

Order on certification and quality management etc. of maritime training and education

Pursuant to Sections 4, 8, 13, 14, 19, 23 and 24 of the Act No 226 on maritime education, Section 4 in Act on diving work and diving equipment etc. cf. Consolidated Act No. 18 of 7 January 2000 and after authority given from the Minister of Economic and Business Affairs, the following provisions are laid down:

Chapter 1

Application

Section 1. This Order shall apply to all education provided in accordance with the Act on maritime education.

Chapter 2

Definitions

Section 2. For the purposes of this Order, "Audit" means an inspection by which the Danish Maritime Authority controls that an educational institution complies with the current provisions in accordance with Act on maritime education.

Subsection 2. By "education" is meant any study programme, organised for the purpose of providing the participant with knowledge, qualifications and/or skills, laid down by regulations, guidelines, purpose and goal descriptions laid down pursuant to Act on maritime education. "Education" comprises both long-term educational programmes and short courses, regardless of whether they are completed as basic, further or re-education.

Chapter 3

Certification and inspection

Section 3. To provide an education which is comprised by Section 2 in the Act on maritime education or Section 4 in Act on diving work and diving equipment, the educational institution must certified to do so.

Subsection 2. The Danish Maritime Authority may certify an educational institution to offer a certain education, when the Danish Maritime Authority assesses that the training is completed in accordance with:

- 1) purpose, objective and additional regulations laid down for the training or education in question,
- 2) the Danish Maritime Authority's standard for quality management of maritime education contained in Annex 1, and
- 3) additional regulations laid down for maritime training and education, including regulations on marking and evaluation.

Subsection 3. A certified educational institution may allow a smaller part of the training or education to be completed in another institution (outsourced education) that has not been certified by the Danish Maritime Authority, when:

- 1) the outsourced education constitutes a smaller part of the certified education and takes place in the form of a short course with a duration of up to one week, and
- 2) the certified educational institution ensures that the requirements cf. (2) are met.

Section 4. An educational institution that would like to be certified must apply to the Danish Maritime Authority, cf. Section 3. In the application, the educational institution must explain how it complies with the requirements in Section 3(2).

Subsection 2. The Danish Maritime Authority cannot carry out the final evaluation of the compliance with Section 3(2) and certify the educational institution until after a completed audit, which shall verify the information given by the applicant. However, the Danish Maritime Authority may give a preliminary certification, limited in time, to an educational institution that is already certified to offer another maritime education without having carried out an audit. This can happen when the Danish Maritime Authority assesses that the new educational activity is comparable to the one already approved, and when it appears from the application that the requirements in Section 3(2) have been met.

Subsection 3. The Danish Maritime Authority issues a certificate of approval. The certificate will state the study programmes, which the educational institution is certified to offer. The certificate is in Danish language with an English translation.

Section 5. To maintain the certification, the educational institution shall be audited by the Danish Maritime Authority and the educational institution shall document that the requirements for authorization are still met cf. Section 2(1).

Subsection 2. The Danish Maritime Authority determines the scope, time and frequency of audit.

Subsection 3. After audit, the Danish Maritime Authority reports to the educational institution in writing if the certification is maintained. The report is made out in Danish with an English translation and must be kept together with the certificate.

Subsection 4. If an educational institution no longer wishes to maintain the certification for an study programme or a course, the Danish Maritime Authority shall be notified as soon as possible.

Subsection 5. If deviances from the requirements for certification, laid down by the Danish Maritime Authority, are recorded, the Danish Maritime Authority may:

- 1) impose on the educational institution concrete initiatives and actions necessary for meeting the requirements, and determine when these shall be carried out,
- 2) impose on the educational institution to submit a plan of action on how the educational institution will correct the matters within a time limit fixed by the Danish Maritime Authority,
- 3) decide that one or more audits are necessary to control that the requirements for the certification are met.

