

# THE CUSTOMER PERSPECTIVE ON ECDIS TRAINING

(BOTH IMO 1.27 GENERIC  
AND TYPE SPECIFIC)

**Survey of 300 experienced mariners following original 1.27 courses,  
the first 50 of the new model course, and 100 Type Specific courses**



**A review of the state of ECDIS training from a  
leading training provider and consultant.**

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# INTRODUCTION AND HEADLINES

## INTRODUCTION

It is difficult to gain a truly impartial view of the state of ECDIS training. Providers do not publish feedback often, and it is understandably quite daunting to so do. It's also tempting when presenting feedback to apply selectiveness to what is published, in order to reinforce points you wish to make at the expense of those you wish to ignore.

The purpose of this book is not to provide the picture we wish to paint. It is instead to reflect, to the best of our ability, the perception the customer holds of the state of training – of both the 1.27 Generic and Type Specific ECDIS courses. It is hoped that this will help inform both the provision and development of ECDIS training with a view to ensuring the best service is provided to mariners, no matter who is providing that service.

We will not be providing answers, but we do hope to provide the reader with sufficient information to draw their own conclusions – and comments are provided to provide some analysis to the numbers. The statistics and percentages presented here are constructed from a survey of feedback from 300 attendees on the 1.27 course, an additional 50 who have attended the recently introduced new model course, and 100 Type Specific Course students. This is obviously a fraction of the numbers of students taught, but it is a continuous sample over a fixed period and every student taught during that period has been included regardless of their opinions about the course they attended.

It must be stated at this point that we are only providing the results from training by our company. Some statistics, such as the nationality of attendees and their type of vessel, are only relevant given that perspective and cannot necessarily be taken as indicative of the industry as a whole. Nonetheless, the feedback on the courses themselves on such topics as construction, length, content, presentation and cost has been provided by students actively involved in diverse areas of the maritime industry and can therefore be seen as both objective and indicative. This is reinforced by those students having nothing to either gain or lose by providing feedback. With the exception of testimonials the students themselves are anonymous, but each student number listed correlates to their actual feedback form (a sample of which is at Annex D) held at our Southampton HQ and freely available for inspection. In short, we asked for honest opinions, and we got them. We hope you find them useful.

**John N Ritchie**

ECDIS Course Manager/Senior Instructor  
ECDIS Ltd

## ACKNOWLEDGMENT

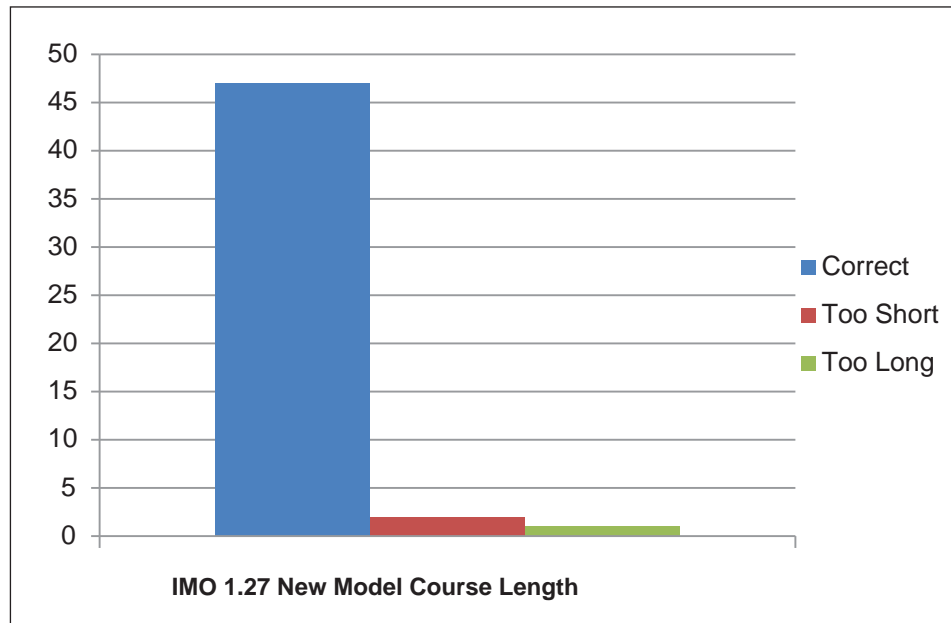
It is pertinent to thank Witherby Seamanship International who produced and published this paper in support of the pursuit of safer navigation training and standards.



## HEADLINES – 1.27 TRAINING

### Course Length

New Model (Manila Amendments) of 40 Hours over 5 Days is considered by 94% of Students to be the correct duration.



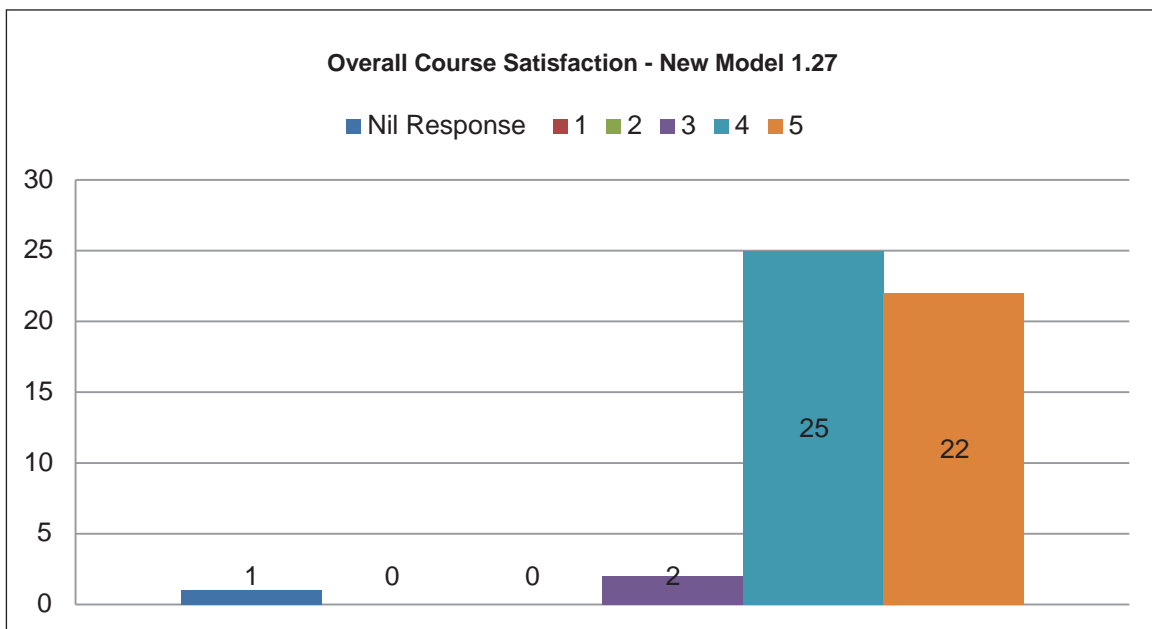
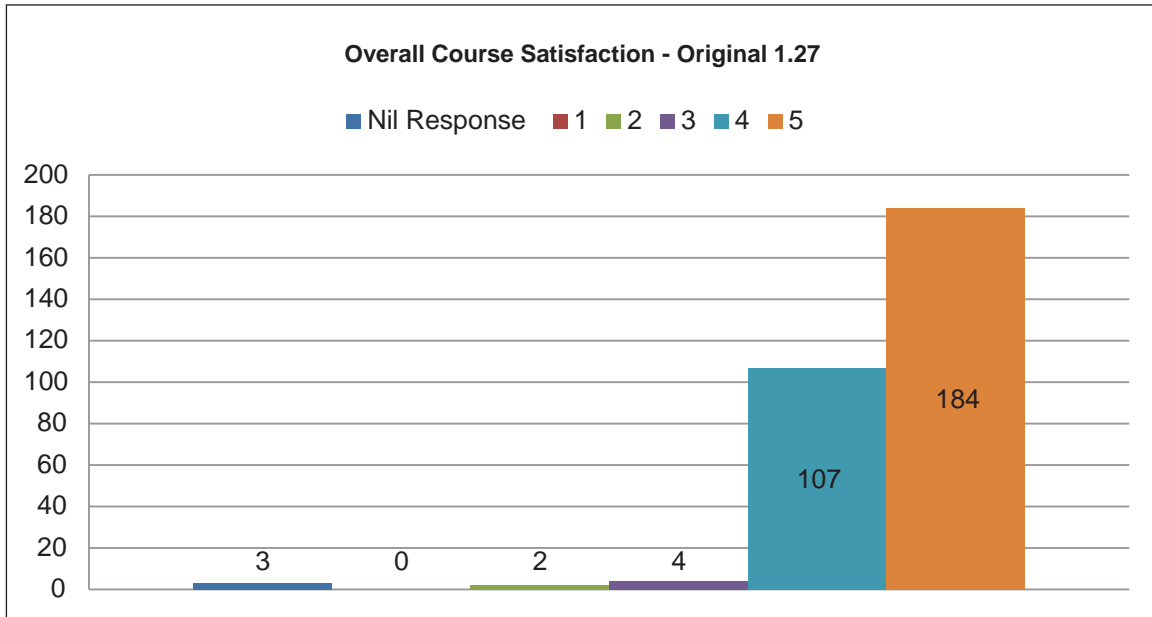
Previous 40 Hour model course length satisfaction was 89%.



