



The word "STANDARD" in a bold, blue, sans-serif font, positioned below a thick yellow horizontal line.

DNVGL-ST-0029:2014-04

DNVGL-ST-0029:2014-04 标准

Maritime training providers

海事培训机构

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FOREWORD

前 言

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

本标准对相关对象制定了技术要求和验收标准，如，船舶、海上装置和设施。

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CHANGES - CURRENT

变更-当前

General

通则

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

本挪威德国劳氏船级社集团文件取代之前于 2012 年 12 月通过的旧版第 3.403 号挪威船级社认证标准。

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.

受本版主要变更影响的文本以红色突出显示。但是，如果变更涉及整章、整节或子章节，通常只将标题标记为红色。

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. 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”.

于 2013 年 9 月 12 日，挪威船级社（DNV）和德国劳氏船级社（GL）正式签署协议，合并成立了挪威德国劳氏船级社集团（DNV GL）。2013 年 11 月 25 日，2013 年 11 月 25 日，挪威船级社成为德国劳埃德船级社 100% 的股东。2013 年 11 月 27 日，Det Norske Veritas 有限公司更名为挪威德国劳氏船级社有限公司（DNV GL AS），其注册号为 945 748 931。有关更多信息，请访问 www.dnvgl.com。因此，本文件中涉及的任何“Det Norske Veritas 有限公司”，“Det Norske Veritas”，“挪威船级社”，“德国劳氏船级社”，“德国劳埃德船级社”，“德国劳氏船级社集团”，或 DNV GL 集团目前拥有的任何其他法人名称或交易名称也应被视为“挪威德国劳氏船级社有限公司”。

Main changes

主要变更

- General

- 通则

— 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.

-本标准已依据挪威德国劳氏船级社集团合并之事实进行了相应更新，并通过交叉引用进行了更新使其符合新的编号系统。

- Sec.1 Application and Certification

- 第 1 节 应用和认证

— [1.2.1]: Two items have been added.

- **【1.2.1】**：增加了两项内容。

Editorial corrections

编辑性更正

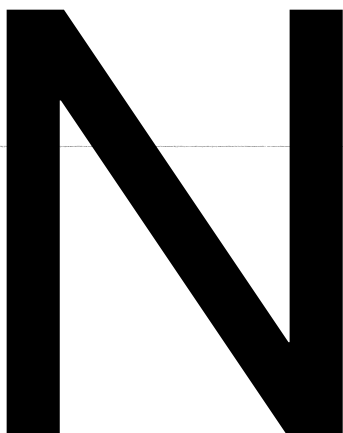
In addition to the above stated main changes, editorial corrections may have been made.

除上述主要变更外，还进行了编辑性更正。

CONTENTS

目 录

CHANGES – CURRENT	3
变更-当前	3
Sec.1 Application and certification	10
第 1 节 应用和认证	10
1.1 Scope and application	10
1.1 范围和应用	10
1.1.1 Scope	10
1.1.1 范围	10
1.1.2 Application	11
1.1.2 应用	11
1.2 Certification	11
1.2 认证	11
1.2.1 Certificates	11
1.2.1 证书	11
1.3 Certification principles	13
1.3 认证原则	13
1.3.1 General	13
1.3.1 通则	13
1.3.2 Assessment of the documentation of the management system	



1.4.1 通则	14
1.5 Minimum requirements for a training activity	17
1.5 培训活动的最低要求	17
1.5.1 General	17
1.5.1 通则	17
Sec.2 General	19
第 2 节 通则	19
2.1 Management responsibility	19
2.1 管理责任	19
2.1.1 Policy and objectives	19
2.1.1 方针政策和目标	19
2.1.2 Responsibility and authority	21
2.1.2 责任和权限	21
2.1.3 Management representative	22
2.1.3 管理者代表	22
2.1.4 Review	22
2.1.4 审核	22
2.1.5 Improvement	25
2.1.5 改进	25
2.1.6 Non-conforming trainees	28
2.1.6 不合格学员	28
2.1.7 Non-conforming teaching	28
2.1.7 不合格教学	28
2.2 Quality manual, document and data control	29
2.2 质量手册、文件和数据控制	29
2.2.1 Quality manual	29
2.2.1 质量手册	29
2.2.2 Document and data control procedures	30
2.2.2 文件和数据控制程序	30
2.2.3 Records and filing	32
2.2.3 记录和归档	32

2.3 Evaluation of suppliers	35
2.3 供应商评估	35
2.3.1 General	35
2.3.1 通则	35
2.4 Identification and traceability	37
2.4 标识和可追溯性	37
2.4.1 General	37
2.4.1 通则	37
2.5 Internal audits	38
2.5 内部审核	38
2.5.1 General	38
2.5.1 通则	38
2.5.2 Audit plan	39
2.5.2 审核计划	39
2.6 Staff competency and training	39
2.6 员工能力和培训	39
2.6.1 General	39
2.6.1 通则	39
Sec.3 Planning, development and preparation phase	41
第 3 节 规划、开发和准备阶段	41
3.1 Planning	41
3.1 规划	41
3.1.1 General	41
3.1.1 通则	41
3.2 Development	42
3.2 开发	42
3.2.1 Inputs – requirements to training programmes	42
3.2.1 输入-培训计划要求	42
3.2.2 Outputs – training programmes	43
3.2.2 输出-培训计划	43
3.3 Development review	44

