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.

www.ECDIS.org

CONTENTS

Introduction and Headlines	3
IMO 1.27 Feedback	3
Type Specific Course Feedback	13
Student Overview	16
Further Acknowledgments	20
The Author	2′
Annex A	23
Annex B	24
Annex C	25
Annex D	27
Recent Examples of Testimonials and Feedback from FCDIS Courses	37

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 Providers do not publish feedback often, and it is understandably quite daunting to so do.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

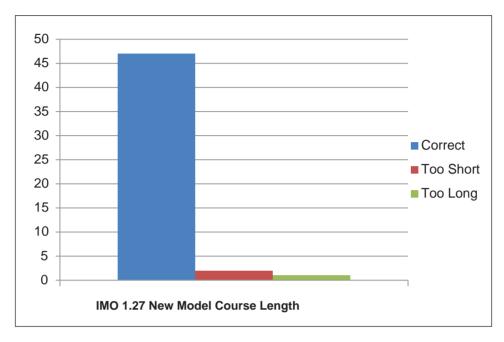
It is pertinent to thank Witherby Seamanship International who produced and published this paper in support of the pursuit of safer navigation training and standards.



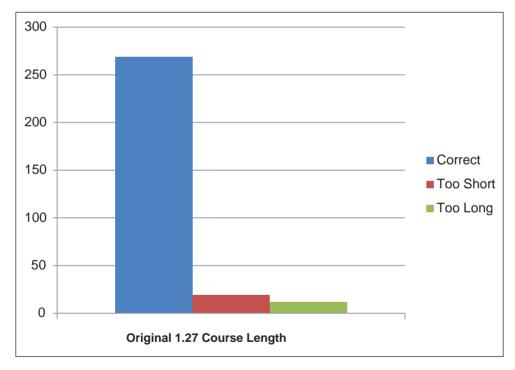
HEADLINES - 1.27 TRAINING

Course Length

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



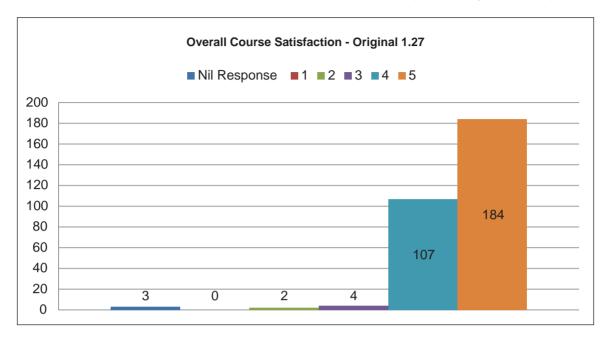
Previous 40 Hour model course length satisfaction was 89%.

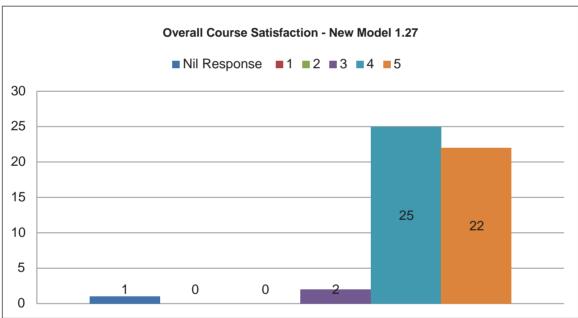


Comment – The different size of the samples means that it's difficult to claim more satisfaction with the course length since the advent of the 40-hour version, but what is certain is that there is no marked increase in dissatisfaction.

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.

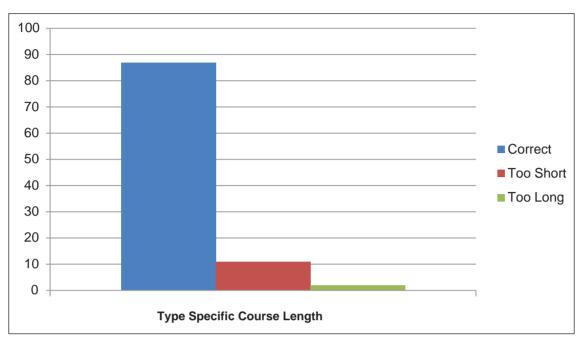
Negative:

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.

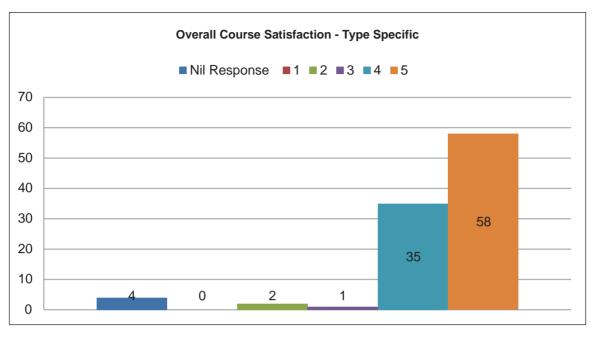


Comment – We conduct one day Type-Specific training courses, which tend to be very long days for both instructor and student. However, it would seem that most students would prefer to complete the work in one day to reduce the amount of time spent away training.