*Comment – The different size of the samples means that it's difficult to claim more satisfaction with the course length since the advent of the 40-hour version, but what is certain is that there is no marked increase in dissatisfaction.*

## Overall Course Rating

Most of the feedback responses are numeric, ranging from 1 (terrible) to 5 (excellent). These will be represented, depending on context, either as a percentage score (all 5's being 100%), an average score (5.0 being perfect), or a breakdown by individual response, as is the case here. In some cases students did not answer, and this is represented by the "Nil Response" column.



*Comment – This may be slightly more concerning, as while there are zero responses below the “Satisfactory” level of 3, indicating that nobody really hates the new course, there appears to be a large shift between responses 4 and 5 which would indicate that a lot less people really love the new version as opposed to the old.*

## General Course Comments

These are freehand comments either about a specific aspect of the course or overall. These are the most notable themes:

### Positive:

Best element of the course is the willingness and ability of the instructor to tailor the course and/or personally engage the students on their specific matters of concern.

An emphasis on the generic, by discussing and showing students more than one system, is considered very useful.

Objective and informed approach by instructors, as opposed to “selling ECDIS” is appreciated.

### Negative:

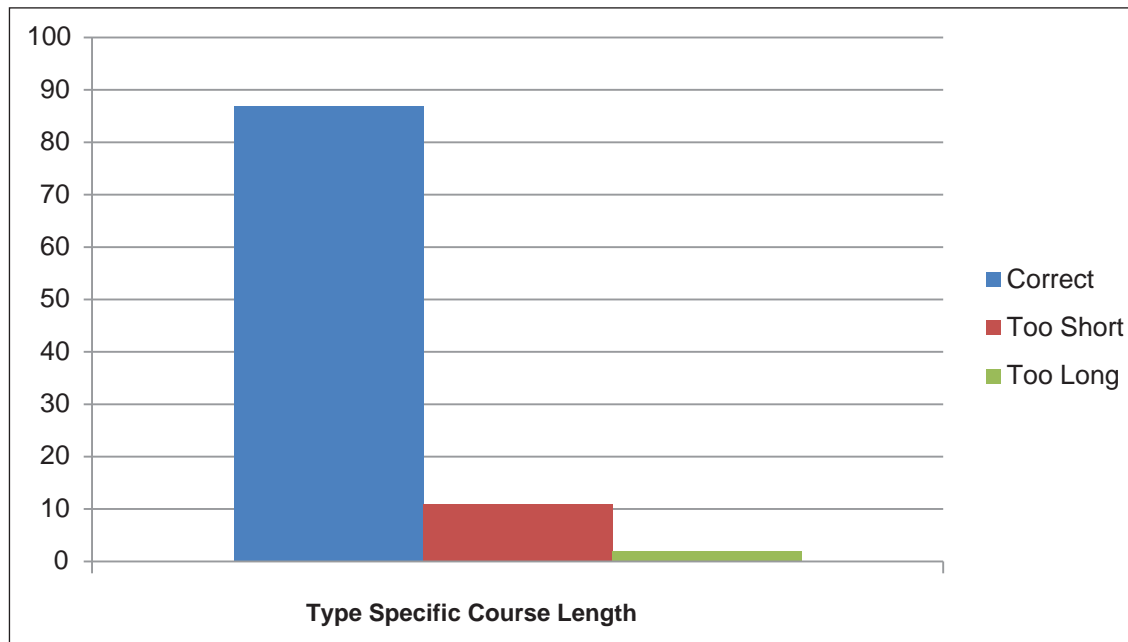
The advent of increased simulator time is perceived by some as testing bridge or team skills rather than focussing on learning how the ECDIS works.



## HEADLINES – TYPE SPECIFIC TRAINING

### Course Length

8 Hours of instruction is considered to be the correct duration by 87% of students.

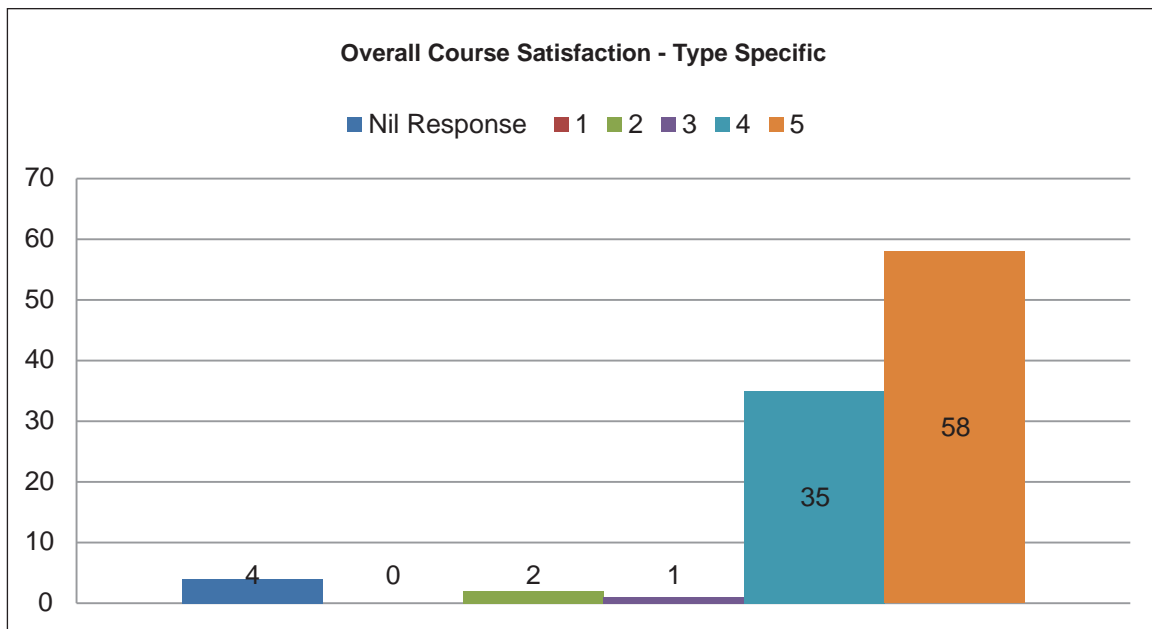


*Comment – We conduct one day Type-Specific training courses, which tend to be very long days for both instructor and student. However, it would seem that most students would prefer to complete the work in one day to reduce the amount of time spent away training.*



## Overall Course Satisfaction

Much like the 1.27 course, the majority of students reported very positively on Type Specific courses as a whole, regardless of the system covered.



*Comment – The TS course is quite intensive, and people's experience of it frequently varies depending on how well they adapt to it in a very short space of time, and how well they have been prepared for it by previous learning and experience.*

## General Course Comments

### Positive:

The ability to receive on-board or local training provided rather than having to fund travel for multiple students is appreciated.

Impartiality of instructors, and willingness to point to deficiencies as well as strengths of systems is appreciated.

### Negative:

While the students are generally happy with course length, they have frequently remarked that there is a lot to take in during a long day.



# IMO 1.27 FEEDBACK

## HEADLINE COMPARISON – NEW AND ORIGINAL 1.27 COURSES

The following is a comparison of the total scores in the course content, instructor, facilities and value for money sections which hopefully gives the best comparison of the overall level of satisfaction between the different course models.

Category	Original 1.27	New Model
Course Content	87.6%	85.2%
Instructor	94.1%	94.6%
Facilities	89.0%	87.8%
Value for Money/Time	85.2%	80.7%

*Comment – Unsurprisingly, the facilities and instructor scores haven't moved much as there have been few changes to them. The only marked decline is in value for money – this may indicate a perception that students are getting less quality time for the outlay, that the outlay is perceived as too high, or a reflection of the fact that in difficult financial times people are more aware of costs.*

## STUDENT COMMENTS

Freehand comments rarely say exactly the same thing, but here are the main themes:

### Positive improvements from previous model

- Utilising marinised equipment where possible is preferable to working on generic laptops or PCs.
- The increased instructor requirement to have active experience of ECDIS systems provides a reassuring level of competence.
- Discussions and instruction on coping with the loss of GPS and still using ECDIS are consistently the most popular elements of the course.
- Despite courses being conducted on one system, as students are shown round several other systems they appreciate that they all have common functions, just different interfaces.