3.3 开发评审	44
3.3.1 General	44
3.3.1 通则	44
3.4 Development verification and validation	46
3.4 开发审核和验证	46
3.4.1 Verification	46
3.4.1 审核	46
3.4.2 Development validation	46
3.4.2 开发验证	46
3.5 Changes	47
3.5 变更	47
3.5.1 General	47
3.5.1 通则	47
Sec.4 Operation phase	48
第 4 节 运行阶段	48
4.1 General	48
4.1 通则	48
4.1.1 General	48
4.1.1 通则	48
4.1.2 Frame conditions	48
4.1.2 框架条件	48
4.2 Operation	50
4.2 操作	50
4.2.1 General	50
4.2.1 通则	50
4.2.2 Introduction	50
4.2.2 简介	50
4.2.3 Main part	50
4.2.3 主要部分	50
4.2.4 Final part	51
4.2.4 最终部分	51

4.2.5 Use of equipment	51
4.2.5 设备使用	51
4.3 Customer property	55
4.3 客户财产	55
4.3.1 General	55
4.3.1 通则	55
Sec.5 Result phase	56
第 5 节 结果阶段	56
5.1 Evaluation	56
5.1 评价	56
5.1.1 General	56
5.1.1 通则	56
5.1.2 Evaluation of trainees	58
5.1.2 学员评估	58
5.2 Certification	58
5.2 认证	58
5.2.1 General	58
5.2.1 通则	58
5.3 Complaints	59
5.3 投诉	59
5.3.1 General	59
5.3.1 通则	59

SECTION 1 APPLICATION AND CERTIFICATION

第 1 节 应用和认证

1.1 Scope and application

1.1 范围和应用

1.1.1 Scope

1.1.1 范围

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.

本标准规定了远洋和沿海领域的学习供应商的要求，提供学术和/或职业培训和教育，并颁发证书，以确保课程和计划的开发和交付质量。该目标应确保在远洋和沿海领域提供的方案和课程设计合理，包含结果要目标明确，由合格的教员执行，并根据市场需求和经验进行评估和改进。

Guidance note:

指导性说明：

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

如果满足本标准的要求，可根据本标准认证远洋或沿海航运公司的内部培训。

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—指导性—说明—结束—

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.

除了本标准所涵盖的目标外，培训机构还可以包括质量目标。然后，可以使用认证服务来

验证实现这些目标所需的安排是否得到实施和维持。

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

海事培训中心应遵守本标准未涵盖的其他要求。

1.1.2 Application

1.1.2 应用

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

本标准适用于所有负责开发教育计划和提供培训课程和培训计划的远洋和沿海培训机构。

1.2 Certification

1.2 认证

1.2.1 Certificates

1.2.1 证书

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:

符合本标准要求的培训机构可获得相关服务类型的证书。这可以包括，但不局限于：

—maritime academy

-海事学院

—maritime training centre

-海事培训中心

—maritime simulator centre

-海事模拟器中心

—offshore training centre

-沿海船员培训中心

—offshore simulators centre

-近海船务模拟器中心

—maritime training provider

-海事培训机构

—offshore training provider.

-沿海船员培训机构。

Guidance note 1:

指导性说明 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.

一些船旗国要求根据相应的 IMO 示范课程或其他相关标准对培训课程进行审核。此标准：DNVGL-ST-0008 学习计划就是为此目的而制定的。

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—指导性—说明—结束—

Guidance note 2:

指导性说明 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).

STCW（船员培训、发证和值班标准国际公约）公约要求，当用于强制性模拟器培训时，模拟器培训用作证明能力（评估）的手段和/或用于证明同一公约要求的持续熟练程度，应得到相关海事管理部门的批准（见 STCW 第 I / 12 条）。

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

标准：DNV 2.14 海事模拟器系统认证标准就是为此而制定的。

—e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—

—指导性—说明—结束—

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.

该证书有效期为 5 年。证书的有效性取决于培训机构是否符合定期审核的要求。证书将在圆满完成更新审核之后续签更新。

1.3 Certification principles

1.3 认证原则

1.3.1 General

1.3.1 通则

The certification will include:

认证将包括：

- assessment of the documentation of the management system
- 管理系统文件的评估
- implementation audit
- 实施审核
- annual periodical audits for retention of the certificate
- 保留证书的年度审核
- renewal audits.
- 续签更新审核。

1.3.2 Assessment of the documentation of the management system

1.3.2 管理系统文件的评估

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.

应对管理体系文件进行评估，以验证是否符合本标准中的适用要求和/或公司的附加要求以满足质量目标。对可能出现的不符合项采取纠正措施。

1.3.3 Implementation audit

1.3.3 实施审核

An implementation audit shall be performed to verify compliance between the documented

management system and the implemented management system.

应执行审核实施工作，以验证文件化管理系统与实施管理系统之间的合规性。

Possible non-conformities will be reported in writing to the training provider's management.

Corrective actions shall be taken to possible non-conformities.

可能的不符合项将以书面形式报告给培训机构的管理层。应对可能出现的不符合项采取纠正措施。

1.3.4 Periodical audits for retention of the certificate

1.3.4 保留证书的定期审核

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.

定期审核应当每年进行一次。并且应在证书签署周年日的三个月内完成。

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.

可能的不符合项应以书面形式报告给培训机构的管理层；并应在约定的时间内采取纠正措施来识别不符合项。

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

更新审核必须始终在证书到期日前的三个月内进行。不符合项必须在证书到期之日前得到充分处理。

1.4 Definitions

1.4 定义

1.4.1 General

1.4.1 通则

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.

培训机构：提供培训的机构、学院、培训中心或模拟器中心，以便管理、颁发或其他行业要求所需的证书、文凭或其他相关能力文件。

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

培训活动：由培训机构组织的所有活动，目的是传授知识、技能或态度，例如：

— qualification schemes

- 资格认证计划

— certification of personnel

- 人员认证

— courses

- 课程

— seminars

- 研讨会

— CBT

- 基于计算机的训练

— self-studies

- 自学

— other activities.

- 其他活动。

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.

