

# NEWS & VIEWS UPDATE



*The World Leader in Marine Training*

## ALL ABOARD FOR A PLEASANT JOURNEY



Over the years, Videotel have created a reputable catalogue of training titles that fulfil STCW standards. These programmes deal with a whole manner of subjects, from navigating the ship to the complex procedures in the engine room, to the more personal aspects of life at sea, such as individual safety and healthcare. Our aim has always been to deliver training that suits your needs.

Keeping our finger on the pulse has remained of great importance to us, answering the training requirements from specialist sectors wherever we can. That's why we've been busy expanding our ferry related programmes.

Our latest title, **Welcome Aboard! Dealing with Ferry Passengers** focuses on the importance of customer satisfaction in a successful ferry operation. We know a happy passenger will use a good service again and recommend a good company to others. But it can sometimes be difficult to make everyone happy.

This programme gives advice on how to deal with a number of different scenarios. It covers many aspects of service including why customer satisfaction matters, effective communications, understanding passenger behaviour and handling aggressive passengers. *Other ferry related titles:*

- **Personal Safety on Passenger Ships**
- **How Can I Help You? Passengers with Disabilities**
- **Basic Instincts – Passenger Mustering & Crowd Control**

## TRENDS IN SHIPPING

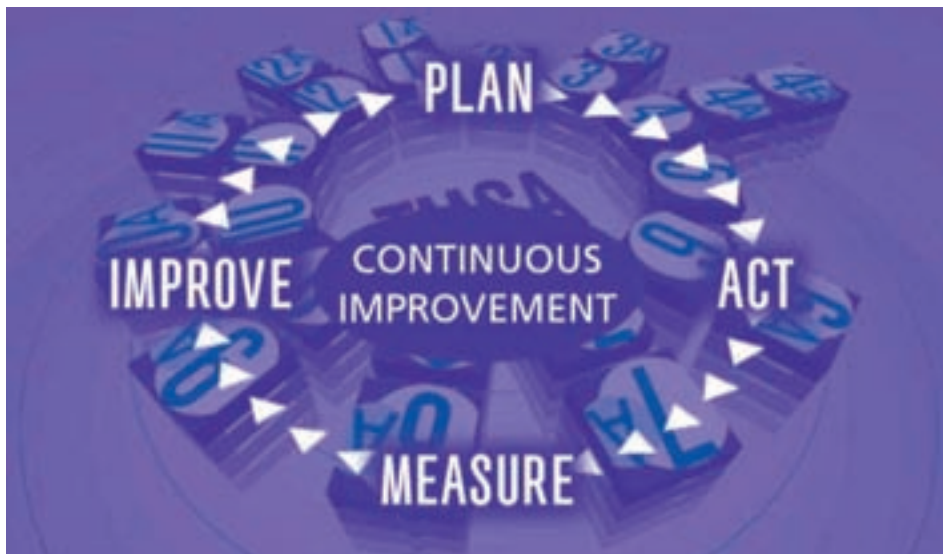
Recently, Videotel Chairman Captain Len Holder gave a presentation at the Hong Kong Shipowners Association, looking at the problems facing current shipping times.

He explained there has been an increase in the number of collisions, groundings and engine failures and that we can all work to improve training, and ensure CPD (continuing professional development) remains an important aspect of any maritime career. Len stressed the importance of planning, good organisation and encouraging professionalism. Videotel's VOD system offers customised packages, available in many different languages, and training record management through OTMplus, and is just one way we support training needs.

### **STOP PRESS! Videotel now provides consultancy services.**

For more details of how we can provide tailored training please call us on **+44 (0) 207 299 1800** or email [mail@videotelmail.com](mailto:mail@videotelmail.com)





# MEETING TANKER TRAINING NEEDS

With the updates to Tanker Management Self Assessment (TMSA) this summer, Videotel took the opportunity to develop our tanker range of titles.

The TMSA initiative provides ship operators with a means to improve and measure their own management systems. It encourages ship operators to assess their safety management systems against listed performance indicators. The results can be used to develop an improvement plan to achieve safety and environmental excellence.

Videotel's **TMSA 2** programme is for use by the vessel operators' management ashore. It is also of value to the senior management team on board, and oil companies' vetting departments. The training informs users about **TMSA 2** and how it fits into the vetting process, its benefits, how it works and how it is best used.

But we didn't stop there. Further to **TMSA 2**, this Autumn sees the launch of **Tank Cleaning Practice**.



Tank cleaning is one of the most important aspects of cargo transportation. Our programme outlines the key processes and procedures that are prerequisites for safe and effective tank cleaning, emphasising the importance of crew familiarisation and training.