### Negative comments

- Some feel that at the end of the course they have learned a lot but that there is still more to understand, and have suggested an increase to course length.
- The 1.27 course is advertised as being a “course for life” - yet is not perceived as such. Many respondents expect at least an element of refresher training will be required, and do not feel that developments in technology will be adequately addressed by onboard, computer based or Type Specific training alone.

- Many consider training as “work time” as opposed to something to be conducted during leave or holiday periods.

## FULL FEEDBACK COMPARISON

### SECTION 1 – ORGANISATION & DOMESTICS

#### How well did the timings for the course work for you?

Original 1.27	New Model
88.3%	85.6%

#### Recurring good comments:

- Many students prefer the busy days, with no extended breaks or padding out.
- Intense course but very rewarding.

#### Recurring negative comments:

- Intensive week for what is often during a leave or break period.

#### How convenient was the training location?

Original 1.27	New Model
83.8%	81.2%

#### Recurring good comments:

- Free parking, good local amenities, good accommodation choices. Enjoyable hotel stay.

#### Recurring negative comments:

- A large percentage of students had to travel to the UK to receive this level of training.

#### How would you rate the facilities?

Original 1.27	New Model
95.1%	94.8%

#### Recurring good comments:

- Great to see the other ECDIS manufacturers on display (with overview tour)
- Professional, friendly staff and atmosphere and extremely comfortable facility surroundings

#### Recurring negative comments:

- Traffic can be excessive



### How would you rate the Joining Instructions?

Original 1.27

New Model

88.8%

89.6%

#### Recurring good comments:

- ☉ Accommodation options

#### Recurring negative comments:

- ☉ Need better local map, direction from various airports

## SECTION 2 – COURSE EVALUATION

### To what degree did the subject matter meet your expectations?

Original 1.27

New Model

88.2%

84.9%

#### Recurring good comments:

- ☉ Never expected to learn how to use ECDIS without GPS
- ☉ Subject was surprisingly much broader than expected. "There is more to this than I thought".

#### Recurring negative comments:

- ☉ "Would have preferred the whole course to have been on (insert system student works with) ECDIS." (*Often not possible to satisfy every student on a mixed course*)

### Was the subject matter informative and helpful?

Original 1.27

New Model

88.9%

85.6%

#### Recurring good comments:

- ☉ "Will help keep vessel safer" or similar.

#### Recurring negative comments:

- ☉ None

### Is what you learned applicable to your current job?

Original 1.27

New Model

85.4%

82.0%

#### Recurring good comments:

- ☉ ECDIS has just been another fixture on the bridge - now it will be used properly.

#### Recurring negative comments:

- ☉ Still using paper as primary means so course irrelevant
- ☉ Some students are required to attend the course despite not serving on ECDIS vessels.

### Is what you learned applicable to your professional development?

Original 1.27

New Model

90.1%

87.6%

#### Recurring good comments:

- ☉ Great as a general navigation refresher.
- ☉ Feel much more confident with ECDIS and understand its benefits and weaknesses.

### Recurring negative comments:

- ☉ Repetition of course, or elements of it, is likely to be necessary
- ☉ Too much information in one week

### How relevant was the subject matter?

Original 1.27

New Model

89.8%

88.3%

#### Recurring good comments:

- ☉ Fantastic that the full 5 days was on the actual ECDIS we have

#### Recurring negative comments:

- ☉ None

## SECTION 3 – COURSE CONTENT

### How do you rate the quality of the course handout?

Original 1.27

New Model

84.3%

81.6%

#### Recurring good comments:

- ☉ Precise and to the point
- ☉ Good overview of key points

#### Recurring negative comments:

- ☉ Would prefer all the slides from the presentations

### How do you rate the quality of the presentation slides?

Original 1.27

New Model

86.7%

86.0%

#### Recurring good comments:

- ☉ Lecture explained the concept, instructor then showed on an ECDIS, then the actual exercises to consolidate – perfect balance.

#### Recurring negative comments:

- ☉ More lectures would be good (a lot of time spent on actual ECDIS equipment)

### How do you rate the quality of the presentations?

Original 1.27

New Model

89.1%

86.0%

#### Recurring good comments:

- ☉ Instructor clearly has vast experience of several ECDIS systems
- ☉ Liked the 'stories' injected throughout the course of actual incidences involving ECDIS

#### Recurring negative comments:

- ☉ Would like a longer course/more time to learn more from the instructor's experience

### How do you rate the equipment used for the course?

Original 1.27

**85.6%**

New Model

**80.4%**

#### Recurring good comments:

- ⦿ Actual ECDIS systems
- ⦿ Great Simulators

#### Recurring negative comments:

- ⦿ More time on ECDIS rather than in simulator would be preferable (it's not a bridge course)

## SECTION 4 – TRAINER EVALUATION

(Trainers have all conducted navigation at sea, are experienced in both paper and ECDIS use, often on multiple ECDIS systems).

### How well did the trainer know the subject matter?

Original 1.27

**95.5%**

New Model

**96.0%**

### Recurring good comments:

- ⦿ Best element of the course is being able to ask draw from the instructors' practical experience and go down 'rabbit holes' as required.

### Recurring negative comments:

- ⦿ None

### How well prepared was the trainer?

Original 1.27

**95.2%**

New Model

**95.6%**

### Recurring good comments:

- ⦿ Was prepared to answer all the 'difficult' individual students had and support individuals as well as the group.

### Recurring negative comments:

- ⦿ None

### How good was the trainer at transferring his/her knowledge to you?

Original 1.27

**91.6%**

New Model

**92.4%**



#### Recurring good comments:

- ⦿ Lots of passion
- ⦿ Most importantly, not afraid to point out the negative in the systems

#### Recurring negative comments:

- ⦿ A little fast for a non-fluent English speaker.

## SECTION 5 – COST

#### Was the training good value for the money it cost?

Original 1.27

**84.9%**

New Model

**80.8%**

#### Recurring good comments:

- ⦿ Very cheap for a 5 day course.
- ⦿ Particularly good value during months of extra free £350 book for every student.

#### Recurring negative comments:

- ⦿ None.

*Comment – This was the least answered question by students, as quite a high proportion were not made aware of how much their company was paying for the course and those that did felt they had little power of comparison.*

#### Was the training good value for the time it cost?

Original 1.27

**85.5%**

New Model

**80.6%**

#### Recurring good comments:

- ⦿ Packed 5 days, good value

#### Recurring negative comments:

- ⦿ Often scheduled during leave periods or “off” time.





## SECTION 6 – OVERALL

### How would you rate the course overall?

Original 1.27

**90.1%**

New Model

**88.1%**

#### Recurring good comments:

- ☉ “One of, if not the, best maritime course I have ever been on”
- ☉ Extremely important for safe navigation
- ☉ Must be conducted by all Officers

#### Recurring negative comments:

- ☉ None

### What are the chances of you recommending (this training provider)?

Original 1.27

**92.5%**

New Model

**90.4%**

#### Recurring good comments:

- ☉ Extremely easy to book onto a course
- ☉ Very flexible with working hours (start and finish)
- ☉ Superb facility, making learning fun and relaxing

#### Recurring negative comments:

- ☉ None

*Comment – In general, students appear to find the course extremely necessary, even (and in some cases especially) if they weren't too keen on the idea of the course to begin with.*





# TYPE SPECIFIC COURSE FEEDBACK

## HEADLINES

These are the overall totals in each category for Type Specific training, regardless of the brand of system being covered.

Category	TS Course
Course Content	94.0%
Instructor	96.6%
Facilities	91.2%
Value for Money/Time	92.1%

*Comment – With the exception of Instructor rating which is almost identical, the percentages here are consistently higher than for the 5 day course. Perhaps the short course length and specific relevance in response to a requirement that students need may go some way to explaining this.*

## STUDENT COMMENTS

Freehand comments are rarer on Type Specific feedback forms, and tend to reflect a single aspect rather than overall views of the course.

### Positive comments:

- ☉ Specific training on how to use the ECDIS without GPS, or when it is degraded is very useful

- ☉ Good highlighting of system deficiencies and explaining how to work around or with them
- ☉ Ability to provide onboard training when requested is welcomed

### Negative comments:

- ☉ Very intensive
- ☉ Lots to cover

*Comment – The ability of students to get through the course depends on the quality of the 1.27 course they attended, and how much they retained from it. Sometimes it becomes apparent that the level of general ECDIS knowledge is insufficient, and can result in a recommendation for retraining.*

## FULL FEEDBACK

### SECTION 1 – ORGANISATION & DOMESTICS

How well did the timings for the course work for you?