学习计划/课程：学习计划或课程可能包括不同的培训活动。它还将包括教育要素，如目标、内容、方法、评价和框架条件。

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

规划、开发和准备阶段：培训过程的初始阶段，包括两部分：

a) Planning: Includes analysis of needs and production of a curriculum/learning plan/programme.

a) 规划：包括需求分析和课程/学习计划/项目的开发。

b) Preparation: Includes all necessary arrangements that must be made before the training activity is put into operation, such as:

b) 准备：包括在培训活动投入操作之前必须做出的所有必要安排，例如：

— lesson plans

- 课程计划

— course documentation

- 课程文件

— presentation material.

- 演示材料。

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

运行阶段：根据学习计划实施和执行培训活动的阶段。

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

结果阶段：在运行阶段之后立即开始，此时操作人员完成评估报告并向任何人员提出管理任务。

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

审核：确定主题的适用性、充分性和有效性以实现既定目标的活动。

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

验证：通过提供客观证据确认满足规定要求。

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

确认：通过提供客观证据确认已满足特定用途或应用的要求。

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.

指导性说明：一种非强制性的建议，但根据一般经验，建议客户遵守该建议，因此，最终

由客户决定是否使用该说明。

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

客户：培训机构应该定义其客户。培训机构客户通常是学员、船舶管理人员和主管部门。

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

主管部门可以是海事管理部门，教育部和/或地方主管部门。

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

客观证据：支持某事物存在或真实性的数据。可通过观察、测量、测试或其他方式获得。

1.5 Minimum requirements for a training activity

1.5 培训活动的最低要求

1.5.1 General

1.5.1 通则

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

根据本标准提供的所有培训活动应通过分析下列教育要素的相互关系来开发、规划、操作和评估：

— purpose

-目的

— objectives

-目标

— contents

-内容

— methods

-方法

— general conditions

-一般条款

— evaluation.

-评价。

JMI 受控文件

SECTION 2 GENERAL

第 2 节 通则

2.1 Management responsibility

2.1 管理责任

2.1.1 Policy and objectives

2.1.1 方针政策和目标

The training provider's top management shall establish a quality policy and ensure that it:
培训机构的最高管理层应制定质量方针政策，并确保：

— is appropriate to the purpose of the training provider

-适合培训机构的目的

— includes a commitment to comply with requirements and continually improve the effectiveness of the management system

-包括承诺遵守要求并持续改进管理体系的有效性

— provides a framework for establishing and reviewing quality objectives

-提供建立和审核质量目标的框架

— is communicated and understood within the organisation

-在组织内部进行沟通和理解

— is reviewed for continuing suitability.

-审核是否持续适用。

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

培训机构的管理层应确保建立质量目标，并确保目标是可衡量的，并与质量方针保持一致。

Guidance note:

指导性说明：

Measurable objectives may be, but are not limited to:

可衡量目标可能包括但不限于：

- level of trainees satisfaction

-学员满意度

- passing scores (exams)

-通过分数（考试）

- bench-marking against other training providers

-与其他培训机构的基准比较

- actual time spent compared to time schedules.

-与计划时间相比所花费的实际时间。

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—指导性—说明—结束—

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

培训机构的管理层应确保确定并满足客户要求，旨在提高客户满意度。

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

培训机构的管理层应确保在管理体系中投入充足的资源和精力，以便：

—identify the needed processes

-识别所需流程

—determine the sequence and interaction of these processes

-确定这些过程的顺序和相互作用

—ensure that operation and control of the processes are effective

-确保过程的操作和控制的有效性

—ensure availability of necessary resources

-确保必要资源的可用性

—monitor, measure and analyse the different processes

-监视、衡量和分析不同的过程

—ensure continuous improvement of the processes

-确保过程的持续改进

—maintain the integrity of the management system when modifications are planned and implemented

-当计划和实施修改时，保持管理体系的完整性

—the management system shall be documented.

-管理体系应形成文件。

Guidance note:

指导性说明：

-who shall perform the verification

-由谁执行验证

-who shall perform the work

-由谁执行工作

-identification of training needs

-确定培训需求

-assure that appropriate equipment is available.

-确保提供合适的设备。

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—指导性—说明—结束—

2.1.2 Responsibility and authority

2.1.2 责任和权限

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:

所有管理、执行和核查影响培训提供者活动质量的工作人员的责任、权力和相互关系应加以界定并形成文件，特别是对负有以下责任的人员

—initiating action to prevent the occurrence of non- conformities

-采取措施防止不符合项的发生。

—identifying and record deficiencies related to training

-识别和记录与培训相关的缺陷

—initiating, recommending or providing solutions through designated channels

-通过指定渠道发起、推荐或提供解决方案

—verifying the implementation of solutions

-验证解决方案的实施

—controlling the process until the deficiency has been corrected

-控制整个过程直到缺陷得到纠正

— identifying and recording deficiencies related to training.

-识别和记录与培训相关的缺陷。

The training provider shall determine and provide resources needed to:

培训机构应确定并提供所需的资源:

— implement and maintain the management system and continually improve its effectiveness

-实施和维护管理体系并持续改进其有效性

— enhance customer satisfaction by meeting their requirements.

-通过满足客户的要求来提高客户满意度。

2.1.3 Management representative

2.1.3 管理者代表

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

最高管理者应任命一名管理层成员，该成员在不违背其他职责的情况下，应对以下职责负责:

— ensuring that processes needed for the management system are established, implemented and maintained

-确保建立、实施和维护管理体系所需的过程

— 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

-向公司管理层报告管理体系的执行情况以供审核，并作为改进管理体系的依据

— ensuring the promotion of awareness of customer requirements throughout the organisation.

