



# PARTICIPANT HANDBOOK

Maritime Safety Training and  
Development (Pty) Ltd

**ALL COURSES BEGIN AT  
08h00 EVERY DAY**


**PLEASE DO NOT BE LATE –  
you will not be permitted into  
the class if you arrive late due  
to strict guidelines from  
SAMSA which the  
Organization conforms to.**

**Please bring a black pen and  
your Identity Document /  
Passport (drivers licenses are  
not accepted), we MUST verify  
your identity in order to issue  
you with your certificate. If  
you do not have proof of  
identity, we cannot permit you  
to continue training.**



**PARTICIPANT HANDBOOK**

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## 1. WELCOME

This information Booklet for participants has been compiled to provide you with an overview of Information, regarding your involvement in the courses presented by Maritime Safety Training and Development (Pty) Ltd, which you will be attending. Maritime Safety Training and Development (Pty) Ltd wish to make you aware of the various policies and procedures that have implemented in order to ensure your Safety whilst on Maritime Safety Training and Development (Pty) Ltd.'s premises.

It is vital that you read and understand the contents of this booklet. If you have any questions or concerns relating to any aspect of your training, please do not hesitate to speak with the facilitator of your course. We would like to stress that your safety, well-being and learning experiences are of paramount importance to us so if at any time you have concerns or questions please raise them immediately.

We would like to take this opportunity to wish you an enjoyable and successful course and look forward to your return in the future!

## 2. STCW 78, as amended in 2010, Manila Amendments, Accredited Courses

All accreditations are in accordance with the **Merchant Shipping (Training and Certification) Regulations, 1999**, and in accordance with the requirements of the **STCW Convention Chapter VI**, on meeting minimum standards of competency for each course. We are committed to upholding all requirements and regulations as laid down by the above legislation, as well as National Legislation applicable to our operations. It must be understood that these courses are competency based, and therefore the onus is on you to ensure that you are found competent in all facets of each course to obtain your STCW Certificate. You are required to put together your own Portfolio of Evidence in this regard, as directed by your facilitator.


## 3. Maritime Safety Training and Development (Pty) Ltd Background

The Organization was started in 1990 by Ernest Schultz on board the Ship RSA under the Department of Transport and in conjunction with the Training Centre for Seaman and has grown into one of the leading STCW training centres in South Africa. On conception of the STCW training in 1995 it was the very first training centre to become accredited and was earmarked to assist in bringing the South African Navy's Nuclear, Bomb and Chemical Disposal School in Simonstown, in-line with the STCW Training Regulations. We were instrumental in bringing the STCW in-line with the South African Qualifications Authority as well as the Transport Education Training Authority. With this wealth of knowledge and dedicated facilitators and assessors, Maritime Safety training and Development (Pty) Ltd can count itself as a market leader in this field.

## 4. Quality

Maritime Safety Training and Development (Pty) Ltd is a Registered Training Provider whose principals have in excess of over 120 years combined experience in the design, development and delivery of tailored national and internationally accredited Training Assessment Solutions in Safety and People. We take great pride in the fact that we have qualified and experienced staff who can deliver the needs of our clients in a very practical way to enhance desired outcomes. We are committed to providing services to meet client and industry needs and relevant standards and therefore value any feedback that you may have to ensure that our services remain current and relevant to industry requirements. We will work with you to develop training and assessment solutions by:

- ❖ Competitive pricing and flexibility of bookings
- ❖ Friendly and knowledgeable service
- ❖ Comprehensive training courses
- ❖ High level of vocational competence amongst facilitators
- ❖ Facilitated learning environment
- ❖ Industry relevant scenarios
- ❖ Innovative training solutions to meet our customers' needs
- ❖ Management systems that ensure continuity and continuous improvement of service to our customers
- ❖ Leading edge training facilities

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## 5. Hazards, Near Misses and Incident Reporting

You are required to report any accidents, incidents, hazards or near misses to your course facilitator immediately. As part of the reporting process you will be required to make a written statement. We will ensure that we investigate all incident reports and implement changes where necessary.