88.4%

### Recurring good comments:

- ☉ Tough day, but very rewarding.

### Recurring negative comments:

- ☉ More breaks needed, perhaps run over 16 hours (2 days)

**How convenient was the training location?**

87.3%

**Recurring negative comments:**

- ⦿ Had to fly to UK from abroad to conduct the course

**How would you rate the facilities?**

95.0%

**Recurring good comments:**

- ⦿ Actual equipment from sea
- ⦿ Very well looked after, luxurious surroundings

**Recurring negative comments:**

- ⦿ None

**How would you rate the Joining Instructions?**

94.2%

**Recurring good comments:**

- ⦿ Easy to find
- ⦿ Free parking just outside front door.

**Recurring negative comments:**

- ⦿ Better directions maps from airport
- ⦿ More local taxi numbers

## SECTION 2 – COURSE EVALUATION

**To what degree did the subject matter meet your expectations?**

89.0%

**Recurring good comments:**

- ⦿ Unbiased training of both the good and bad aspects of the particular ECDIS

**Recurring negative comments:**

- ⦿ Needed more background understanding of generic ECDIS before course, therefore struggled on Type Specific course

**Was the subject matter informative and helpful?**

89.8%

**Recurring good comments:**

- ⦿ Good for understanding system operation

**Recurring negative comments:**

- ⦿ None

**Is what you learned applicable to your current job?**

91.2%

**Recurring good comments:**

- ⦿ More applicable than most other courses. I use ECDIS every day

**Recurring negative comments:**

- ⦿ Still a “paper” ship.

**Is what you learned applicable to your professional development?**

90.4%

**Recurring good comments:**

- ⦿ Covers all aspects from OOW use through to overview needed by Master

**Recurring negative comments:**

- ⦿ None

**How relevant was the subject matter?**

92.8%

**Recurring good comments:**

- ⦿ Used daily

**Recurring negative comments:**

- ⦿ None

*Comment – Relevance for Type Specific should, in theory, be approaching 100% both for current job and professional development. It is slightly puzzling as to why it isn't marked as such.*

## SECTION 3 – COURSE CONTENT

**How do you rate the quality of the course handout?**

90.7%

**Recurring good comments:**

- ⦿ Excellent reference guide for the equipment

**Recurring negative comments:**

- ⦿ None

**How do you rate the quality of the presentation slides?**

92.0%

**Recurring good comments:**

- ⦿ Straight to the point
- ⦿ Exactly what navigators and watch keepers need to know

**Recurring negative comments:**

- ⦿ Need a longer course

**How do you rate the quality of the presentations?**

93.2%

**Recurring good comments:**

- ⦿ Great practical demonstrations from experts of the system
- ⦿ Good to hear an actual experienced navigator's experience/understanding of the equipment.



**Recurring negative comments:**

- ⊙ None

**How do you rate the equipment used for the course?**

92.6%

**Recurring good comments:**

- ⊙ Actual ECDIS equipment

**Recurring negative comments:**

- ⊙ Would prefer to share a terminal, rather than one to myself

*Comment – This last answer is perhaps the most surprising of the entire survey. However, it is noticeable that students frequently work better when they can discuss it with another, and try to work through problems together.*

## SECTION 4 – TRAINER EVALUATION

**How well did the trainer know the subject matter?**

97.7%

**Recurring good comments:**

- ⊙ No menu left unexplained
- ⊙ Excellent examination of good and negative aspects of the system

**Recurring negative comments:**

- ⊙ None

**How well prepared was the trainer?**

95.8%

**Recurring good comments:**

- ⊙ Having an experienced user from sea makes the difference, you can ask random questions.

**Recurring negative comments:**

- ⊙ None

**How good was the trainer at transferring his/her knowledge to you?**

96.1%

**Recurring good comments:**

- ⊙ 'Line at a time' practical exercises help bridge the language gap

**Recurring negative comments:**

- ⊙ None

## SECTION 5 – COST

**Was the training good value for the money it cost?**

90.0%

**Recurring good comments:**

- ⊙ Well worth it, and a great one day course

**Recurring negative comments:**

- ⊙ None

**Was the training good value for the time it cost?**

89.6%

**Recurring negative comments:**

- ⊙ Prefer a little longer than an 8 hour course module

## SECTION 6 – OVERALL

**How would you rate the course overall?**

90.0%

**Recurring good comments:**

- ⊙ Incredibly useful

**Recurring negative comments:**

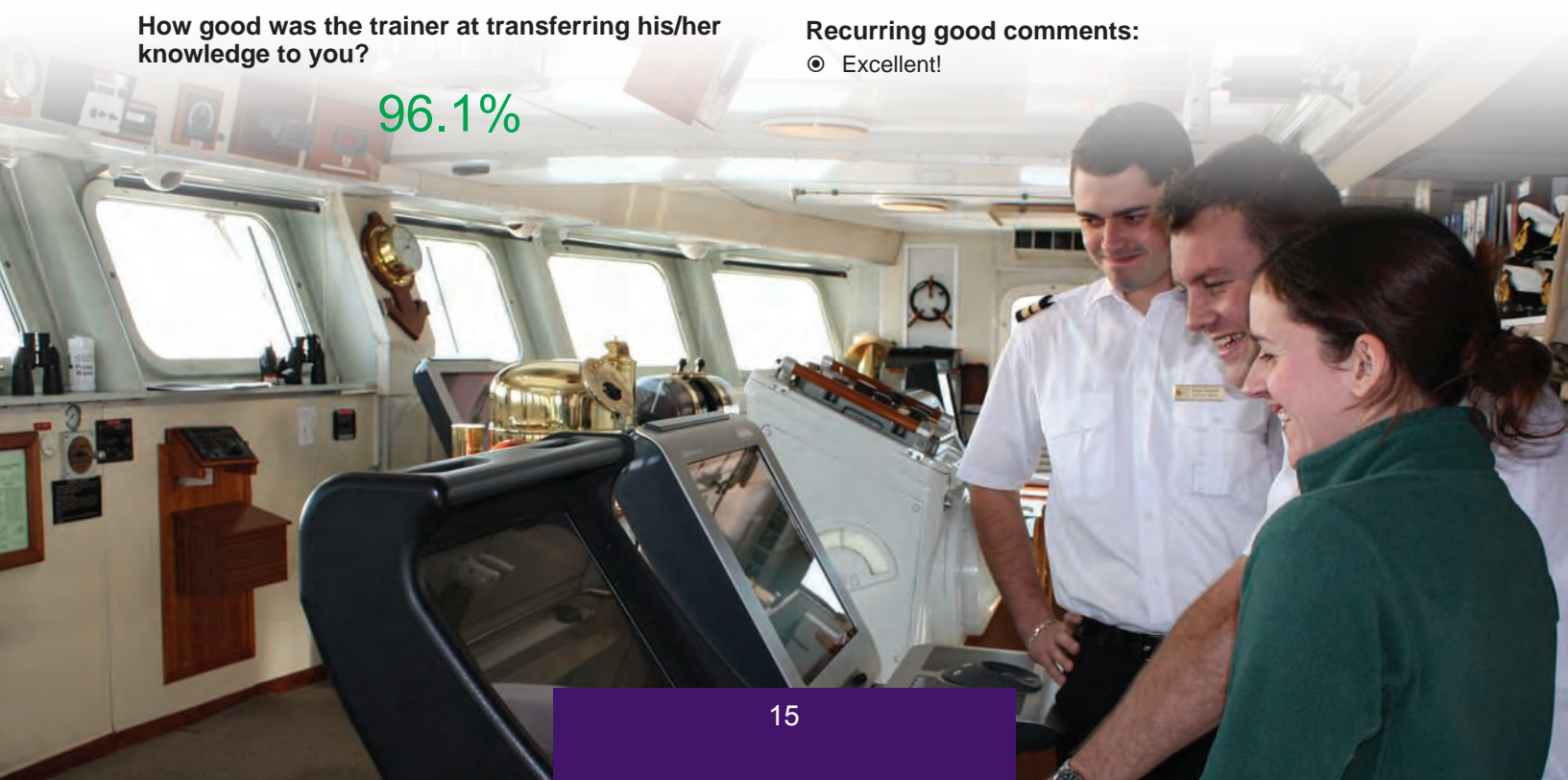
- ⊙ Some lacking generic knowledge made the type specific course difficult at times

**What are the chances of you recommending (this training provider)?**

93.2%

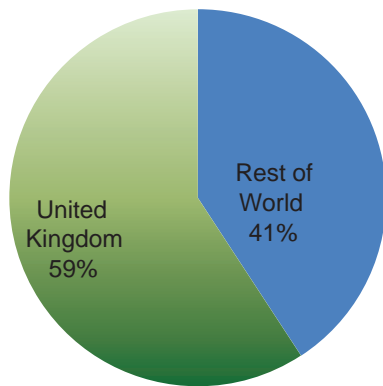
**Recurring good comments:**

- ⊙ Excellent!