-确保在整个组织内提高对客户要求的意识。

2.1.4 Review

2.1.4 审核

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

管理层应定期审核管理体系，以确保其:

— continuing suitability

-持续适用性

— adequacy

-充分性

— effectiveness in satisfying the requirements of this standard

-满足本标准要求的有效性

— effectiveness in satisfying the training provider's policy and objectives

-有效地满足培训机构的方针政策和目标

— assessment of opportunities for improvement.

-评估改进机会。

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:

此类审核每年应至少进行一次，并保存记录。并应包括结构完善的综合评价，包括但不限于：

— considerations for up-dating the management system in relation to changes in new regulations, market demands, etc.

-考虑更新与新法规、市场需求等变化相关的管理体系。

— internal and external audit reports

-内部审计报告和外部审核报告

— recommendations for improvement

-改进建议

— feedback from trainees, ship managers, authorities and other interested parties

-来自学员、船舶经理、主管部门和其他相关方的信息反馈

— process performance and conformity of training

-过程绩效与培训符合性

— status of preventive and corrective actions

-预防和纠正措施的状态

— follow-up actions from previous management reviews.

-过往管理审核的后续行为。

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

管理审核输出应包括与以下相关的决定和行为：

— improvement of the effectiveness of the management system and its processes

-改进管理体系及其过程的有效性

— improvement of teaching, curriculum, equipment and facilities related to trainees and statutory requirements

-改善与受训人员和法定要求相关的教学，课程，设备和设施

— resource needs.

-资源需求。

Records of reviews shall be maintained.

应保存审核记录。

Guidance note:

指导性说明：

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

管理审核记录应包括但不局限于：

- who performed the review

-谁执行审核

- date of review

-审核日期

- what was reviewed

-审核内容

- result of the review

-审核结果

- action points

-行动要点

- assignments of action points

-行动要点分配

- status of previous action

-先前操作的状态

- conclusion.

-结论。

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—指导性—说明—结束—

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:

培训机构应定期审核每门课程、计划和/或出现新的要求或规定的时间。这可以由团队或个人完成。审核应包括以下内容：

— review of course or programme criteria

-审核课程或课程标准

— results from evaluation reports

-评估报告结果

— feedback on trainee satisfaction

-学员满意度反馈

— assessment/examination results

-评估/检查结果

— changes of qualified instructors

-合格教员的变更

— course objectives in relation to obtained results.

-与获得的结果相关的课程目标。

Guidance note: This will be valuable input for the management review.

指导性说明：这将是管理审核的宝贵意见。

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—指导性—说明—结束—

2.1.5 Improvement

2.1.5 改进

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.

培训机构应通过使用质量方针和目标、审核结果、数据分析、纠正和预防措施以及管理审核，不断提高管理体系的有效性。

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

培训机构应建立书面程序，以报告和处理不符合项和意外事件。

Records shall be maintained.

记录应予以保存。

Guidance note:

指导性说明：

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

文件化的程序可能包括但不限于：

-how to report?

- 如何报告？

-who should report?

- 谁应该报告？

-what information to include in the report?

- 报告中包含哪些信息？

-follow up

-跟进

-closing

-结束

-statistical use.

- 统计使用。

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—指导性—说明—结束—

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:

培训机构应采取行动消除产生不符合项的原因，以防止其再次发生。并应建立书面程序，用于：

—review of non-conformities and complaints

- 审核不符合项和投诉
- investigation to find the root cause
- 调查找出根本原因
- evaluate actions to prevent recurrence
- 评估防止再次发生的行为
- determine and implement needed action
- 确定并实施所需的行为
- records of action taken
- 采取的行动记录
- review of corrective action taken.
- 对所采取的纠正措施进行审核。

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

培训机构应采取措施消除潜在发生不符合项的原因，以防止其发生。

A documented procedure shall be established to:

应建立书面程序，以：

- determine potential non-conformities and causes
- 确定潜在的不符合项及其原因
- evaluate actions to prevent occurrence of non-conformities
- 评估防止发生不符合项的行动
- determine and implement needed action
- 确定并实施所需的行动
- records of action taken
- 采取的行动记录
- review of preventive action taken.
- 审核采取的预防措施。

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

组织应规划和实施以下所需的监视、测量、分析和改进过程：

- demonstrate conformity to learning requirements,

- 证明符合学习要求，
- ensure conformity of the quality management system
- 确保质量管理体系的一致性
- continually improve the effectiveness of the quality management system.
- 不断提高质量管理体系的有效性。

2.1.6 Non-conforming trainees

2.1.6 不合格学员

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

培训机构应建立处理未按要求执行的学员的例行程序。

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

如果学员未通过考核，培训机构应建立重新考核程序。

2.1.7 Non-conforming teaching

2.1.7 不合格教学

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

培训机构应建立处理程序应对影响学习要求质量的工作人员教学或工作表现不符合规定的情况

Guidance note:

指导性说明：

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

至少应采取措施确保达到学习目标。

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—指导性—说明—结束—

2.2 Quality manual, document and data control

2.2 质量手册、文件和数据控制

2.2.1 Quality manual

2.2.1 质量手册

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

为确保培训活动符合规定的要求，培训机构应建立、记录和维护管理系统。

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:

应编制一套质量手册，其中包括与提供所提供服务的所有事项相关的问题，包括备份和管理服务。质量手册应包括或参考影响培训活动总体质量的程序，并概述管理系统中使用的文件结构。应包括以下内容：

—documented procedures consistent with the requirements of this standard as well as the training provider's stated objectives and policies

- 符合本标准要求文件程序以及培训机构规定的目标和方针政策

—a description on how to effectively implement the management system and its documented procedures

- 关于如何有效实施管理系统及其文件化程序的说明

—a description of interaction between the processes of the management system.

- 管理系统过程之间相互作用的描述。

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

如果培训机构决定外包任何这些过程，它应确保对这些过程的控制。

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.