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:

- $\ \, \mbox{\Large @} \ \,$ 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

New Model

85.6%

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

New Model

95.5%

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

New Model

95.2%

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

New Model

91.6%

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

New Model

84.9%

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

New Model

85.5%

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

New Model

90.1%

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

New Model

92.5%

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:

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

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

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

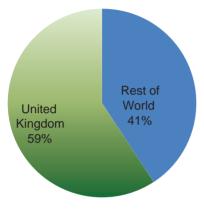
What are the chances of you recommending (this training provider)?

93.2%

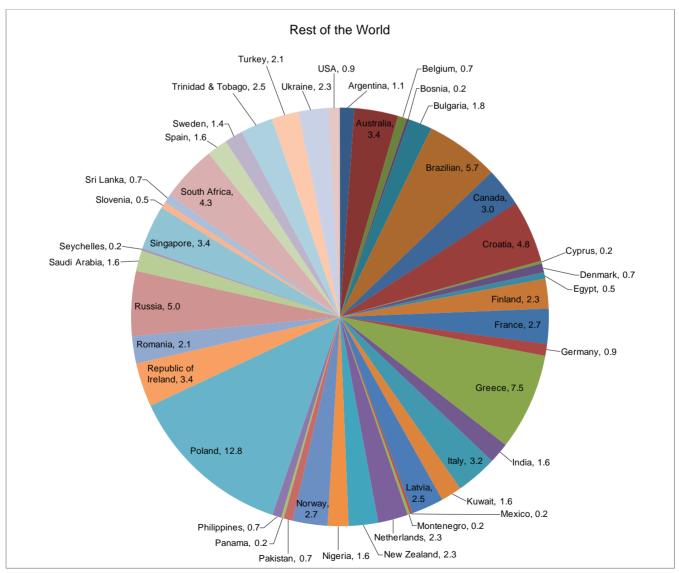


STUDENT OVERVIEW

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.

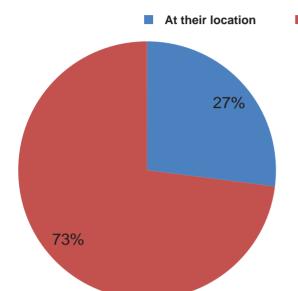


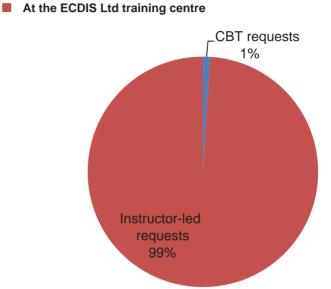
REQUESTS FOR TRAINING AT SOUTHAMPTON FACILITY VS ONBOARD

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.



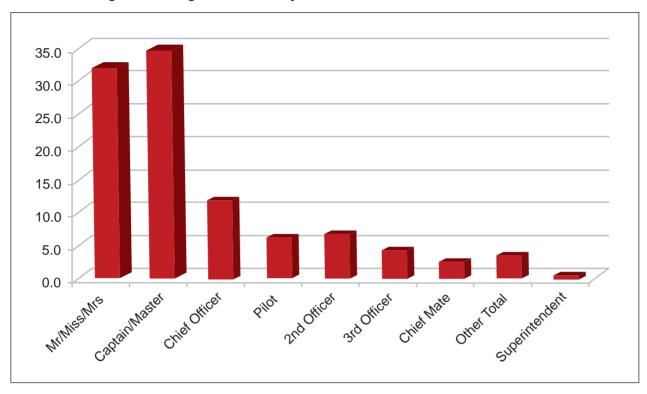




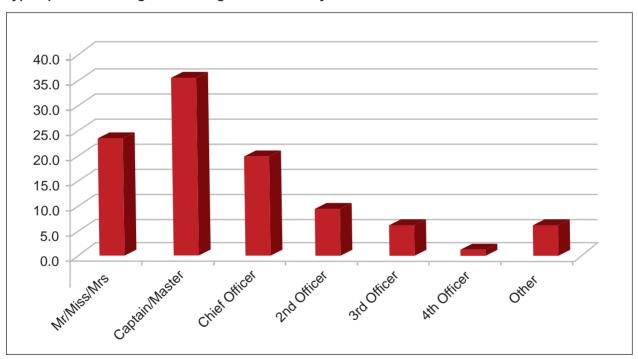
RANK OF OFFICERS UNDERTAKING ECDIS TRAINING

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.