Section 6. If the Danish Maritime Authority after a total evaluation assesses that an educational institution does not meet the requirements for certification, cf. Section 3(2) and does not follow the instructions to correct this within a fixed time limit, the certificate is revoked cf. Section 5(5).

Section 7. The Danish Maritime Authority may certify an educational institution according to the Danish Maritime Authority's standard for quality management of the maritime training and educations, regardless of whether the educational institution in question does not provide education comprised by Section 2 in Act on maritime education.

Subsection 2. Certification of an educational institution that is approved in accordance with (1), takes place pursuant to Section 3(2) no. 2. The regulations in Sections 4,5 and 6 are also similarly applicable.

Chapter 4

Payment for authorization and inspection

Section 8. The Danish Maritime Authority charges a fee to cover the expenses in connection with certification, cf. Section 3.

Subsection 2. The Danish Maritime Authority charges a fee calculated according to the rules on the government's revenue-funded activities for certification in accordance with Section 7.

Subsection 3. An educational institution that receives government grants for the approved educational activity is exempted from payment in accordance with (1) and (2). However, an educational institution shall cover the expenses which the Danish Maritime Authority should have with regard to inspecting the parts of the educations that are completed as outsourced education, cf. Section 3(3).

Chapter 5

Procedure for handling of complaints

Section 9. Complaints about decisions made by certified educational institutions in relation to study programmes that are provided in accordance with to Section 2 in Act on maritime education, are referred to the Danish Maritime Authority in so far that the complaint concerns educational circumstances, including evaluations. The complaint is submitted to the educational institution, who, within a time limit of two weeks, makes a statement. The complainant must have the possibility to comment on the statement within a week. The educational institution sends the complaint, statement and any comments received from the complainant to the Danish Maritime Authority.

Subsection 2. The time limit for filing a complaint in accordance with (1) is two weeks from the time when the complainant has been notified about the decision.

Subsection 3. The Danish Maritime Authority makes the final decision in these cases.

Chapter 6

Enforcement

Section 10. This Order will enter into force on 29 May 2004.

Standard for quality management of the maritime education, version 3, dated 1 January 2004

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1. General information

1.1 Background

The maritime education shall at any time educate proportionally with the demand in the maritime industry. Among other things, this requires that the educations – contents and form of the training – is continuously developed, improved and adjusted in a dynamic process.

For this to happen, educational institutions shall, in close co-operation with the industry, companies and working persons, be responsible for the process. This means that the responsibility for the planning, completion and evaluation of the individual course of education rests with the institution.

The quality management is a tool to ensure that all education takes place in a focused and organised way and is always evaluated with improvement in mind.

It is furthermore apparent from the STCW Convention Regulation I/8 and section A-I/8: “Quality Standards” that maritime education must take place in accordance with a quality management system. A quality management system in accordance with this standard complies with this Convention requirement.

1.2 Application

The requirement for a quality management system applies to all education that, pursuant to Act on maritime education, is laid down by the Danish Maritime Authority. It is a condition for providing these educations that the educational institution has established a quality management system, which complies with this standard.

Certification according to this standard entitles the educational institution to state the following endorsement on course certificates, stationary, in course catalogues etc.:

“Certified by the Danish Maritime Authority in accordance with DMA’s standard for quality management of maritime training and education”.

The Danish Maritime Authority maintains a register of educational institutions, who are certified in accordance with this standard.

2. Quality objective and policy

2.1 Planning of training and education

For all education, an educational programme describing the learning objectives, aim and possible special requirements or guidelines, including qualification requirements, shall be available.

Authorities can issue the educational programme, i.e. by regulation or order, or by a company that purchases an educational service. Where no educational programme is available, the educational institution must prepare this based on requests or specifications from clients or from own objectives and policies.

The educational institution must establish and maintain procedures to manage and verify the development of the educational programme and the completion of purpose and objectives according to the expressed requests or specifications.