培训机构的管理层应确保在组织内建立适当的沟通渠道,并确保有关管理系统有效性的沟通。

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

任何分支机构都将作为质量/管理体系的一部分。

Guidance note:

指导性说明:

Examples might be:

可以参照下列示例:

-notice-boards

-公告牌

-web-sites

-网站

-meetings, briefings, orientations

- 会议、简报、岗前培训

-internal magazines

- 内部杂志

-suggestion forms.

- 建议性表格。

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~~—指导性—说明—结束—~~

2.2.2 Document and data control procedures

2.2.2 文件和数据控制程序

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

为控制与本标准要求相关的所有文件和数据,培训机构应建立并保持文件化程序。

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:

文件和数据应在发布前由授权人员审核和批准其充分性。应建立识别文件当前修订状态的主清单或等效文件控制程序，并随时可用，以防止使用无效和/或作废的文件或数据。此控制至少应确保：

— pertinent issues of appropriate documents/data are available at all relevant locations

-所有相关地点均备有适当文件/数据的相关问题。

— invalid and/or obsolete documents/data are promptly removed from all points of issue or use, or otherwise assured against unintended use

-无效和/或作废的文件/数据应立即从所有发布点或使用点删除，或以其他方式确保不会被意外使用。

— 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

-除非另有明确规定，否则文件和数据的变更应由执行原始审核和批准的相同职能部门进行审核和批准。

— up-to-date documents are available as necessary to meet requirements

-必要时可提供最新文件以满足要求。

— courses and programmes are delivered consistently

-始终提供课程和计划

— documents of external origin are identified and their distribution controlled

-识别外来文件并控制其分发

— documents remain legible and readily identifiable.

-文件保持清晰且易于识别。

Arrangements shall also include:

安排计划还应包括：

— clear identification of which information is controlled

-明确识别哪些信息受到控制

— clear responsibility for its upkeep.

-明确维护责任。

Guidance note:

指导性说明：

Controlled documents may be:

受控文件可以是：

- quality manuals

-质量手册

- course manuals

-课程手册

- timetables

-时间表

- examination/assessment procedures/documents

-检查/评估程序/文件

- programme information

-计划信息

- regulations and requirements which are implied that shall be met.

-应满足表明的规定和要求。

- relevant legislation

-相关法规

- examining regulations and syllabi

-考试规则和教学大纲

- contracts.

-合同。

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—指导性—说明—结束—

2.2.3 Records and filing

2.2.3 记录和归档

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.

应建立和维护记录。以提供符合要求和管理体系有效运行的证据，记录应保持清晰、易于识别和检索。

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.

培训机构应建立文件化程序，以确定识别、储存、保护、检索、保存时间和记录处置所需的控制措施。

When relevant, electronic backup procedures shall be established.

相关必要时，应建立电子备份程序。

Guidance note:

指导性说明：

Examples of records could be:

记录范例如下：

-reports from external validating bodies

-来自外部验证机构的报告

-trainee records

-学员记录

-contract review records

-合同审核记录

-awards to trainees

-学员记录

-design review records

-设计审核记录

-approved specialist lectures or advisers

-认可的专家讲座或顾问

-non-conformities

-不符合项

-internal audit records

-内部审核记录

-training records

-培训记录

-management review records

-管理审核记录

-course or programme review records.

-课程或计划审核记录。

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—指导性—说明—结束—

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.

培训机构应建立保存学员记录的程序。这些文件化程序应始终确保这些记录的准确性和保密性。

Guidance note:

指导性说明:

Examples of trainee information to be maintained might be:

培训学员信息示例可以是:

- prior learning experience

-先前的学习经历

- previous experience and qualifications

-以前的经验和资格

- any information pertinent to a trainee's progress

-与学员培训进程相关的任何信息

- personal details.

-个人信息。

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—指导性—说明—结束—

Procedures shall be established for maintaining personnel records.

应建立人事档案保存程序。

Guidance note:

指导性说明:

Details may include:

详情可能包括:

-qualifications

-资格

-recruitment

-招募

-any courses attended.

-任何参加过的课程。

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—指导性—说明—结束—

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.).

应建立质量记录的保存时间，并考虑监管要求。记录可以以任何媒体或格式（电子、硬拷贝等）保存。

2.3 Evaluation of suppliers

2.3 供应商评估

2.3.1 General

2.3.1 通则

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.

培训机构应确保采购的产品和服务符合规定要求。适用于供应商/服务供应商和采购产品或服务的控制类型和范围应取决于采购产品或服务对所提供培训的影响。

Guidance note:

指导性说明:

Examples of products might be:

产品示例可以是:

-learning materials (in soft and hard copy forms)

-学习材料（软拷贝和硬拷贝形式）

-sub-contracted training

-分包培训

-sub-contracted tutors, lectures, training organisations

-分包导师、讲座、培训机构

-training equipment.

-培训设备。

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—指导性—说明—结束—

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.

培训机构应根据供应商提供产品的能力是否符合培训机构的要求,对供应商进行评估和选择。应制定选择、评估和复评的标准。

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

供应商的评估和复评记录应予以保存。

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

采购信息应描述要采购的产品,在适当情况下包括:

—approval requirements

-批准要求

—requirements for qualification of personnel

-人员资格要求

—requirements for management system.

-管理体系要求。

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

在联系供应商之前,应考虑要求的充分性。

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

培训机构应建立检查或其他必要的活动,以确保采购的产品符合规定的采购要求。

2.4 Identification and traceability

2.4 标识和可追溯性

2.4.1 General

2.4.1 通则

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

培训机构应制定程序，以便在所有开发、交付和更新阶段确定方案和方案要素。

Guidance note:

指导性说明：

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

这可以通过普通的文档控制来解决。例如，标题带有名称或编号、页码、版本等。

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—指导性—说明—结束—

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

培训机构应建立合适的方法，以确保跟踪学员从应用到考试的整个培训过程。

Guidance note:

指导性说明：

This might be:

这可以是：

-list of attendants

-考生名单

-who provided the training

-谁提供了培训

-who performed the assessment

-谁进行了评估

-date of examination.

