Addressing Effective Crew Training and Management

Toshinobu Yamasaki
Area Sales Manager, Seagull AS
Our company

- Founded in Norway, 1996
- Has over 100 employees, many with maritime background, almost 50% are outside of Norway
- Offices are located worldwide ensuring global customer service and support
  - Horten (Norway)
  - Gdynia (Poland)
  - Hamburg (Germany)
  - Newcastle (UK)
  - Piraeus (Greece)
  - Cyprus
  - Singapore
  - Tokyo (Japan)

Solutions include:

e-Learning resources: Comprehensive library of training and onboard courses used for regulatory compliance with international maritime standards

Performance management solutions include Knowledge evaluation systems, management of competence requirements, and performance appraisals
Reference customers

600+ Customers with 8,500 installations

Customers with 500 installations

MAERSK

DCF

NORBULK

LAURIN MARITIME

FARSTAD

OSG

OSG Ship Management (UK) Ltd.
Introducing KLSM

Capt. Akihiro Fujimaru
Group Leader, Crewing Department
“K” Line Ship Management Co., Ltd.
Addressing Effective Crew Training and Management
Industrial Goals

Zero Accident
Zero Spill
Zero Detention
Zero Off-Hire
Swiss cheese model

Defences in depth

“K” Line Ship Management Co., Ltd.
Swiss cheese model

Vessel Operations

DANGER

Systems

Hardware

Software
Swiss cheese model

Bridge Team Management

DANGER

Supports

Officer(s)

Master

Pilot

“K” Line Ship Management Co., Ltd.
Circumstances on Shipboard

- Multi Nationalities Crew Composition
  Cultural Challenge
  Communication Challenge

- More advanced ships and ships’ equipment

- More demanding Charterers / Owners
  SIRE Inspection, TMSA Requirements
Increasing Training Requirements

- STCW (2010 Manila Amendment)
- SOLAS / ISM Code / MARPOL
- MLC 2006 (Maritime Labor Convention)
- ISPS Code
- IMDG Code
Personal Competence Management

Not enough time to cover

“K” Line Ship Management Co., Ltd.
Keys for Effective Competence Management are:

- To unify the company’s specific required competences
- To understand and expect what is lack of competence at each stage
- Individual Competence Development Program is effective than ONLY Classroom-type Training Program
We need;
Advanced IT solutions to operate it easily

Competence Development Program
How should the modern shipping company address these challenges?

- **No “Quick fix”**
  - Long term, systematic approach governed by verifiable KPI’s

- **Intelligent training needs analysis**
  - Focusing on those elements that are seen as important by the seafarers ~ you need their motivation to work the problem
  - Don’t start too ambitious as this will de-motivate the crews

- **Apply a training scheme combination**
  - Shore based courses
  - Onboard e-Learning
  - Combinations of e-Learning and Practical work onboard
Establishing modern training system

- Implement a computer based system which can maintain records of all training and assessment performed on-board.
- Make sure the training system can communicate all training and assessment data between the vessels and a central database ashore.
Establishing modern training system

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SAFETY THROUGH KNOWLEDGE
Establishing modern training system

- Define all required skills and competencies for each rank
- Assess all crews systematically against the defined skills and competencies
Competence Management System

Development requirements

Proiciencies
- CBM
- Company notices
- CBT
- Interim: Tanker Officer Training Standards (TOTS) - 15.11.2008 (0)
- STF Training Record Book - Deck Cadet
  - 01 Navigation at the Operational Level
  - 01 Plan and conduct a passage and determine position

- 01.01 Consult navigational publications
  - 01.02 Select charts of adequate scale
  - 01.03 Identify courses
  - 01.04 Calculate Estimated Time of Arrival (ETA)
  - 01.05 Determine and apply compass error for courses and compass bearings
  - 01.06 Recognize conspicuous objects and other terrestrial aids to navigation in daylight and at night
  - 01.07 Use azimuth mirror and sextant to fix ship's position by terrestrial observations
  - 01.08 State ship's position by dead reckoning
  - 01.09 Operate all electronic navigational equipment required to be carried on the ship and apply the information obtained to ascertain the ship's position
  - 01.10 Determine the most probable position of the ship by observing the sun, stars or planets

- 02 Maintain a safe navigational watch
  - 03 Use of radar and ARPA to maintain safety of navigation
  - 04 Respond to emergencies
  - 05 Respond to a distress signal on a distress signal device
  - 06 Use IMO Standard Marine Communication Phrases and write and speak English
  - 07 Transmit and receive information by visual signalling
  - 08 Maneuvre the ship

- 02 Steering Certificate
  - 02 Cargo Handling and Stowage at the Operational Level
  - 04 Cargo Handling and Stowage - Tasks for Tankers

Rank requirements / Details

Critical for rank: No
Checked by:

Guidelines:
The planned voyage is in compliance with guidance in relevant nautical publications.
1. Demonstrate an understanding of the chart folio system and assist in correcting charts and other publications
2. Demonstrate understanding of contents and use of:
   1) Notices to Mariners
   2) Sailing Directions and ship's routing information
   3) List of Lights & Fog Signals
   4) Tide Tables, Tidal Stream and Current Atlases
   5) Pilot Books
   6) Radio Navigational Warnings

Safeguard Through Knowledge
Apply management training for managers on all levels, onboard and ashore
Focusing into the prioritized tasks is possible by reducing the burden with IT
Thank you

Q & A