It describes different types of tank cleaning, from a quick wash between compatible products, to the complex washing procedures required between incompatible products. It also looks at how decisions are made about which type of cleaning process to use.

An update to our **Over & Under Pressurisation of Tanks** programme sees the inclusion of graphic animations to further illustrate the complexities of tank pressure management.

The training explains the fundamental principles and the potential consequences of getting it wrong, raising awareness of how the ship's venting systems work, and how to manage them safely during loading, discharging and transit.

In making these programmes, Videotel has been working with INTERTANKO and other leading training establishments and operators to make sure Videotel products support the INTERTANKO **TOTS (Tanker Officer Training Standards)** scheme. TOTS provides the tanker industry with a standard that ensures tanker officer competence through training, both on board and on shore. Our

## IMO: DP TRAINING NEEDED

The Designated Person (DP), as defined by the ISM Code, plays a major part in delivering the Safety Management System of a shipping company. It is the DP's responsibility to create the proper mind-set, attitudes and behaviour of the company employees working ashore in support of a vessel's operations. It is also the DP's responsibility to support and promote a positive attitude to safety and environmental protection by those working on ships.

The DP is a key link in the safety chain. The IMO say DP should have the training as set out in MSC-MEPC.7/Circ.6.

Our **Designated Person ISM Basic Training Course** is a comprehensive multimedia package that delivers the knowledge and training necessary to carry out the role of the 'Designated Person'.

The course is a modular CD-ROM containing English text and narration, video, graphics and interactive sequences and is based on the professional development course offered by the World Maritime University.

tanker videos are suitable to use in training sessions on board ship, alongside our detailed support booklets. The CBT interactive versions are also excellent for independent study, wherever the trainee may be.

Also new to our tanker range of titles this year is **Personal Safety on Chemical Tankers** and a welcomed update of **Personal Safety on Tankers**.



Both of these specialist videos concern the essential safety knowledge needed on different vessel types. They are intended for all crew members including officers, and for others whose activities may affect the safety of those on board.

# SECURITY: EVERYBODY'S BUSINESS

In recent years, security has become one of the most important issues for ships and port facilities throughout the world. This summer we worked to provide a bespoke training package for TRANSEC.

TRANSEC are the UK Department for Transport (DfT) Transport Security team, whose maritime responsibilities include the implementation, development and enforcement of UK, EU and international maritime security requirements.

Videotel were happy to create an effective package that met TRANSEC's specific training needs. The material covers the complexities of the ISPS Code and raises security awareness amongst seafarers on UK flagged ships, and overall delivers the message of maintaining a strong day to day security culture.

Keith Willis, Maritime Security Training Manager, DfT commented, "For their own safety, and for the safety of their shipmates, it is crucial that seafarers know how security issues impact on their life and work on board. They need to understand the international framework laid out by the ISPS Code in order to detect security threats and take preventive measures against them. But more than that, security awareness must become an integrated part of day to day shipboard life. Commitment by those on board, company procedures and international regulations are crucial in achieving this aim – stay aware, stay alert, stay alive!"



## POINTS OF VIEW

### VOD (Videotel on Demand)

"Feedback from onboard discussions about VOD: It is an excellent training package for all onboard with its good quality and varied topics."

Raju Arupahtha, Maersk

"Videotel always delivers the goods on time"

Captain Adil D. Moos, M.N.I. Mideast Ship Management Ltd

### Safety Officer Training Course

"I think that all the contents are really useful and valuable for the safety on board ship. If put into practice it will greatly contribute to the situation on board being safer."

Jang Ju Seob, Lino Marine

"This course demonstrates how important safety onboard is, and how it will change the way we work."

Shah Prakash, BP Crewing

"This course is very helpful. It let me know better the role of Ship Safety Officer. I am sure this course will help me in carrying out my duties on board."

Radoslaw Przepiorkowski, Sealion Shipping

**Our courses are available online!** Start now at: [www.videoteltraining.com](http://www.videoteltraining.com)

## MORE TANKER TRIUMPHS!

Videotel's LNG Training Course – Meeting SIGTTO Competency Guidelines recently underwent a review by ABS Consulting (American Bureau of Shipping). The review evaluated the contents of the course against SIGTTO (Society of Gas Tanker & Terminal Operators) LNG shipping suggested competency standards.

Based on the results, ABS Consulting certifies that the Videotel CBT program fulfils the SIGTTO suggested requirements for training.

ABS Consulting agreed that the proposal met the SIGTTO LNG Standards subject to a list of six requirements, including satisfying Task 1 of the MOU, SIGTTO's suggested requirements for training.

