilities of this role might include liaison with external parties, such as international organisations,

authorities, certification bodies and Classification Societies, on matters relating to the provision of the training services.

The Verifier should ensure that appropriate communication processes are established within the organisation and with relevant external parties and customers/learners. The information communicated to external interested parties might include:

- Information related to the training courses
- course schedules
- training means
- facilities and training instructions.

1.4 Resource Management

1.4.1 Provision of resources

The Verifier should ensure that the training provider determines and provides the resources needed to implement, maintain and continually improve the training and enhance learner satisfaction by meeting their requirements.

1.4.2 Human resources

The Verifier should ensure the training provider invests in continual professional development (CPD) and that the training and evaluation of the personnel performing any task that directly or indirectly affects the quality of the learning provided is effective. This applies to both teaching and supporting personnel.

The Verifier should ensure that the training provider determines the necessary competence for the personnel performing the training. The training provider should provide training or take other actions to achieve the necessary competence, evaluate the effectiveness of the actions taken and maintain appropriate personnel records.

Particularly for the representatives and tutors responsible for each knowledge sector, the necessary competence requirements should be defined per knowledge subject or course provided. There should also be criteria for selection, evaluation and re-evaluation of tutors. The fulfilment of competence requirements for the selection of tutors should include a CV or experience, education and training certificates, references and interviews.

Tutor and knowledge sector representatives' competence should include both technical (of the subject) competency and learning process competency. The training provider should monitor and evaluate the competency of tutors

1.4.3 Infrastructure

The Verifier should ensure that the training provider determines, provides and maintains the infrastructure needed for the provision of training services, taking into account specific course requirements and, if applicable, statutory and regulatory requirements. Infrastructure includes, as applicable:

- Buildings, working spaces, classrooms, learner reception and rest areas, auxiliary facilities

- training equipment (such as course material, books, learner notes, tutor notes, writing material, desks, computer hardware and software, simulators, boards, flipcharts, projectors, screens, etc.)

- supporting services (such as communication or information systems).

1.4.4 Work environment

The Verifier should ensure that the training provider determines and manages the learning environment needed to achieve effective learning for the learners.

The work environment should be safe and the physical environment conducive to the type of training provided.

1.5 Training Service Realisation

1.5.1 Training planning

The Verifier should ensure that the training provider plans and develops the processes needed for the training provision.

The Verifier should ensure that the training provider formulates the training plan or programme for each training period, which should include:

- Time schedules of courses to be provided

- tutors per scheduled course

- facilities per scheduled course, classrooms, training material and equipment

- learning outcomes for the course.

During training planning activities, the Verifier should ensure that the training provider takes under consideration:

- Customer/ learner needs and expectations

- regulatory and statutory needs, such as new training needs arising from new marine legislation or marine stake holders' rules and regulation

- timing and scheduling requirements

- availability of resources such as tutors and facilities

- communication and marketing issues.

1.5.2 Customer/ learner-related processes

The Verifier should ensure that the training provider determines the requirements specified by the customer/learner, including the requirements prior to, during and after training delivery.

The Verifier should ensure that the training provider determines and implements effective arrangements for communicating with customers/ learners in

relation to course information, enquiries, applications handling and learner feedback.

Learner feedback is an essential part of the communication with the learners. At the least, feedback should be received at the end of the course.

The communicated information should also include course locations, schedules, details regarding classrooms, reception and rest spaces and emergency exits. In addition, there should be details regarding course content, structure and objectives, training means and equipment, tutors and learner assessment methods (e.g. exams and certificates).

1.5.3 Design and development

The Verifier should ensure that the training provider plans and controls the design and development of new courses.

The design and development of courses is part of the training cycle:

- Identify training needs
- design the training event that will cover the training needs
- deliver the event
- evaluate the success of training.