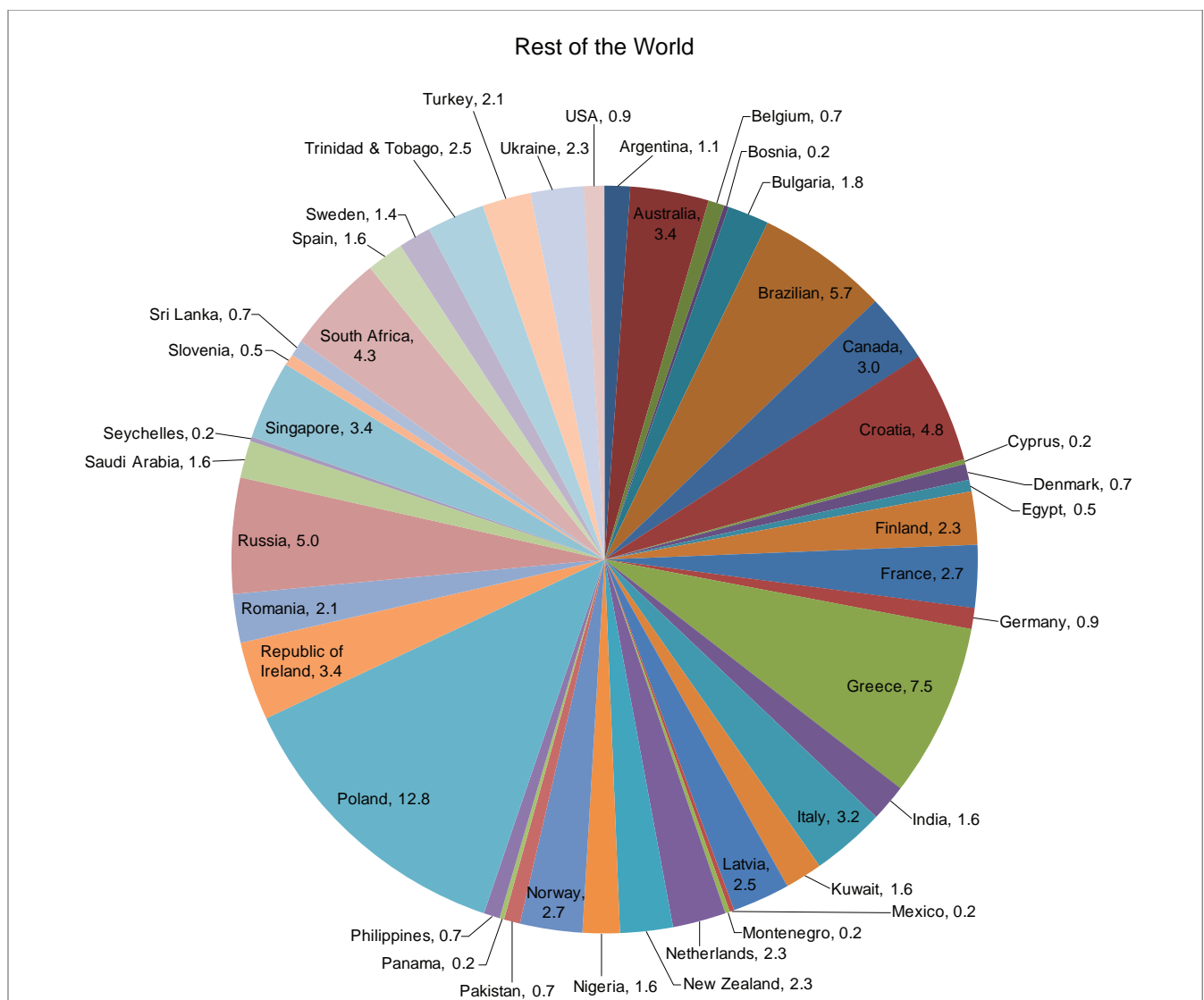


# STUDENT OVERVIEW

## NATIONALITIES OF SEAFARERS UNDERTAKING ECDIS TRAINING



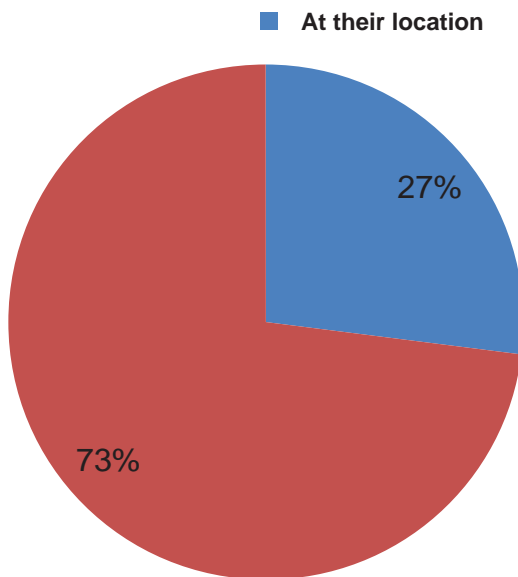
*Comment – Given our location, the proportion of students coming from the UK is unsurprising. However, the breakdown of countries from the rest of the world indicates a broad and deep takeup of ECDIS training.*





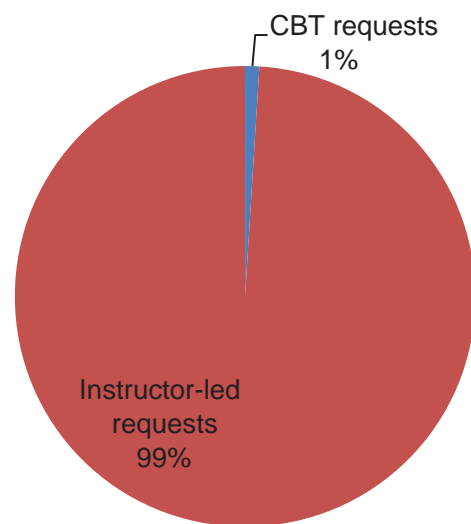
## REQUESTS FOR TRAINING AT SOUTHAMPTON FACILITY VS ONBOARD

*Comment – Receiving onboard training has obvious advantages, but the need to provide facilities for that training clear of ship or company activities also presents problems. What is not evident is the origin of these location requests – whether training managers or the students themselves have a particular preference, or indeed why.*



## INSTRUCTOR-LED VS COMPUTER-BASED TRAINING REQUESTS

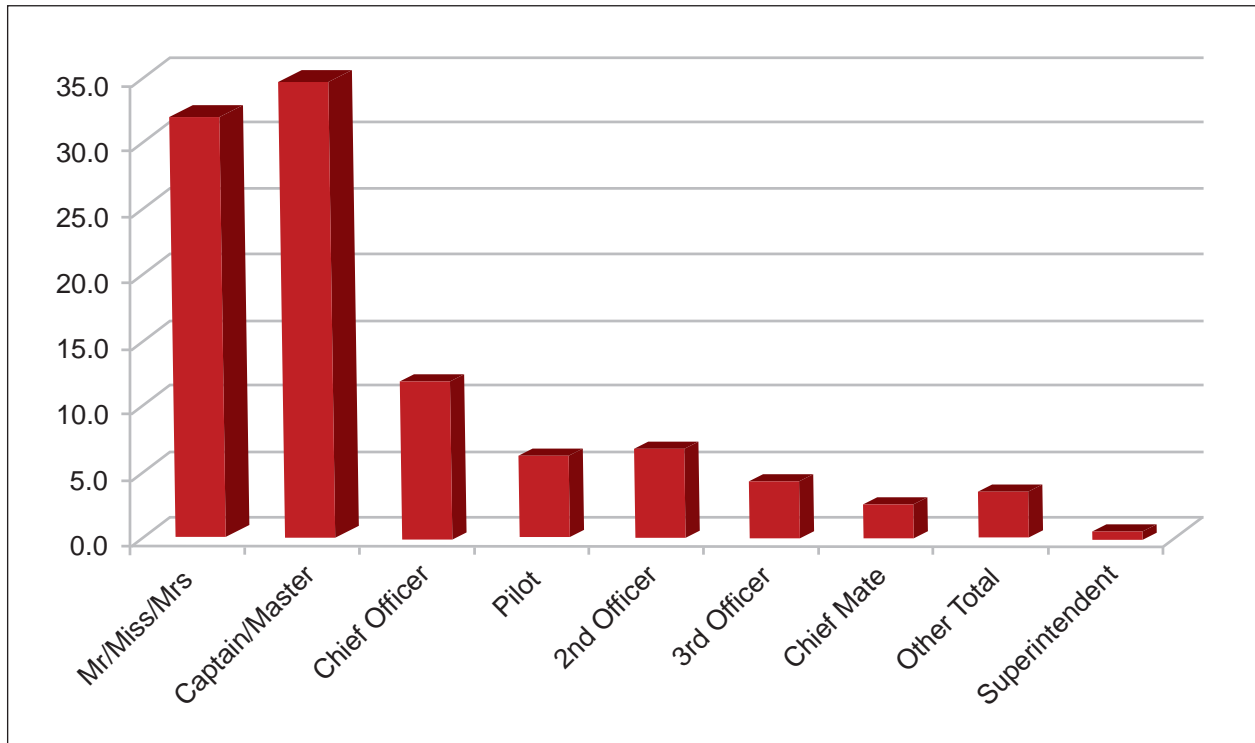
*Comment – That CBT can save time is self-evident. That it possibly is not the preferred training option regardless of this would also appear to be evident from the chart below. However, the lack of Flag State approval of CBT courses doubtless contributes to the lack of requests in addition to perceived limitations of their training value.*