-考试日期。

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—指导性—说明—结束—

2.5 Internal audits

2.5 内部审核

2.5.1 General

2.5.1 通则

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.

培训机构应进行内部审核来验证管理体系的实施，并确定其有效性。这将包括确认的课程或方案正在实现其约定或规定的目标，或在未达到这些目标时得到纠正。

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.

审核和后续行动应按照文件化程序进行。应确定审核频率，确保至少每年进行一次审核。

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.

审核结果应提请负责被审核区域的负责人注意。对审核中发现的缺陷，负责区域的管理人员应及时采取纠正措施。

The audit shall be carried out by qualified personnel.

审核应由合格人员进行。

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

审核人员应尽可能不直接参与被审核领域。

Records of internal audits shall be maintained.

应保存内部审核记录。

2.5.2 Audit plan

2.5.2 审核计划

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

应制定审核计划。计划应包括以下项目：

—specific areas/courses to be audited

-审核的特定领域/课程

—qualifications of personnel carrying out the audit

-执行审核的人员资格

—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)

-实施审核的基础（如，组织机构变更、新课程日历、新教员、强制性规章制度的变更和更新）

—procedures for reporting non-conformities, conclusions and recommendations

-报告不符合项、结论和建议项的程序

—audit schedule.

-审核时间表。

2.6 Staff competency and training

2.6 员工能力和培训

2.6.1 General

2.6-1 通则

The training provider shall:

培训机构应：

—determine the necessary competence for personnel performing work affecting the quality of training and education

-确定从事培训和教育质量工作的人员的必要能力

—provide training or take other actions to satisfy these needs

-提供培训或采取其他行动以满足这些需求

—evaluate the effectiveness of action taken

-评估所采取行动的有效性

—ensure that personnel are aware of the importance of their work and how they contribute to the quality objectives.

-确保员工了解其工作的重要性以及如何为质量目标做出贡献。

Records of training to be maintained.

应保存培训记录。

Guidance note:

指导性说明:

Training needs might be identified through appraisal interviews.

培训需求可以通过评估面试确定。

Actions taken might be verified through evaluation of instructors.

所采取的行动可通过对教员的评估加以验证。

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

标准：DNVGL-ST-0024《海事教学专业人员能力》和 DNVGL-ST-0025《海事模拟机教员能力》对这些能力作出了具体要求。

—e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—

—指导性—说明—结束—

SECTION 3 PLANNING, DEVELOPMENT AND PREPARATION PHASE

第 3 节 规划、开发和准备阶段

3.1 Planning

3.1 规划

3.1.1 General

3.1.1 通则

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

培训机构应计划和控制培训计划的开发。

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

培训机构应管理参与开发的不同小组之间的对接，以确保有效的沟通和明确责任分配

Guidance note:

指导性说明:

Examples of stages in development:

开发阶段示例:

- project plan
- 项目计划
- establish input requirements
- 建立输入需求
- curriculum plans
- 课程计划
- course plans and descriptions
- 课程计划和说明
- teaching and learning material
- 教学材料
- handouts

- 讲义
- evaluation material
- 评价材料
- assessment material
- 评估材料
- verification
- 验证
- test run / validation
- 试运行/验证
- completion and documentation.
- 完成和记录。
- e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—
- 指导性—说明—结束—

3.2 Development

3.2 开发

3.2.1 Inputs - requirements to training programmes

3.2.1 输入-培训计划要求

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

Inputs shall include:

应确定与培训计划要求相关的输入，并保存记录。输入应包括：

- functional and performance requirements
- 功能和性能要求
- applicable statutory and regulatory requirements
- 适用的法律法规要求
- information derived from previous similar training programs
- 先前类似培训项目中获得的信息
- other requirements essential for development

- 对开发所必须的其他要求
- qualification of developers.
- 开发者资格。

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

应审核这些输入是否充分。要求应完整、关联、明确，不得相互冲突。

Guidance note:

指导性说明：

Examples of functional and performance requirements might be:

功能和性能要求的示例可以是：

- STCW Competence tables
 - STCW 能力表
 - IMO Model Courses.
 - IMO 示范课程。
 - IMCA Guidelines
 - IMCA 指南
 - DNV GL SeaSkill™ Competence Standards
 - DNV GL SeaSkill™能力标准
 - DNVGL-ST-0024 Competence of maritime teaching professionals - Course Designers, Teachers, Lecturers, Trainers, Instructors,
 - DNVGL-ST-0024 海事教学专业人员的能力-课程设计师、教师、讲师、培训师、教员，
 - DNVGL-ST-0025 Competence of maritime simulator instructors.
 - DNVGL-ST-0025 海事模拟器教员的能力。
- e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—
- 指导性—说明—结束—

3.2.2 Outputs - training programmes

3.2.2 输出-培训计划

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.

培训计划应以能够根据设计和开发要求进行验证的形式提供，并应在发布前获得批准。

Development of training programmes shall:

开发项目的培训计划应:

—meet input requirements

-满足输入要求

— provide appropriate information for purchasing

-为采购提供适当的信息

— specify safety issues related to training programme.

-详细说明与培训计划相关的安全问题。

Guidance note:

指导性说明:

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.

本标准：DNVGL-ST-0008 对学习计划的开发、内容和交付提出了要求，与其所使用的地点和培训方法无关。

---e-n-d---of---G-u-i-d-a-n-c-e---n-o-t-e---

—指导性—说明—结束—

3.3 Development review

3.3 开发评审

3.3.1 General

3.3.1 通则

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

在适当阶段，应按照既定程序对开发进行评审，以便:

—evaluate if the result meets the requirements and/or customer expectations

-评估结果是否符合要求和/或客户期望

—identify any problems and propose necessary actions.