On the basis of the educational programme, the management shall:

- Define its quality objective and policy for the education. The quality objective and policy must be relevant to the education and the legislative bases.
- Ensure and verify that the quality objective and policy is understood and carried out at all levels.

2.2 Planning the completion

The educational institution must plan the completion of the education, including:

- Systematically divide the education into modules or subjects that cover the determined purposes and objectives with the determined framework,
- Define relevant intermediate goals relating to the different levels of the education,
- Plan sufficient evaluation of the participants' completion of purposes and objectives.

The planning must be documented and published. For instance in the form of study handbooks, course programmes and similar.

3. Responsibility and organisation

3.1 General information

The responsibility, including the educational responsibility, the authority and the internal relation for all staff that manages, performs and verifies work with influence on the quality of the education, must be defined and documented.

The staff's responsibility and authority can typically be described in job profiles.

3.2 Quality coordinator

The management must appoint a person ("quality coordinator"), who, with no regard to other assignments, shall have defined authority to:

- establish, implement and maintain the quality management system and
- report to the management regarding evaluation and improvement of the quality management system.

4. Evaluation

4.1 The management's evaluation

The management must continually evaluate the quality management system and assess its efficiency to ensure its suitability to achieve the objective and policy. The system must be reviewed at least once a year.

The evaluation of the system should include:

- deviances,
- suggestions for improvements,
- updates of the system, taking into account new acts, regulations, orders, textbook material, contact with the industry etc.,
- internal and external audit reports,
- external evaluation reports,
- registration regarding the students as for instance study activity,

- satisfaction survey of students, staff and consumers with documented follow-up on this,
- exam and other evaluation results,
- quality measurements, including quality index,
- total evaluations of whether educational objectives are completed,
- total evaluations of the completion of quality objectives and policies.

As a part of the evaluation, the management must implement necessary initiatives regarding continuing development and improvement of the educations.

The management's evaluation must be documented.

4.2 Evaluation of the teaching

The educator must continually evaluate his or her education to ensure suitability, efficiency and completion of the outlined objectives.

The students must after any educational sequence evaluate the training.

The educator must after any educational sequence document the evaluation, including at least:

- deviances from the planned course,
- suggestions for improvements,
- evaluation of the efficiency of the training, i.e. if the educational objectives have been reached,
- the students' evaluation of the training,
- suggestions for updating and improving the education or the training, taking into account new acts, regulations, orders, textbook material, contact with the industry, etc.

4.3 Evaluation of participants

In an educational sequence, it must continually be assessed whether the participant has obtained the knowledge, competences and/or skills that are laid down in the purpose and objective description of the education. The evaluation must take place individually and the participant must be informed about his or her achievement level.

- written and oral assignments,
- observation of actions and behaviour,
- study activity,
- conversation.

The participant should be informed of his/her level of attainment in accordance with the continuous evaluation and should receive guidance with regard to possible improvement measures if necessary

At the end of every educational sequence, it must be finally evaluated whether the participant have obtained the necessary knowledge, qualifications and /or skills which are stated in the education's learning objectives and goal description. Evaluation must be individual and the participant must be informed of his/her level of attainment.

There must be procedures that ensure that an evaluation is planned, completed and documented. It must be ensured that the form and content of evaluations are in accordance with the purposes and objectives of the education and with the organisation of the education.

5. The quality management system

5.1 General information

The management is responsible for the establishment, documentation, implementation and maintenance of a quality management system, that ensures and documents that the purpose and objective of the education are completed within the given regulations and guidelines.

5.2 The structure of the quality management system

A quality standard that describes how requirements for the quality management system are met, including quality objective and policy, and a description of organisation and responsibility, must be available.

A number of procedures in accordance with these guidelines and the management's aim and policy for the education must exist.