Design and developments inputs should include:

- Course objectives
- specification for training needs
- learners' personal objectives and requirements
- statutory and regulatory requirements
- training target groups
- training methods
- information derived from previous courses' designs

- schedule, duration, and significant milestones
- resource requirements, such as:
  - tutor competence and availability
  - administration support
  - training facilities
  - training means and equipment
  - training material
- assessment materials
- criteria and methods developed for the evaluation of training to measure:
  - learner satisfaction
  - learner's acquisition of knowledge, skills and behaviours
  - procedures for monitoring the training process.

Design and development outputs should include:

- Course marketing material and information
- course detailed programme
- course aim, objectives and content
- course material such as presentations, tutor instruction notes, learner notes, handouts
- course resource requirements such as training facilities and tutor minimum competence standards.

The courses should be evaluated and reviewed at regular intervals, taking under consideration:

- The policy and objectives
- the learners' feedback and satisfaction
- new requirements.

These reviews are the responsibility of the representatives accountable for the relevant

knowledge sector of these courses. Records of the results of the reviews, and any necessary actions, should be maintained.

Any changes in course design should be identified and records maintained.

1.5.4   Training services provision

Activities for the delivery of the training services should include:

- Control of learners' attendance

- delivery of course using interactive training methods, encouraging learners' involvement and participation

- learner performance assessment (including continual basis if possible)

- collecting feedback from learners and tutors

- issuance and delivery of certificates as applicable, including record keeping.

The Verifier should ensure that the training provider evaluates the training outcomes. The purpose of the evaluation is to confirm that both the organisational and the training objectives have been met, i.e. training has been effective. Evaluation information may be obtained through learner and tutor feedback, resources used, and knowledge and skills gained as a result of the training. The evaluation should be conducted on the basis of established criteria and should include the collection of data and the preparation of an evaluation report that also provides an input to the monitoring process.

The Verifier should ensure that the training provider validates the training process to demonstrate its ability to achieve planned results.

Inputs for monitoring should include records from all stages in the training process. Such inputs can be collected on an ongoing basis to provide the basis for validation of the training process and for making recommendations for improvement.

Appropriate records should be maintained of the various monitoring and evaluation activities conducted, the results obtained and the actions planned.

The Verifier should ensure that the training provider identifies and is able to trace the training services by for example allocating a unique title and code to a course. Particularly, the Verifier should ensure that the training provider controls the unique identification of learner certificates and provides a mechanism for protecting the authenticity of certificates and maintaining records. The training provider should also have a process of recording the identification documents of the learners that is linked to the certificate's identification.

The Verifier should ensure that the training provider exercises care with learners' personal data. The Verifier should ensure that the training provider identifies, verifies, protects and safeguards learner's personal data from any misuse or disclosure (without the learner's permission).

1.6   Measurement, Analysis and Improvement

1.6.1   General

The Verifier should ensure that the training provider plans and implements the monitoring, measurement, analysis and improvement processes needed:

- To demonstrate conformity to requirements

- to ensure conformity of the quality management system

- to continually improve the effectiveness of the quality management system.

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

1.6.2   Monitoring and measurement

As one of the measurements of the performance of the quality management system, the Verifier should ensure that the training provider monitors information relating to the learner's perception of whether the training provider has met their learning objectives.

The Verifier should ensure that the training provider monitors and measures the effectiveness of the training process by measuring the comprehension of the learners throughout the training, e.g. by exercises and exams, and knowledge and skills gained as a result of the training. The methods for obtaining and using this information should be determined.

The Verifier should ensure that the training provider conducts internal audits at planned intervals. A documented procedure should be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results. The Verifier should ensure that the training provider applies suitable methods for monitoring the training process. Applying these methods should demonstrate the ability of the training process to achieve the planned results or that corrective action is taken when they are not achieved.

Monitoring involves reviewing the entire training process at each of the four stages of the training cycle, (identify training needs, design the training event, deliver the event, evaluate the success of training). Methods for monitoring might include: consultation, observation, and data collection. The competence and responsibilities for monitoring activities should be defined.