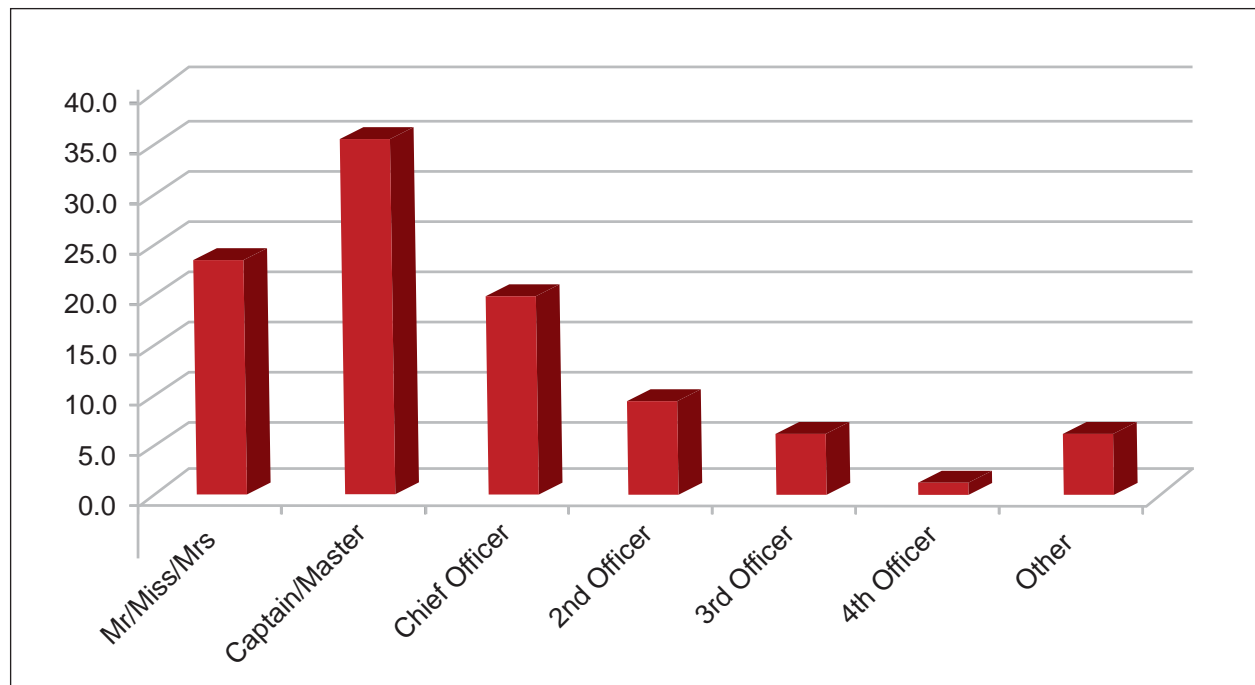
## RANK OF OFFICERS UNDERTAKING ECDIS TRAINING

*Comment – The relative seniority of many of the students is quite remarkable. Whether this is typical at other facilities is unknown, but it does appear that by far the largest proportion of ECDIS students hold senior seagoing or shipping company positions.*

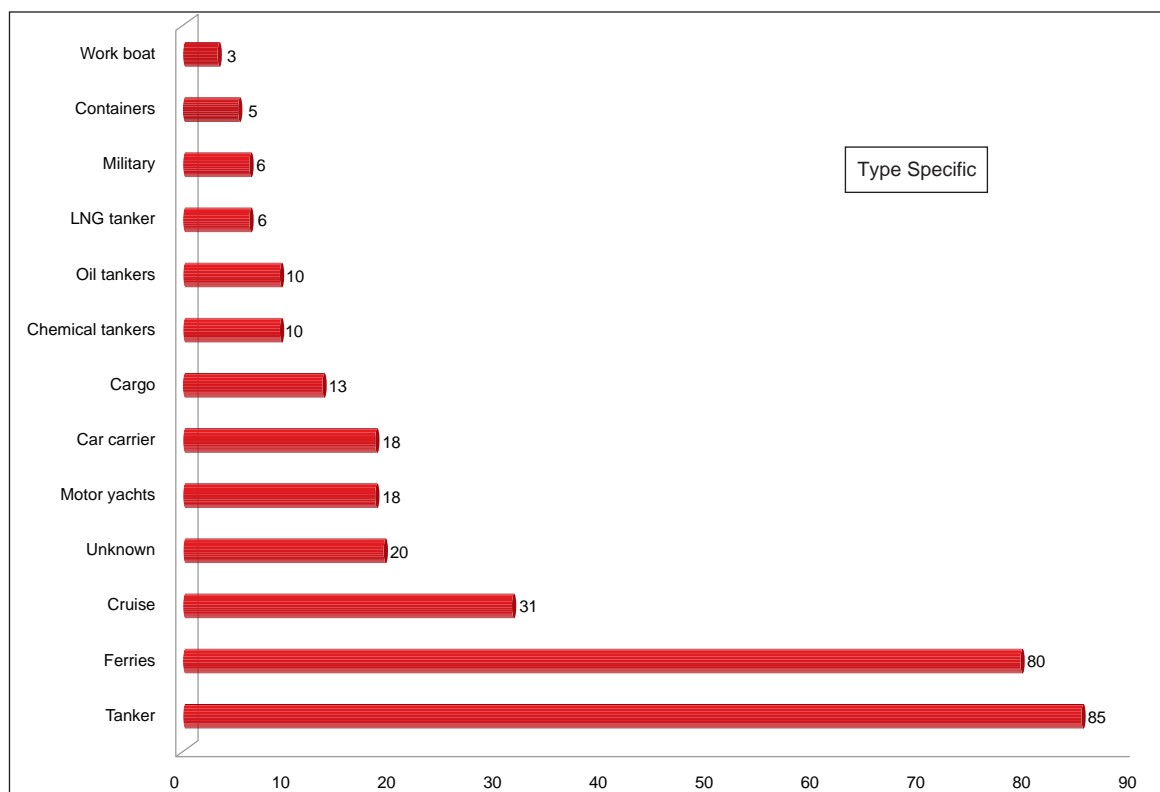
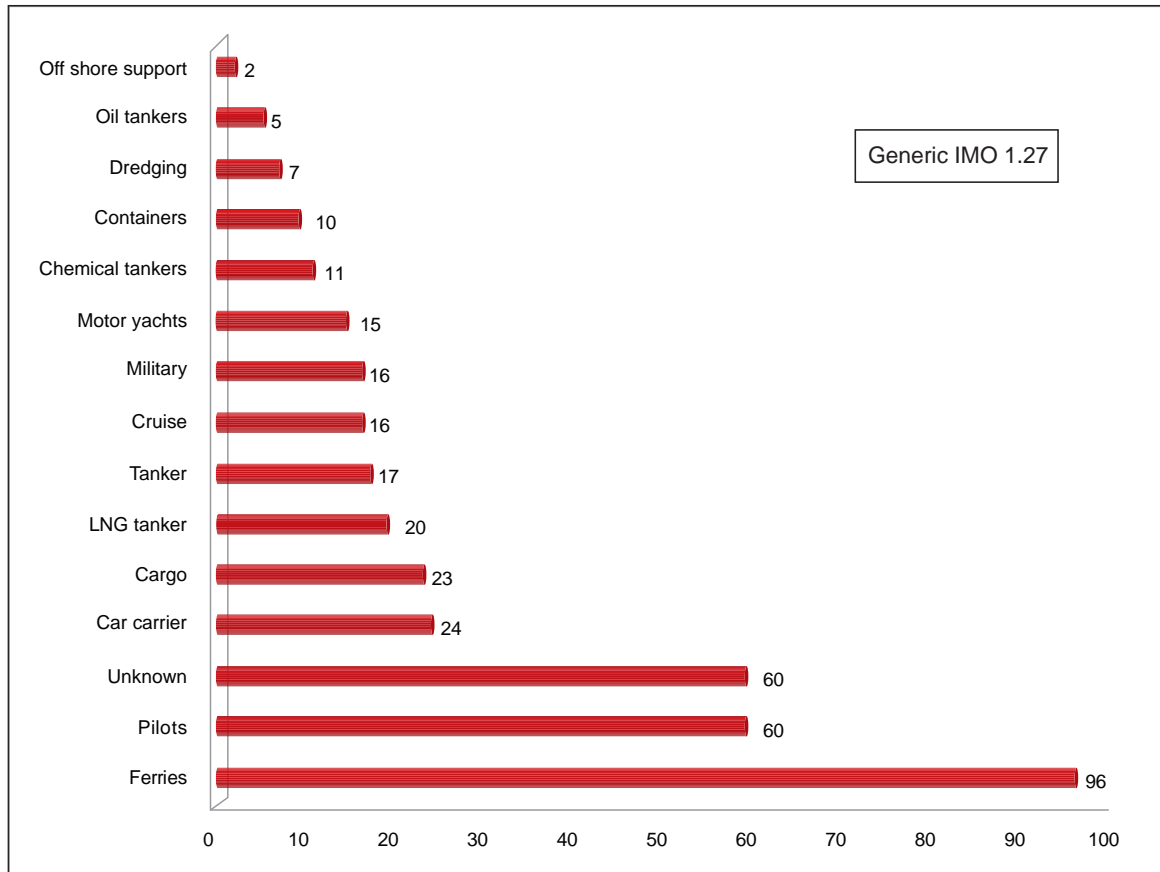
### Generic Training – Percentage of students by role