## 6. Induction Requirements

Safety Induction Training relevant to the course you are attending will be provided at the commencement of your course. This induction shall include a site-specific safety briefing. You will also receive a safety briefing from your facilitator prior to practical exercises being undertaken. When training is conducted at external venues, a safety induction briefing relevant to the venue will be given at the applicable site.

## 7. Participating in Training Activities and Practical Exercises

Some training activities and practical exercises conducted by us have the potential to cause injury should you not follow the instructions of our staff. You should ensure that you understand every risk relating to, associated with, or arising from, your participation in such activities or practical exercises. You may choose, for any reason, not to participate in any given activity; we will not force you or make you do anything that is against your will. However, it **MUST** be understood that in making such a decision, you may not satisfy mandatory course competency requirements for certification. In these instances, other arrangements for assessment of the missed competency requirements may be made upon consultation with Maritime Safety training and Development (Pty) Ltd.'s Management.

## 8. Injury


If you are injured (no matter how minor), you must inform your facilitator immediately after the injury occurred. Depending on the severity of the injury, Maritime Safety Training and Development (Pty) Ltd.'s staff will provide the necessary first aid treatment and any further medical assistance you may require. In the case of any injury, Maritime Safety Training and Development (Pty) Ltd are legally obligated to record a written statement from yourself, witnesses and the facilitator. Failure to do so will mean that our insurance requirements will not be met, and Maritime Safety Training and Development (Pty) Ltd has no record that the injury occurred. As a result, you may be removed from further training until appropriate medical clearance is obtained. Please note that most of the facilitators and staff at Maritime Safety Training and Development (Pty) Ltd are registered Paramedics and Nursing Staff.

## 9. Safety

Maritime Safety Training and Development (Pty) Ltd places the highest possible emphasis on your safety, the facilitator of your course has the responsibility to withdraw any person from practical training if they have any concerns regarding the person's health or safety. Including recent injury or illness, or the effects of alcohol or drugs. You will be asked to complete a questionnaire relating to your medical details which may affect your ability to complete the training. We ask you to be honest in your response and draw to the attention of your facilitator any ailments, injury or condition which will affect your participation on the course.

## 10. Alcohol and Drugs

**Maritime Safety Training and Development (Pty) Ltd has a ZERO tolerance with regards to alcohol and drugs.** Should there be any doubt regarding whether or not you are under the influence, Maritime Safety Training and Development (Pty) Ltd reserves the right to conduct the required tests on site. If you are found to be intoxicated or hungover to the point that you test positive for alcohol, you **WILL** be asked to leave the premises immediately. Notification in writing to your employer or sponsoring company will be made in this regard. If you are taking prescription medication, please list this on your medical declaration form to ensure that we make any necessary arrangements to ensure your health and safety. Management ensures that no person is involved in exercises that will increase the risk to themselves or others.

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#### 11. Sign In – Attendance Register

Although a booking may be confirmed, your attendance on each day of training cannot be assumed, even if you have attended previous training days. For your safety, it is imperative that you sign in each day you attend a course on the attendance register provided in your class.

#### 12. Emergency Evacuation Procedure

You will be advised by your facilitator during an emergency. Course facilitators act as the Mustering Warden for their specific course. Instructions by your facilitator are required to be followed at all times.

#### 13. Smoking on the Premises

The ONLY area that may be used by smokers is outside the main entrance and smokers are requested to please keep this area clean. All cigarette butts in this area must be disposed of properly. Smoking and the disposal of cigarette butts anywhere but in the designated smoking area is not permitted.

#### 14. Bullying, Harassment and Discrimination

Maritime Safety Training and Development (Pty) Ltd considers workplace bullying unacceptable and will not tolerate it under any circumstances. Workplace bullying is behaviour that harms intimidates, offends, degrades or humiliates an employee, client, contractor or participant, either privately or in front of other people. The Organization has a complaints and dispute resolution procedure to deal with matters of this nature. Any reports or workplace bullying will be treated seriously and investigated promptly, confidentiality and impartially. We encourage an open-door policy and any concerns should be raised with the General Management at any time.

#### 15. Enrolments

Payment for self-sponsored participants must be made prior to the commencement of the course. No certification will be issued until the full course fees have been received. Payment can be made directly into our bank account or via Visa or MasterCard payments made directly with ourselves. Payment for company sponsored participants may be made on terms subject to written confirmation or order details.