-发现问题并提出必要的措施。

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

审核结果和任何必要措施的记录应该予以保存。

Guidance note:

指导性说明:

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.

开发评审应该是分析性的。应提出关键问题,确保以符合逻辑且合理的方式建立培训计划。验证程序可以定义为审核的一部分。

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

可对以下项目进行开发评审,但不局限于:

-curriculum

-课程

-presentations

-演示文稿

-time tables

-时间表

-hand-outs

-讲义

-projects.

-项目。

---e-n-d---of---G-u-i-d-a-n-c-e---n-o-t-e---

—指导性—说明—结束—

3.4 Development verification and validation

3.4 开发审核和验证

3.4.1 Verification

3.4.1 验证

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.

应按照既定程序进行验证，以确保输出满足输入要求。应保存验证结果和任何必要措施的记录。

Guidance note:

指导性说明：

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

开发验证的目的是确认已经满足需求。

This might be, but is not limited to:

这可以是，但不局限于：

-reviewing learning material prior to issue

-发布前审核学习材料

-comparing the new course or programme with a similar proven training course or programme.

-比较新课程或计划与类似的已经过验证的培训课程或计划。

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—指导性—说明—结束—

3.4.2 Development validation

3.4.2 开发验证

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

在运行阶段之前，应对一个试验课程进行验证，以确保满足预期用途的所有要求。

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

应保存验证结果和任何必要措施的记录。

3.5 Changes

3.5 变更

3.5.1 General

3.5.1 通则

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

所有变更和修改应在实施前进行识别、记录、审核和批准。

JMI 受控文件

SECTION 4 OPERATION PHASE

第 4 节 运行阶段

4.1 General

4.1 通则

4.1.1 General

4.1.1 通则

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.

培训机构应安排课程的交付。影响课程交付质量的过程和条件应在受控条件下进行。

Guidance note:

指导性说明:

Controlled conditions could be:

受控条件可以是:

- documented procedures defining methods of delivery: (lectures, demonstrations, video)

-规定交付方法的书面程序: (讲座、演示、视频)

- all material used during delivery to be controlled and approved.

-所有在交付过程中使用的材料均应得到控制和批准。

—e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—

—指导性—说明—结束—

4.1.2 Frame conditions

4.1.2 框架条件

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

课程参与者的最大人数应在学习计划中说明。

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

培训机构应界定并记录以下程序:

—registration of participants

-参与人员登记

—control that participants fulfil prerequisites before enrolling

-控制参与者在注册前满足先决条件

—distribution of confirmation letters including relevant information such as:

-分发确认函，并应包括相关信息，如：

—programme

-方案计划

—participant list

-参与人员名单

—accommodation

-住宿

—deadlines for accommodation

-住宿期限

—instructions for preparing for the course.

-课程准备说明。

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

培训机构应在交付任何课程之前确定责任检查如下：

—premises (class rooms/conference rooms etc.) and location suit the purpose of the course

-场地（教室/会议室等）和位置均符合课程目的。

—audio-visual aids

-视听辅助设备

—training equipment

-培训设备

—staff expertise.

-员工专业知识

4.2 Operation

4.2 运行

4.2.1 General

4.2.1 通则

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].

海事培训中心应记录操作程序、课程和模拟训练的程序。程序至少应包括但不局限于[4.2.4]和[4.2.5]条款中要求的程序。

4.2.2 Introduction

4.2.2 简介

Procedures shall be established and maintained to:

应建立和维护以下程序：

—ensure that instructors focus on the purpose of the course and or simulator exercise ensuring a common understanding

-确保教员专注于课程目的和/或模拟训练，确保达成共识。

—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

-确保收集与学员期望相关的信息，并将其与课程和/或模拟器训练的目标进行比较。如果不一致，应采取措施。

—present the contents of the course and or simulator exercise in a structured way

-以结构化的方式呈现课程内容和/或模拟器训练

—ensure that evaluation models and criteria are clearly defined and made known to the trainees.

-确保评估模型和标准明确界定并向学员公布。

4.2.3 Main part

4.2.3 主要部分

Procedures shall be established and maintained to ensure that:

应建立和维护程序，以确保：

— at the start of each lesson/session/exercise the trainer shall focus on why the topic is important

-在每一课程/讲练/训练开始时，培训师应关注主题的重要性。

— after each lesson/session/exercise the trainer shall sum up the lesson

-每一课程/讲练/训练后，培训人员应进行总结。

— lessons/sessions/exercises shall be operated according to actual time frames

-每一课程/讲练/训练应根据实际时间进行操作。

— trainer's progression is according to what is planned.

-培训师应根据计划内容稳步推进。

4.2.4 Final part

4.2.4 最终部分

Procedures shall be established and maintained to ensure that:

应建立和维护程序，以确保：

— the trainer shall go back to the objective of the lesson/session/exercise and conclude whether it has been attained or not

-培训师应回到课程/讲练/训练的目标，并判断是否达到目标。

— the trainer shall sum up the contents of the lesson/session/exercise.