LNG Training Course – Meeting SIGTTO Competency Guidelines also has a Certificate of Compliance from Bureau Veritas (BV) and full Panama Maritime Authority (PMA) approval.

Shortly after its release, the course won Excellence in Film and Digital Media Arts for Concept: Interactive Media at the Insight Awards.



## AWARDS

### WORLDVEST HOUSTON (TEXAS, USA)

**How Can I Help You? Passengers with Disabilities**  
Motivational – **Platinum**

**Engine Room Waste Management: Oily Water & Separators**  
Training – **Gold**

**Sea News 2**  
Educational, Instructional: Adult – **Silver**

**Training Matters 2**  
Corporate Image & Orientation – **Bronze**

**Risk Assessment Training Course**  
New Media – **Gold**

### HORIZON INTERACTIVE AWARDS (INDIANA, USA)

**Risk Assessment Training Course**  
Training – **Bronze**

**Engine Room Waste Management: Oily Water & Separators**  
Video, Training – **Bronze**

**How Can I Help You? Passengers with Disabilities**  
Video, Training – **Best of Category**

### COMMUNICATOR AWARDS (TEXAS, USA)

**Training Matters 2**  
Corporate Image – **Award of Excellence**

**How Can I Help You? Passengers with Disabilities**  
Training for Corporate Use – **Award of Distinction**

**Engine Room Waste Management: Oily Water & Separators**  
Training for Corporate Use – **Award of Distinction**

**Risk Assessment Training Course**  
Training, Corporate – **Award of Excellence**

### APEX AWARDS FOR PUBLICATION EXCELLENCE (VIRGINIA, USA)

**Engine Room Waste Management: Oily Water & Separators**  
Electronic & Video Publications: Education & Training – **Award of Excellence**

**Sea News 2**  
Electronic & Video Publications: Education & Training – **Award of Excellence**

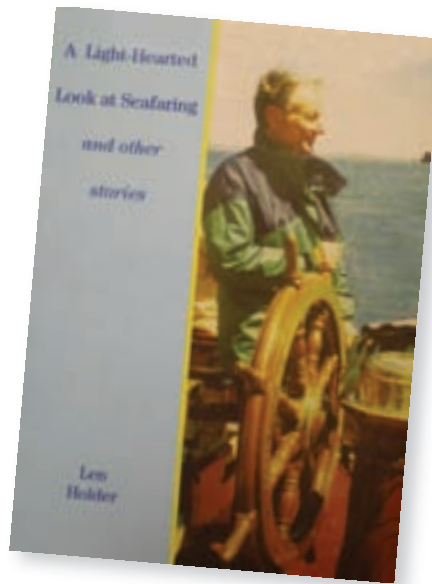


# LIFE ON THE OCEAN WAVES

Videotel's Chairman Captain Len Holder has written a book, 'A Light Hearted Look at Seafaring and Other Stories'. It tells anecdotes of his seafaring life and involvement in many areas of the industry, the characters he has met and what they have taught him.

All proceeds of the book will be donated to maritime and medical charities.

For more information please call us on **+44 (0) 207 299 1800** or email **mail@videotelmail.com**



# COMING UP...

Videotel are pleased to announce sponsorship of the coming **ICS (International Chamber of Shipping) Conference** in London on 23 October 2008 on regulatory challenges confronting ship operators. The event is aimed at operations managers and others that need to keep abreast of developments, not least with regard to new environmental regulations.

We'll also be stepping out of our office to support the **International Shipping Federation (ISF) Manning and Training Conference** on 9 December 2008 to discuss manpower and personnel issues.

**We hope to see you there!**



# TRAINING THE TRAINER

With all the training that needs to be done, it's sometimes easy to forget about the person instructing the learner. To support the Training Officer we've created **Onboard Trainer and Assessor Training Course**.

Arranging training exercises and drills and developing the competence of younger/less experienced seafarers requires additional teaching and organisational skills. This program develops these skills in a step-by-step and easy to follow way.



On completion of the course, the designated Training Officer will be able to plan, run, support and assess training on board efficiently and effectively. The program is also useful to other sea and shore staff whose roles include training, assessment and mentoring/coaching.

# SHIP MANAGEMENT BBQ

This Summer saw Videotel's Managing Director Stephen Bond (right), Loulla Mouzouris and agent Stephen Chapman host a BBQ at the 2<sup>nd</sup> International Ship Management Summit in Limassol, Cyprus.



Above, guests enjoy dinner al fresco.  
Left, Nicholas Rich of Dobson Fleet Management.