#### 16. Replacement Certificates


It must be understood by the participant that they need to have the original signed certificates with them at all times, no certified or notarised certificates are accepted when working onboard a vessel at sea. Where participants have lost their original signed certificates, a copy of the original certificate where applicable can be issued, with the wording **re-issue** printed on the top face of the copy. Replacement of lost or stolen certificates will attract a charge of R100-00 (One hundred Rand) ex VAT for each certificate replaced. These can be obtained by contacting the Organization at [info@maritimesafety.co.za](mailto:info@maritimesafety.co.za).

#### 17. Recognition of Non STCW Courses

Unfortunately, no courses outside the parameters of the STCW Convention are acceptable. There is no exception to this policy as the controlling competency authority will not accept them at all.

#### 18. Recognition of Prior Learning

The only way that courses outside the parameters of the STCW Convention is accepted is for the participant to produce proof that they are registered by a Government Authority as qualified. The participant will however have to complete all the necessary paperwork and still must produce a completed portfolio of evidence together with a certified copy of their in-date registration document with the Government Authority. (An example of this is the Health Professional Council, registered Medical Staff).

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## 19. Cancellation and Refund

Students booked with another agent must refer to their booking agent's terms and conditions regarding cancellation and refund. Students booked through the Organization who have paid in advance for training will be entitled to a refund in the event of withdrawing five working days prior to training – less 10% of the course fees with regards to bank charges etc. Those participants who withdraw from training less than five working days prior to training may be given the opportunity to enrol on alternative dates. Each case is handled according to the merits of the cancellation, but **NO** course fees are refundable if the participant withdraws in less than five days prior to training. A 10% charge will be levied in all cases irrespective.

## 20. Competency Assessment

Competency assessment is the collection of a **Portfolio of Evidence** by the Organization, demonstrating that the participant can perform to the standards expected in the workplace, as expressed by the relevant endorsed competency standard codes laid down by the South African Maritime Safety Authority. The onus is on each Participant to produce the following **Portfolio of Evidence** which comprises of the following for each subject matter:

- ❖ A completed Enrolment form with the Indemnity signed.
- ❖ A completed and signed Medical Information Form
- ❖ A copy of your identity document or passport
- ❖ A completed Course Learner Pack
- ❖ A completed Final Examination (Where applicable)
- ❖ A completed Practical / Observation Form (Where applicable)
- ❖ A signed copy of the course certificate
- ❖ A completed Course evaluation form

## 21. Complaints and Appeals

Participants who find themselves deemed to be “Not Yet Competent” by their assessor at the end of the course have the right to appeal that decision. The participant must then sign the appeal section in the Course Learner Pack and request a re-assessment by another Assessor. The appeal must satisfy at least one of the criteria listed:

- ❖ The judgement as to whether competence has been achieved and demonstrated was made incorrectly.
- ❖ The judgement was not made in accordance with the assessment plan.


Where no satisfactory solution can be found, provision will be made for re-assessment with another Assessor. Where participants believe that they have been treated unfairly, unruly or unjustly by any member of staff or contractor whilst attending a course, or whilst having contact with Maritime Safety training and Development (Pty) Ltd, they should indicate their concerns in writing after initial consultation with the Training Director.

## 22. Language, Literacy and Numeracy

It must be understood that all lectures are done in English as per the Training Regulations which states, that all participants must have a command of the English Language. Should you have any difficulty understanding any assessment method you should approach your facilitator as soon as possible. If you have literacy or numeracy difficulties, then alternative assessment processes can be implemented.

Some units of competency require the course participants to speak clearly and unambiguously in English. Where English is a second language and participants cannot demonstrate this requirement effectively, Maritime Safety Training and Development (Pty) Ltd will seek the assistance of a second Assessor to help with any assessment. Where this requirement is still not met, the training provider will contact the employer for further discussion.



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### 23. Confidentiality

All information collected is confidential and information will not be disclosed to third party unless written permission from you is obtained. Your course results and the reporting of incidents / injuries may be divulged to your employer as well as to the South African Maritime Safety Authority's Surveyor whilst auditing is in process.