-培训师应总结每一课程/讲练/训练的内容。

4.2.5 Use of equipment

4.2.5 设备使用

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

适用时，应建立程序，以确保培训设备和设施的正确使用。

Guidance note:

指导性说明：

Such equipment could be:

此类设备可以是：

- machinery systems

-机械系统

- bridge systems

- 驾驶台系统
- systems for loading/discharging
- 装卸系统
- fire/safety equipment
- 消防/安全设备
- welding equipment
- 焊接设备
- bridge operation simulator
- 驾驶台模拟器
- machinery operation simulator
- 机械操作模拟器
- radio communication simulator
- 无线电通信模拟器
- cargo handling simulator
- 货物装卸模拟器
- dynamic positioning simulator
- 动态定位模拟器
- safety and security simulator
- 安全与安保模拟器
- survival craft and rescue boat operation simulator
- 救生艇和救生艇操作模拟器
- offshore crane operation simulator
- 离岸吊杆操作模拟器
- remotely operated vehicle operation simulator
- 遥控车辆操作模拟器
- computer and printers
- 计算机和打印机
- instruments
- 仪器
- class rooms

-班级教室

- projectors.

-投影仪。

—e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—

—指导性—说明—结束—

Procedures shall be established and to ensure that:

应建立程序，并确保：

—equipment and systems are operated in a safe and efficient manner

-设备和系统以安全有效的方式操作。

—equipment and systems are maintained according to makers instructions

-根据制造商的说明维护设备和系统。

—operators (trainees/instructors) of such systems use relevant PPE (Personal protective equipment)

-此类系统的操作人员（学员/教员）使用相关的 PPE（个人防护设备）

—work conditions are according to rules and regulations

-工作条件符合规章制度

—measuring devices which influence safety, health or environment are calibrated periodically.

-影响安全、健康或环境的测量装置应定期校准。

Records of maintenance and calibration to be kept.

应保存维护和校准记录。

Guidance note:

指导性说明：

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

需要校准的设备可能包括，但不局限于：

-manometers on compressors

-压缩机压力计

-oxygen meters

-氧气计

-gas detectors.

-气体探测器。

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

应该确定构成安全、健康或环境危害的材料，并必须建立安全处理、使用、储存和处置程序。

—e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—

—指导性—说明—结束—

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

应确定构成安全、健康或环境危害的材料，并制定安全处理、使用、储存和处置程序。

Guidance note:

指导性说明：

Such materials could be:

这些材料可以是：

- foam

-泡沫

- powder

-粉末

- diesel/lubrication oils

-柴油/润滑油

- tools

-工具

- chemicals

-化学品

- welding rods.

-焊条。

---e-n-d—of—G-u-i-d-a-n-c-e—n-o-t-e—

—指导性—说明—结束—

4.3 Customer property

4.3 客户财产

4.3.1 General

4.3.1 通则

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.

培训机构应在其控制或被培训机构使用的情况下，对客户财产进行保管。

Guidance note:

指导性说明：

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

客户在这里被界定为学员或公司。客户财产的示例可以是：

-sensitive information about trainees

-关于学员的敏感信息

-licensed products (i.e. external training programmes)

-许可产品（即外部培训计划）

-equipment, plans, facilities provided by shipping companies for use in the training.

-航运公司提供的用于培训的设备、计划和设施。

---e-n-d---of---G-u-i-d-a-n-c-e---n-o-t-e---

—指导性—说明—结束—

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.

如有学员或客户财产或客户财物丢失或损坏，应向客户报告并保持记录。

SECTION 5 RESULT PHASE

第 5 节 结果阶段

5.1 Evaluation

5.1 评价

5.1.1 General

5.1.1 通则

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

培训机构应计划并实施所需的监视、测量、分析和改进过程，以便：

— demonstrate conformity of the teaching and learning according to specified standards

-按照规定的标准证明教与学的一致性

— ensure conformity of the management system

-确保管理体系的符合性

— continually improve the effectiveness of the management system.

-不断提高管理体系的有效性。

Guidance note:

指导性说明：

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

这应包括确定适用方法，包括统计技术及其使用范围。

---e-n-d---of---G-u-i-d-a-n-c-e---n-o-t-e---

—指导性—说明—结束—

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

培训机构应确保培训按客户要求进行。

Guidance note:

指导性说明：

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

这可以，但不局限于：

-any complaints

-任何投诉

-direct communication with trainees

-与学员的直接沟通

-questionnaires/evaluations.

-问卷/评估。

---e-n-d---of---G-u-i-d-a-n-c-e---n-o-t-e---

—指导性—说明—结束—

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

培训机构应采用适当的方法对管理体系过程进行监控和测量（如适用）。

Guidance note:

指导性说明：

This could be, but is not limited to:

这可以是，但不局限于：

-evaluation forms from trainees

-学员评估表

-evaluation forms from teachers

-教师评估表

-passing scores from tests

-通过考试得分

-internal/external audits

-内部/外部审核

-competence of trainers

-培训人员的资质

-progress in line with time schedules.

-进度与时间计划一致。

---e-n-d---of---G-u-i-d-a-n-c-e---n-o-t-e---

—指导性—说明—结束—

5.1.2 Evaluation of trainees

5.1.2 学员评估

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.

应建立最终评估和测试程序。学术主题和表现要素的分数必须在界定通过/失败标准，评估代表方面处于主导地位。

Guidance note:

指导性说明:

The procedure might include, but is not limited to:

该程序可能包括，但不局限于:

-testing methods

-测试方法

-proportion of practical/theoretical tests

-实际/理论测试比例

-passing level.

-通过等级。

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—指导性—说明—结束—

5.2 Certification

5.2 认证

5.2.1 General

5.2.1 通则

The training provider shall establish routines for the certification process.

培训机构应为认证过程建立常规程序。

Guidance note:

指导性说明：

This might include, but is not limited to:

这可能包括，但不局限于：

- content of certificates

-证书内容

- distribution of certificates

-证书的分发

- filing.

-归档。

---e-n-d---of---G-u-i-d-a-n-c-e---n-o-t-e---

—指导性—说明—结束—

5.3 Complaints

5.3 投诉

5.3.1 General

5.3.1 通则

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

培训机构应制定有效的投诉处理机制。应界定投诉的审核、处理和跟进责任。

DNV GL

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