Evaluation information may be obtained through learner and tutor feedback, resources used, and knowledge and skills gained as a result of the

training. The evaluation should be conducted on the basis of established criteria and should include the collection of data and the preparation of an evaluation report which also provides an input to the monitoring process. Records should indicate the person(s) authorizing release of the training service i.e. persons authorised to sign certificates.

1.6.3   Control of nonconformities and complaints

The Verifier should ensure that the training provider ensures that nonconformities and complaints are identified and controlled. A documented procedure should be established to define the controls and related responsibilities and authorities for dealing with nonconformities and learners complaints. Records of the nature of nonconformities, complaints and any subsequent actions taken, should be maintained.

1.7   Assessment and Maintaining Approval

The Verifier should provide information to the training provider on assessment and maintaining approval. Survey and certification should be carried out at regular intervals.

Verifiers are requested to make available a list of training providers that they have approved to conduct SIGTTO training courses. This information may be displayed on their website.

1.8   Use of Verifier's Mark

The Verifier should provide information that governs the use of its approval mark.

The title of the relevant SIGTTO competency course may be used. However, there should be no suggestion that SIGTTO has in any way been involved with developing or approving the course.

The SIGTTO logo cannot be used in any form under any circumstances.

PART 2 – APPROVAL OF MARINE TRAINING COURSES

2.1 General

Part 2 approval is the approval by the Verifier of individual course titles against the stated learning deliverables within each course.

While part 1 approval assesses the quality management of the training organisation as a whole, part 2 examines the delivery of learning for a specific course title. Part 2 gives confidence to all stakeholders that the learners gain the learning that they expect.

The approval of any course title is limited to the course title, learning objectives, duration, teaching and assessment methods as approved, and cannot be transferred to another course.

In order for the Verifier to assess that this is the case, part 2 requires that:

- Learning objectives are published to the potential learner / customer in advance of contract
- learning objectives are relevant, specific and measured (for further explanation, see section 3)
- the tutor is competent in the subject matter and competent in learning / teaching methodologies
- learners' achievement of these objectives is measured and recorded (by continuous assessment or examination).

Where completion of the course, or passing an examination, results in a formal qualification in accordance with the requirements of another third party, any requirements stated by that certifying authority must also be adhered to.

2.2 Pre-requisites and Documentation

For a course to be considered for part 2 approval, part 1 approval must be complete.

The following documentation must be supplied to the Verifier:

- Unique course title (and unique identifier / course code if used)
- name of individual representative responsible for the management of this course title
- course web page, factsheet, information page, brochure or prospectus
  - As a minimum, the factsheet / webpage should contain the learning objectives, the summary of who the course is suitable for, and the duration of the course
- learning objectives
  - The learning objectives set what learning the learners will gain from the course. They should be clearly defined, relevant, assessable and assessed, and are provided to the learners/ customers in advance of the course. The learning objectives provide the learning goal against which the course is assessed. Where the technical content of the course is outside the expertise of the Verifier, a third party may be contracted to conduct this assessment
- a summary of who the course is suitable for
  - This information may form part of the factsheet, web page, brochure or prospectus
- duration of the course
- the maximum number of delegates when one tutor is present/2 tutors are present