### Type Specific Training – Percentage of students by role



## 2.5 TYPES OF VESSELS UNDERTAKING TRAINING





# FURTHER ACKNOWLEDGMENTS

Data from hundreds of Mariners and shipping companies was utilised to produce this document including, but by no means limited to, the below companies.

Thank you for your training commitment, and pursuit of quality ECDIS navigation standards.





# THE AUTHOR



One of the World first delivers of the full 40 Hour ECDIS courses iaw IMO 1.27 guidelines.

Produced the World's first independent ECDIS manual for operators, by Navigators for Navigators.

Produced the World's first full ECDIS procedures guide for ships.

Independent training partner of leading manufacturers.

Trusted advisor to over 60 major shipping companies in over 40 countries for ECDIS purchasing, training or charting support.

Has trained ECDIS on every continent. Training every week, often world-wide.

Owner of the largest independent web site on ECDIS regulations.

Believed to be largest private owned ECDIS training and consultancy company in the world, which has doubled in size every quarter since inception.

On schedule to be internationally the largest privately owned ECDIS training provider, consultant and independent provider of the ECDIS in an expected industry worth in excess of USD 1 Billion by 2017.

Considered often to be the most expensive training option, but holder of the highest standards of ECDIS training World-Wide.





# ANNEX A

## IMO 1.27 GENERIC TIMETABLE

Timetable for ECDIS Ltd MCA 1.27 Model ECDIS Course (JRC)

Time	Monday	Tuesday	Wednesday	Thursday	Friday
0900	Introduction	Test on Legal Aspects	Presentation of Data	Route Monitoring Exercise	Confined Waters Planning
0915					
0930					
0945	Concept & Capability	ECDIS Data	Presentation of Data Exercise	Chart Updating	Fixing
1000					
1015					
1030			Route Planning	Sensors	
1045					
1100					
1115	Familiarisation	ECDIS Data Exercise	Route Planning Exercise	Test on ECDIS Data	Confined Waters Planning Exercise
1130					
1145					
1200					
1215					
1230					
1245	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1300					
1315					
1330					
1345	Familiarisation Exercise	Adding Information & Manual Corrections	Route Planning Exercise	Errors & Alarms	Confined Waters Planning Exercise
1400					
1415					
1430	Principal Types of Electronic Chart	Defining Safe Water	Route Monitoring	Voyage Data Recording	
1445					
1500					
1515		Limiting Danger Lines & Clearing Bearings	Backup Systems		
1530					
1545					
1600	Test on Principal Types, of Electronic Chart	Limiting Danger Lines & Clearing Bearings	Route Monitoring Exercise	Test on Abbreviations	Consolidation Test
1615					
1630					
1645	Legal Aspects	Limiting Danger Lines & Clearing Bearings Exercise	Route Monitoring Exercise	Confined Waters Planning	Wash-up & Feedback
1700					
1715					
1730					
1745					
1800					

# ANNEX B

## TYPE SPECIFIC TIMETABLE

**ECDIS Ltd NI 1 Day Type Specific ECDIS Course Timetable**

Time	Day 1
0900	Introduction
0915	Setting to Work
0930	
0945	
1000	Familiarisation Part 1
1015	
1030	
1045	
1100	<b>Familiarisation Exercise</b>
1115	
1130	
1145	
1200	Familiarisation Part 2
1215	Navigation Tools
1230	
1245	
1300	<b>Navigation Tools Exercise</b>
1315	<b>LUNCH</b>
1330	
1345	Route Planning Part 1
1400	
1415	<b>GC Route Planning Exercise</b>
1430	
1445	Route Planning Part 2
1500	
1515	<b>Route Planning Exercise</b>
1530	
1545	
1600	
1615	Route Monitoring Part 1
1630	
1645	<b>Route Monitoring Exercise</b>
1700	
1715	Route Monitoring Part 2
1730	<b>Fixing Exercise</b>
1745	Wash-up and Feedback
1800	
1815	

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# ANNEX C

## COURSE FEEDBACK FORM (BOTH 1.27 AND TS COURSES)

ECDIS Ltd	DATE 11 JAN 2010
Form TCA 001	Revision No. 02

### ECDIS LTD TRAINING COURSE ASSESSMENT

Student Name	Type of Course
Date of Course	Location of Training

#### Assessment Criteria:

- 5 Excellent
- 4 Good
- 3 Satisfactory
- 2 Unsatisfactory
- 1 Poor

#### Please rate the following aspects of the training course

Organisation & Domestics	Rating	Comments
How would you rate the Joining Instructions?	5 4 3 2 1	
How convenient was the training location?	5 4 3 2 1	
How would you rate the facilities?	5 4 3 2 1	
How well did the timings for the course work for you?	5 4 3 2 1	
Course Evaluation	Rating	Comments
To what degree did the subject matter meet your expectations?	5 4 3 2 1	
Was the subject matter informative and helpful?	5 4 3 2 1	
Is what you learned applicable to your current job?	5 4 3 2 1	
Is what you learned applicable to your professional development?	5 4 3 2 1	
How relevant was the subject matter?	5 4 3 2 1	

ECDIS Ltd	DATE 11 JAN 2010
Form TCA 001	Revision No. 02

Course Content	Rating	Comments
How do you rate the quality of the course handout?	5 4 3 2 1	
How do you rate the quality of the presentation slides?	5 4 3 2 1	
How do you rate the quality of the presentations?	5 4 3 2 1	
How do you rate the equipment used for the course?	5 4 3 2 1	
Trainer Evaluation	Rating	Comments
How well did the trainer know the subject matter?	5 4 3 2 1	
How well prepared was the trainer?	5 4 3 2 1	
How good was the trainer at transferring his/her knowledge to you?	5 4 3 2 1	
Cost	Rating	Comments
Was the training good value for the money it cost?	5 4 3 2 1	
Was the training good value for the time it cost?	5 4 3 2 1	
Overall	Rating	Comments
How would you rate the course overall?	5 4 3 2 1	
What are the chances of you recommending ECDIS Ltd?	5 4 3 2 1	