The procedures can be divided into the following sections:

- 1) Purpose. *Short description of background and purpose of the procedure.*
- 2) Appliance/scope. *Where, when and to whom the procedure applies.*
- 3) Definitions. *Abbreviations and terms that need clarifying explanation.*
- 4) Basis, references and appendixes. *References to national/international regulations, other procedures, appendixes, etc.*
- 5) Registrations.
- 6) Course of action.
- 7) Responsibility.

Example of structure of the educational institution's quality management system:

QUALITY STANDARD

OBJECTIVE AND POLICY

ORGANISATION AND RESPONSIBILITY

PROCEDURES

OPERATIONEL

ADMINISTRATIVE

INSTRUCTIONS

EDUCATIONAL PROGRAMMES

TRAINING PROGRAMMES

ACTS AND ORDERS

CIRCULAR LETTERS

MANUALS

SAFETY INSTRUCTIONS

6. Document and data management

6.1 General information

The educational institution must have documented procedures for management of all documents important to the quality of the education. A listing with indication of revision numbers and dates to

establish the current version of quality documentation must be established (“document management”).

As examples of documents important to the education, following can be mentioned:

- educational programmes,
- textbooks and handbooks,
- course manuals and programmes,
- planning charts for evaluation of the participants,
- training- and course plans,
- evaluation charts,
- checklist,
- certificates and course diplomas,
- information about the students,
- information about the staff,
- acts and regulations,
- audit reports,
- suggestions for improvement and deviations reports.

One must ensure that:

- the quality documentation is clearly approved,
- all relevant documents important to the education are updated and maintained,
- relevant versions of the documents are available for all relevant persons and
- invalid and/or outdated documents are removed or clearly marked.

Every page in the quality documentation must have a header, including as a minimum:

- Title and no.
- Date for issue and revision number, if any.
- Date for last issue.
- Responsibility (name or initials).
- Certification (name or initials).

7. Process control (instructions and procedures)

7.1 General information

All processes that directly influence the quality of the education must be identified and planned. It must be ensured and documented that these processes are carried out under controlled conditions.

7.2 Procedures

Regarding ensuring and documenting that the purposes and objectives of the educational programmes are completed, there must be existing procedures for:

- the planning of the completion of the education (ref. Point. 2.2), and
- the educational planning, including:
 - 1) the course of the training,
 - 2) choice of teaching methods,
 - 3) choice of educational means and –materials,
 - 4) evaluation,
 - 5) marking.

Furthermore, there must be procedures for the following activities:

- approval of merits,
- procedures for use of equipment (safety etc),
- document- and data control,
- updating the educational material,
- relevant safety procedures,
- the management's evaluation of the quality management system, including internal audits and relevant quality measuring,
- evaluation in connection with the training,
- report and control of deviances and suggestions for improvement,
- correcting and preventive actions,
- registration, certification and issue of diplomas,
- qualification requirements of the staff.

8. Internal audits

8.1 General information

Documented procedures for internal quality audits must be established that shall be carried out to verify that the education comply with educational programmes and other guidelines. The procedures shall be carried out in accordance with quality objectives and policies. The internal audit is a part of the management's evaluation (see point 4.1).

Among other things, the internal audit is to verify:

- that the quality management system is implemented,
- that educational and training programmes are being followed,
- follow-up of reported deviances, suggestions for improvements, evaluations, new guidelines etc.

With regard to shortcomings found at audits, the management is responsible that corrective actions and follow-up actions are carried out in due time.

9. Report and control of deviances or suggestions for improvement

9.1 General information

There must be established and maintained documented procedures for the report and control of deviances and/or suggestions for improvement that can occur in connection with for instance:

- training,
- marking,
- project work,
- evaluation,
- safety conditions,
- educational environment.

9.2 Deviances and suggestions for improvement

A deviance is defined as non-compliance of the specified requirements, for instance an event inconsistent with the quality management system or an observation inconsistent with the educational programme or the guidelines for the training.