- any pre-course work required of learners
- summary of the method used to assess learners
  - This should be categorised into either a written exam, multiple choice exam, documented practical demonstration, or documented continuous assessment. Each type will have different implications for approval
- tutor resource requirements for this course
- tutor course notes / lesson plans and materials including photographs of significant visual aids not available to be submitted in paper / electronic format
- learner materials
- list of other approvals for the course, and standards against which these approvals have been made
  - Where the course has been designed to meet a particular standard or approval, knowledge of this will help the Verifier understand the structure and content of the course
- feedback and assessment results (if available)
- course passing thresholds and certificate requirements.
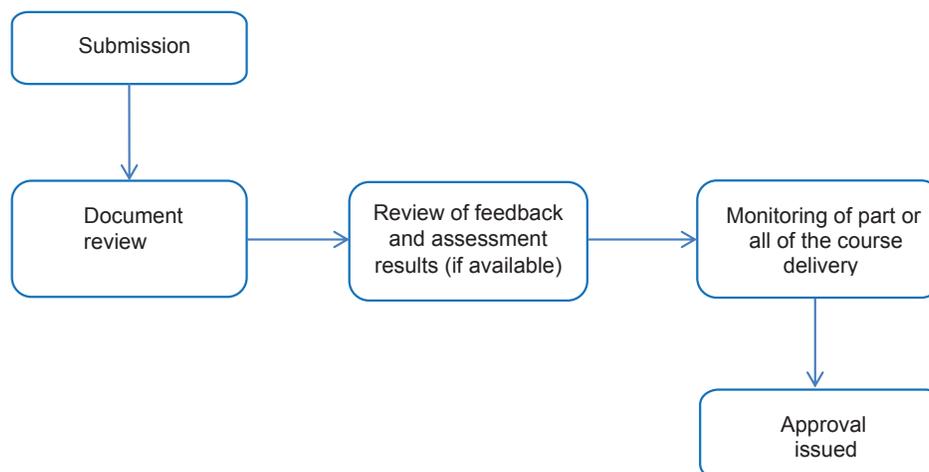
2.3   Initial Approval

To assess the suitability of a course the Verifier should assess the factsheet / webpage, brochure or prospectus content against what the course delivers.

Once the documents meet the requirements the Verifier should agree with the training provider a mutually convenient schedule for monitoring of the course through observation.

Note that monitoring of the whole course should not be required unless it is of only 1 day duration, or the course has never been run. However, for courses of longer duration, the training provider should be able to specify which day(s) of the course the training provider prefers to be observed.

Should the Verifier require any corrective actions, these should be discussed and agreed with the Training provider and might include follow up visit if extent of corrective actions needs to be followed up on site prior to annual monitoring

Once the monitoring and review of feedback and assessment results have been successfully completed, full approval should be issued.

Initial Approval Process

2.4 Learning Objectives

To achieve part 2 approval, the course should have documented learning objectives clearly defined, relevant, assessable and assessed, and that these should be provided to the learners / customers in advance of the course.

By setting clearly defined objectives this will allow learners and customers to choose the right course for them based on what knowledge, skills or attitudes the learner needs to have to do their job. The objectives are the learning deliverables in the contract between the course provider and the learner / customer.

2.5 Measurement of Learning Objectives

To achieve part 2 approval, the course must have documented measurement / assessment of all learning objectives. This can be qualitative or quantitative, but the measurement must be documented and retained.

2.5.1 Stakeholders

Clear learning objectives are vital, since there are multiple stakeholders with an interest in whether a learner has fulfilled the learning objectives:

- The learner, to have confidence in his/her own abilities
- the learner's employer, to assess the benefits of the investment they have made
- the learner's future employers, who may have a need for the learner's skills acquired on the course
- the training providers organisation, to verify the quality of service to their customers
- the tutor, to verify the quality of facilitation of the course
- statutory and approval bodies, to verify fulfilment of learning delivery.

2.6 Tutor Competency

To achieve part 2 approval the tutor should be experienced (and preferably qualified) in both the content of the course, and in the use of learning delivery processes and methodologies.

2.6.1 Technical competency

For technical subject matters, the tutor(s) should have an in-depth knowledge of the subject through their professional experience.

2.6.2 Learning process experience or qualifications

The tutor(s) should either have membership of a professional body for trainers, such as ITOL (Institute of Training and Organisational Learning), or completion of teacher training such as PGCE (Postgraduate Certificate in Education) or Diploma in Teaching, or similar.