### 24. Access and Equity

Maritime Safety Training and Development (Pty) Ltd.'s access and equity policy has been developed and implemented to ensure that not participant, visitor or employee is disadvantaged whilst attending any courses or our premises. To demonstrate this, we provide a fair and equitable workplace and learning environment, we will:

- ❖ Ensure that learning and assessment procedures are free from cultural, ethic, religious and age-based bias.
- ❖ Ensure that learning and assessment materials are free from gender bias and that each gender is dealt with equally whilst attending training.
- ❖ To the best of our ability, provide access to facilities for persons with disabilities. We will provide flexible learning and assessment methods in order to maximise the experience of individuals with intellectual or physical disabilities.
- ❖ Provide where requested assistance to participants who have difficulties in language, literacy and numeracy. We will provide alternative processes for delivery and assessment, to ensure that no participant is disadvantaged.
- ❖ Fairly deal with any appeal, complaint or grievance. Maritime Safety Training and Development (Pty) Ltd has a written procedure to process these situations internally and/or externally through a neutral agency if a mutually acceptable resolution cannot be achieved.

Should any participant experience situations where any of the policies mentioned above are not fulfilled, they should raise the issue with their facilitator or management immediately.

### 25. Privacy and Freedom of Information

Maritime Safety Training and Development (Pty) Ltd, is committed that employees and participants are aware of their right to apply for access to records that affect them in accordance with the relevant Acts and Legislation that may apply. Under this policy Maritime Safety Training and Development (Pty) Ltd accepts the responsibility to provide employees and participants with access to the steps involved in obtaining information kept on record.

Maritime Safety Training and Development (Pty) Ltd only collects personal information directly from employees and participants. This information is used to uniquely identify training records, provide proof of attendance and training and demonstrate medical fitness to undertake training.


Maritime Safety Training and Development (Pty) Ltd will not distribute any information on any individual to a third party without written consent. All electronic records are password protected and hard copies are kept in a secure location.

### 26. Code of Practice

Maritime Safety Training and Development (Pty) Ltd adopts policies and management practices that maintain high professional standards when marketing and delivering our training and assessment services. These policies safeguard the interests and welfare of all participants. We also maintain a learning environment that is conducive to the success of facilitators.

### 27. Participants

Maritime Safety Training and Development (Pty) Ltd will enrol and deliver training to participants in an ethical and responsible manner, consistent with the requirements of the specific code and course curriculum. We will ensure that participant's access complies with the equal opportunity legislation. Appropriately qualified employees will assess the extent to which a participant is likely to achieve competency standards and outcomes of the specific course, based on the participant's qualifications, for competency to be achieved.

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## 28. Standards of Practice

- ❖ Facilitators and other employees should maintain the highest standards of honesty and integrity towards all those with whom they come in contact with. All work undertaken should be of high quality and be fitting of the public's expectations.
- ❖ Facilitators and other employees must take all necessary precautions to safeguard the interests of customers and participants in so far that such actions do not breach this code or the wider community laws.
- ❖ Employees shall respond to professional correspondence and enquiries expeditiously and accurately to the best of their ability and knowledge.
- ❖ Facilitators and other employees shall not receive, directly or indirectly, any royalty, gratitude or commission in respect to any aspect of work unless the fact is fully disclosed.
- ❖ Facilitators and employees shall co-operate with any committee of inquiry that may be established to investigate a complaint brought against Maritime Safety Training and Development (Pty) Ltd. Facilitators and other employees shall provide all relevant documentation and not withhold information or act in any manner that is dishonest or not consistent with allowing the committee to reach a fully informed determination.
- ❖ Maritime Safety Training and Development (Pty) Ltd shall ensure that training is allocated to personnel with appropriate level of competence.
- ❖ All relevant laws and regulations pertaining to or affecting Maritime Safety Training and Development (Pty) Ltd business operations will be observed in all respects, by those who are engaged in any way whatsoever in representing Maritime Safety Training and Development (Pty) Ltd.
- ❖ Facilitators and other employees must not breach this Code, or any wider community laws or regulations
- ❖ Facilitators and other employees shall provide equal opportunity in all circumstances and show no preference on the basis of gender, colour, race, nationality or religion and be aware of statutory legislation relating to equal opportunity and to adhere to such legislation, regulations and principles.