A deviance can for instance be:

- Violation of regulations for evaluation, for instance lacking continuing evaluations,
- Lack of educational planning,
- Lack of completion of evaluations or follow up on these,
- Participants' lacking prerequisites for admission to the training.

9.3 Report

All staff and participants must be able to report observed deviances and/or suggestions for improvement to a specified contact person for instance the quality coordinator. This contact person is responsible for evaluation of the report and informing the management of the reported deviation and/or suggestion for improvement.

10. Corrective and preventive actions

There must be established and maintained documented procedures for the completion of corrective and preventive actions (for instance change of procedures for improvement and optimization of the system).

The procedures must, among other things, include:

- efficient processing of complaints from educators, participants or external clients,
- examination of the cause for the deviation and registration of the result,
- ensuring that the corrective actions are efficiently carried out, and
- ensuring that all information on the corrective and preventive actions are sent to the management and possibly the Danish Maritime Authority.

11. Control of registrations and certifications

There must be established and maintained documented procedures for identifying, collecting, registering, access to data, filing, keeping etc. for all registration related to the education and the quality management system.

The registration must, among other things, include:

- evaluation reports and forms,
- certificates and course diplomas,
- supplementary training of teachers/instructors.

12. The Danish Maritime Authority's quality audits

12.1 General information

The Danish Maritime Authority approves and verifies at audits that the training is carried out in accordance with purpose and objectives and other provisions laid down for the education in question on the basis of the educational institution's quality management system.

The Danish Maritime Authority lays down the procedures for audits that include a certification audit (implementation audit) and following audits to continually verify the compliance of these guidelines and other conditions for certification.

Among other things, the Danish Maritime Authority's audit must verify:

- that the participants are being evaluated and is trained in accordance with the purpose and objective of the education,
- that the educational institution implements and develops the quality objective and policy for the education and maintains the quality management system in accordance with this,
- that the educational institution uses and develops the teacher/instructor's qualifications and competency on the basis of the professional level of the education.

12.2 Carrying out the Danish Maritime Authority's audit

Audits are carried out according to an audit plan that is prepared by the Danish Maritime Authority.

The Danish Maritime Authority appoints auditor(s) to perform the external audit.

After audit the Danish Maritime Authority writes an audit report that, among other things, contains:

- deviations reports,
- auditors recommendations and
- conclusions.

The audit report is sent to the educational institution and is publicly available.

12.3 Follow up

Based on the audit report, the educational institution must:

- perform corrective actions for deviances given at audit within the agreed time limit,
- evaluate the recommendations.

12.4 Issue of certificates

The Danish Maritime Authority issues a certificate for compliance of these guidelines on the basis of a certification audit.

The certificate is supplemented with an appendix indicating educations and courses, which the educational institution is certified to carry out.

13. Training of personnel

The educational institute must ensure that educators are qualified for the education in question.

There must be established and maintained documented procedures for:

- identification of quality requirements for the teachers/instructors
- training of all personnel with an influence on the quality of the education

Among other things, training can comprise:

- study sailing tours (service as a visiting student),
- visits on ships and shipyards,
- courses and seminars,
- qualifying training course.

14. Safety and environment

14.1 Training- and practice ships

Training- and practice ships must implement a safety management system in accordance with to SOLAS Chapter IX, IMO Resolution A 741 (18), International Safety Management System – ISM Code.

Furthermore, the ships must comply with all Danish national requirements concerning safety and working environment at sea, cf. the Danish Sea Acts and the Danish Maritime Authority's Notices.

14.2 Shore based educational institutions

Documented procedures for safety and working environment must be established and maintained during the training.

All areas, where the student under workplace-like conditions can be exposed to a safety risk, must be identified, and procedures for safety precautions for these must be worked out. This comprises, among other things:

- training in fire fighting and as smoke-helmeted fireman,
- laboratory exercises,
- boat exercises,
- painting and workshop tasks.

The procedures must contain a cross-reference to any external requirements from for instance the Danish Working Environment Authority.