**Any Other Comments**

# ANNEX D

## Overview of Post Course Feedback

Post Course Feedback Questions	Generic IMO 1.27 (40 Hour)	New (Manilla Ammend) 1.27	Generic IMO 1.27 (40 Hour)	New (Manilla Ammend) 1.27	Type Specific Feedback	Type Specific Feedback
	(Batch of 300 Mariners)	(first 50 Mariners)	(Batch of 300 Mariners)	(first 50 Mariners)	Nautical Institute approved (8 Hours)	Nautical Institute approved (8 Hours)
Organisation & Domestics	Percent (average)	Percent (average)	Mark Out of 5 (average)	Mark Out of 5 (average)	Percent (average)	Mark Out of 5 (average)
How would you rate the Joining Instructions?	88.85	89.60	4.44	4.48	94.19	4.71
How convenient was the training location?	83.80	81.20	4.19	4.06	87.35	4.37
How would you rate the facilities?	95.13	94.80	4.76	4.74	94.95	4.75
How well did the timings for the course work for you?	88.27	85.60	4.41	4.28	88.40	4.42
Course Evaluation						
To what degree did the subject matter meet your expectations?	88.23	84.90	4.41	4.24	88.98	4.45
Was the subject matter informative and helpful?	88.93	85.60	4.45	4.28	89.80	4.49
Is what you learned applicable to your current job?	85.45	82.00	4.27	4.10	91.22	4.56
Is what you learned applicable to your professional development?	90.11	87.60	4.51	4.38	90.41	4.52
How relevant was the subject matter?	89.88	88.33	4.49	4.42	92.86	4.64
Course Content						
How do you rate the quality of the course handout?	84.27	81.60	4.21	4.08	90.72	4.54
How do you rate the quality of the presentation slides?	86.67	86.00	4.33	4.30	91.96	4.60
How do you rate the quality of the presentations?	89.13	90.80	4.46	4.54	93.20	4.66
How do you rate the equipment used for the course?	85.92	80.40	4.30	4.02	92.58	4.63
Trainer Evaluation						
How well did the trainer know the subject matter?	95.53	96.00	4.78	4.80	97.73	4.89
How well prepared was the trainer?	95.20	95.60	4.76	4.78	95.88	4.79
How good was the trainer at transferring his/her knowledge to you?	91.60	92.40	4.58	4.62	96.08	4.80
Cost						
Was the training good value for the money it cost?	84.91	80.80	4.25	4.04	90.00	4.50
Was the training good value for the time it cost?	85.51	80.59	4.28	4.03	89.55	4.48
Overall						
How would you rate the course overall?	90.09	88.16	4.50	4.41	91.04	4.55
What are the chances of you recommending ECDIS Ltd?	92.53	90.42	4.63	4.52	93.18	4.66
Was the course length to long?	12	1			2	
Was the course length to short?	19	2			11	







## Old Model Generic Post Course Feedback

Post Course Feedback Questions	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
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**Key:** S = Student













### Old Model Generic Post Course Feedback (Continue)

Post Course Feedback Questions	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
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**Key:** S = Student





## New Model Generic Post Course Feedback

Post Course Feedback Questions	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
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**Key:** S = Student



# RECENT EXAMPLES OF TESTIMONIALS AND FEEDBACK FROM ECDIS COURSES

	<p>"Excellent course, very professional, approachable personnel. Very good trainee friendly facility."</p> <p><b>Michal Trzesowski</b> Chevron Shipping Company LLC 10<sup>th</sup> May 2013</p>
	<p>"Thought provoking, a thoroughly good experience. I wish that I had done it years ago."</p> <p><b>Harry Cook</b> Babcock Flagship Ltd 26<sup>th</sup> April 2013</p>
	<p>"Excellent facility, professional instructors, friendly atmosphere, highly recommended."</p> <p><b>Master Richard Walters</b> Anglo Eastern Crew Management 26<sup>th</sup> April 2013</p>
	<p>"I wish I had done this course 15 years ago! A much needed and valuable course."</p> <p><b>Captain David Warden-Owen</b> Saga Shipping 4<sup>th</sup> April 2013</p>
	<p>"I thoroughly enjoyed the course. It was pitched at the right level for me to be actively engaged, most certainly recommend it."</p> <p><b>Kalarikkal Shinith Narayanan</b> Shell International Trading 15<sup>th</sup> March 2013</p>
	<p>"Very professional and adaptable regarding delivery of course to meet our companies requirements."</p> <p><b>Head of Fleet Operations - James McGruer – Red Funnel</b> Red Funnel 15<sup>th</sup> February 2013</p>
	<p>"Very well run course, best I have been on."</p> <p><b>Robert Eveleigh</b> Port of London Authority 25<sup>th</sup> January 2013</p>
	<p>"Instructor was very helpful and informative and knows subject well and gave sound operational advice! Excellent."</p> <p><b>Captain Chad Murray</b> Condor Ferries 18<sup>th</sup> January 2013</p>
	<p>"Very good course, delivered in a good facility by very good lecturers who relate to serving seamen very well."</p> <p><b>Master Raymond Marshall</b> Hanson Aggregates Marine Ltd 18<sup>th</sup> January 2013</p>



 <b>MAERSK</b>	<p>"Very good course, recommended to all who require IMO 1.27 for certificate renewal. It should enhance shipboard performance."</p> <p><b>Captain David James Podger</b> Maersk 23<sup>rd</sup> November 2012</p>
	<p>"By far the best ECDIS course I have been on. Lecturer's delivery of course was excellent."</p> <p><b>Chief Officer Andrew Clarke</b> Vela International Marine Ltd. 10<sup>th</sup> August 2012</p>
 <b>MAERSK</b>	<p>"Excellent all round and learned a lot. Instruction was excellent and gave a lot of time to personnel tuition. Excellent."</p> <p><b>F P Wight</b> Maersk 1<sup>st</sup> June 2012</p>
	<p>"I have never attended any course where the atmosphere/environment is so good. 45 Years at sea."</p> <p><b>Ken Browne</b> Meridian Marine Management 20<sup>th</sup> April 2012</p>
	<p>"Thanks to the instructor who motivated and encouraged us throughout the week, knowing the wonderful technology I am very happy to have been part of this course. Wonderful well of knowledge exchanged and shared in a playful and fun manner. The instructor is an excellent teacher."</p> <p><b>Tudor Burris</b> Red Funnel 2<sup>nd</sup> March 2012</p>
	<p>"From an ECDIS novice I now feel confident in its operation onboard. One of the most valuable courses I have attended."</p> <p><b>Denis Rowan</b> P&amp;O Ferries 17<sup>th</sup> February 2012</p>
	<p>"It was a pleasure to finally meet trainers fully open for discussion, which was absolutely the best part of the course, keeping in mind that the knowledge of the trainer was astonishing!"</p> <p><b>Master Ivo Joncic</b> Bernhard Schulte Ship Management (Singapore) 26<sup>th</sup> January 2012</p>
	<p>"Friendly and approachable staff provide a relaxed learning environment. A challenging but rewarding course covering all aspects thoroughly over a number of operating systems. A wonderful course, thoroughly recommended."</p> <p><b>Chris Glendinning</b> Saga Shipping 22<sup>nd</sup> December 2011</p>
	<p>"I would recommend this course to my colleagues at DSCP Ltd and all Trinity House Deep Sea Pilots. A good mix of the technical and practical which has given me the tools to enable me to go onboard the next ECDIS equipped ship and obtain the information I require."</p> <p><b>Captain N Doyle</b> Trinity House Deep Sea Pilot 30<sup>th</sup> September 2011</p>
	<p>"This course demonstrates the value of using the full 5 days (40 hours) recommended by the IMO. The amount of information to be absorbed is planned in logical sequence making it easier for the student to understand ECDIS use."</p> <p><b>Captain Harry Gale FNI</b> Nautical Institute 27<sup>th</sup> May 2011</p>
	<p>"A demanding but enjoyable course overall. No problem in recommending ECDIS Ltd."</p> <p><b>Joe Collins</b> C-Mar Consultants 4<sup>th</sup> March 2011</p>

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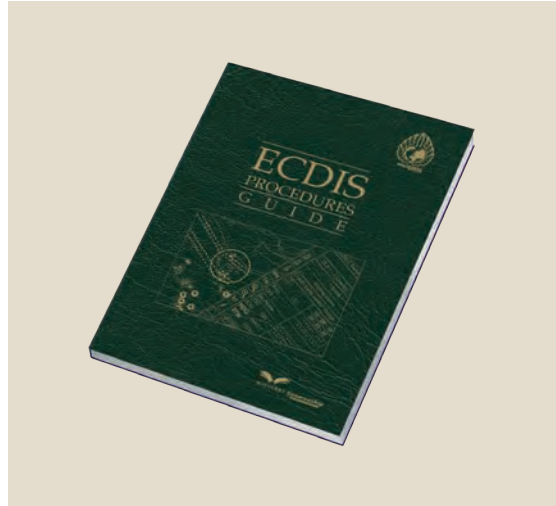
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