Alternatively, the tutor should have completed a 'Train the Trainer' course incorporating interactive / learner-focussed facilitation principles and techniques (note that presentation skills courses are not acceptable).

In all cases, copies of the certificates or details of the institution from which the qualification was obtained, plus details of year of graduation, candidate or certificate number, must be recorded.

Where the tutor has no formal training qualification, and their employment as a tutor by the training provider pre-dates the initial Part 1 approval, then the tutor's competence must be evaluated by the training provider and this evaluation recorded and retained in addition to records of learner feedback for that tutor.

It is important to note that these records may be auditable.

Practical instructors who undertake demonstration and operation sessions, and who do not lead classroom-based training, are exempt unless their sessions on the course make up more than 20% of the course duration.

2.7   Course Representative

To achieve part 2 approval, each course should have a named representative.

The representative for each course title should have tutor competencies at least equal to those required from Parts 1 & 2. They should be responsible for revisions to the course, development of tutors for the course, and informing the Verifier of any changes to the course that may affect the approval.

2.8   Course Approval and Certificate

Once full approval is complete, the training provider should receive a certificate for that course showing course name, code, serial number unique to the course approval and expiry date of approval.

If the training provider has approvals for more than one course, they should be re-issued with a new certificate listing the above details for each course.

2.9   Maintaining Approval

Part 2 approval for each course should be valid for a fixed duration, as specified by the Verifier's requirements, subject to successful completion of surveillance.

The representative should inform the Verifier of any changes to the course that may affect the approval. These include, but are not limited to:

- Any changes to Learning objectives or curriculum due to changes in statutory requirements or technical developments

- changes to course duration + or - 10% from that approved

- changes to delivery / learning method used exceeding 10% of course duration from that approved

- any changes to the assessment methods used.

In the case of re-approval due to changes as above, re-approval should consist of review of only those documents affected by the changes. This would usually be achieved through a desktop review.

Re-approval due to changes does not change the validity period of the approval.

2.9.1   Responsibilities

It is the training provider's responsibility to request re- approval of the courses in good time to arrange completion of the review and course surveillance before the expiry date of the current approval.

2.9.2   Submissions

The trainer should submit to the Verifier the following data for each approved course title for the previous year:

- Number of courses run for each approved course title

- their locations if different from the registered address (Country and City)

- total number of successful learners for each approved course title.

- training calendar for the next year

- if a training calendar is not developed for the year, then an estimation of numbers of courses, together with a calendar looking as far forward as practicable.

2.9.3 Annual Monitoring

The Verifier should ensure annual monitoring is carried out.

Courses and dates for monitoring should be agreed and be chosen to minimise the number of visits (where more than one day per year is required), but the Verifier should see different training courses on each monitoring day and each year.

The Verifier should provide a written report of the findings from the monitoring. Should the Verifier require any corrective actions, these should be discussed and agreed with the training provider in advance of the report submission.

2.10   Use of the Verifier's Approval Mark

The Verifier should provide information that governs the use of its approval mark.

The title of the relevant SIGTTO competency course may be used. However, there should be no suggestion that SIGTTO has in any way been involved with developing or approving the course.

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2.11   Withdrawal of Part 2 Approval

The Part 2 approval of a course may be withdrawn:

- By written request to the Verifier Approval Scheme manager

- on withdrawal of the part 1 approval

- on failure to renew Part 2 approval at the end of the cycle specified by the Verifier

- on failure to inform the Verifier of any changes to the course as per section 2.9

- on failure to apply any corrective actions.

ANNEX – TRAINING RECORD BOOKS

Training record books are provided as examples for competency based training, these may be in electronic format or hard copy, as preferred. The following versions are available to download on the SIGTTO website:

- Training Record Book for LNG Shipping - Deck
- Training Record Book for LNG Shipping - Cargo Equipment
- Training Record Book for LNG Steamship - Engine