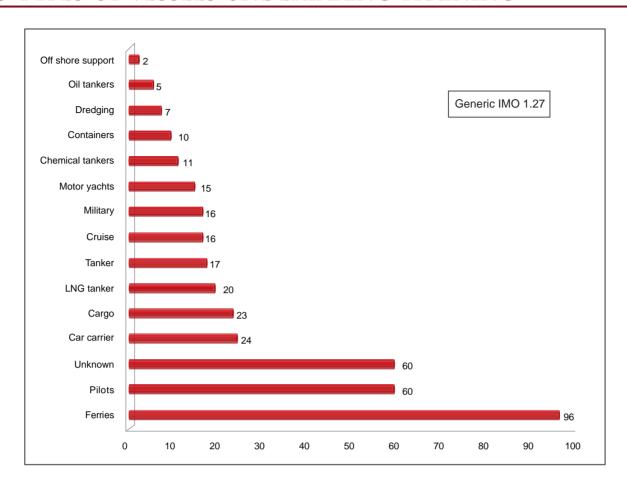
Generic Training - Percentage of students by role

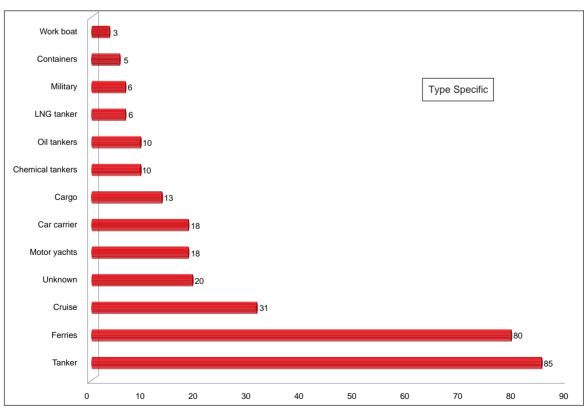


Type Specific Training - Percentage of students by role



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.





ANNEXA

IMO 1.27 GENERIC TIMETABLE

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

Time	Monday	Tuesday	Wednesday	Thursday	Friday
0900	lates de ation				Confined Waters
0915	- Introduction	Test on Legal Aspects	Presentation of Data Route Monitorin Exercise		Planning
0930		Aspects		LACICISC	
0945					
1000			Presentation of	on of	Fixing
1015	Concept & Capability		Data Exercise	Chart Updating	
1030	Concept & Capability	ECDIS Data			
1045		ECDIS Data			Fixing Exercise
1100					Fixing Exercise
1115			Route Planning	Sensors	
1130			1 Noute Flaming	Sensors	
1145	- Familiarisation				0 5 1 W - 4
1200	Tarrillarisation	ECDIS Data			Confined Waters Planning Exercise
1215		Exercise	Route Planning	Test on ECDIS Data	3
1230			Exercise		
1245					
1300	LUNCH	LUNCH	LUNCH LUNCH LUNCH	LUNCH	LUNCH
1315	Lonon	Lonon		2011011	
1330					
1345					
1400	Familiarisation	Adding Information &		Errors & Alarms	
1415	Exercise	Manual Corrections	Route Planning		
1430			Exercise		Confined Waters
1445	_			Voyage Data	Planning Exercise
1500	Principal Types of	Defining Safe Water		Recording	
1515	Electronic Chart				
1530					
1545			Route Monitoring	Backup Systems	
1600	Test on Principal	Limiting Danger Lines & Clearing Bearings			
1615	Types, of Electronic Chart	a Cleaning Deanings		Test on Abl. 1.1	
1630				Test on Abbreviations	Consolidation Test
1645	_	Limiting Danger			
1700	Legal Aspects	Limiting Danger Lines & Clearing Bearings Exercise	earing Route Monitoring		
1715	_			Confined Waters Planning	Mach up 0 Feetle : 1
1730				i idillilig	Wash-up & Feedback
1745					
1800					

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ECDIS Ltd NI 1 Day Type Specific ECDIS Course Timetable

Time	Day 1	
0900	Introduction	
0915	Catting to Mark	
0930	Setting to Work	
0945		
1000	Familiarisation Part 1	
1015	r anniansation Fart 1	
1030		
1045		
1100	Familiarisation Exercise	
1115	Familiansation Exercise	
1130		
1145	Familiarisation Part 2	
1200	r anninansation Fall 2	
1215	Navigation Tools	
1230	rvavigation roots	
1245	Navigation Tools Exercise	
1300	Havigation 10013 Excitors	
1315	LUNCH	
1330	ESITOTI	
1345	Route Planning Part 1	
1400	Totale Flamming Fact F	
1415	GC Route Planning Exercise	
1430	g - no soc	
1445	Route Planning Part 2	
1500	3.5.5.5	
1515		
1530	Route Planning Exercise	
1545		
1600		
1615	Route Monitoring Part 1	
1630	1000	
1645	Route Monitoring Exercise	
1700	·	
1715	Route Monitoring Part 2	
1730	Fixing Exercise	
1745	Wash-up and Feedback	
1800		
1815		

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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	

The Customer Perspective on ECDIS Training

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

Course Content		ı	Ratin	g		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			g		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	
A O(l O (-						

Any Other Comments

Annex D

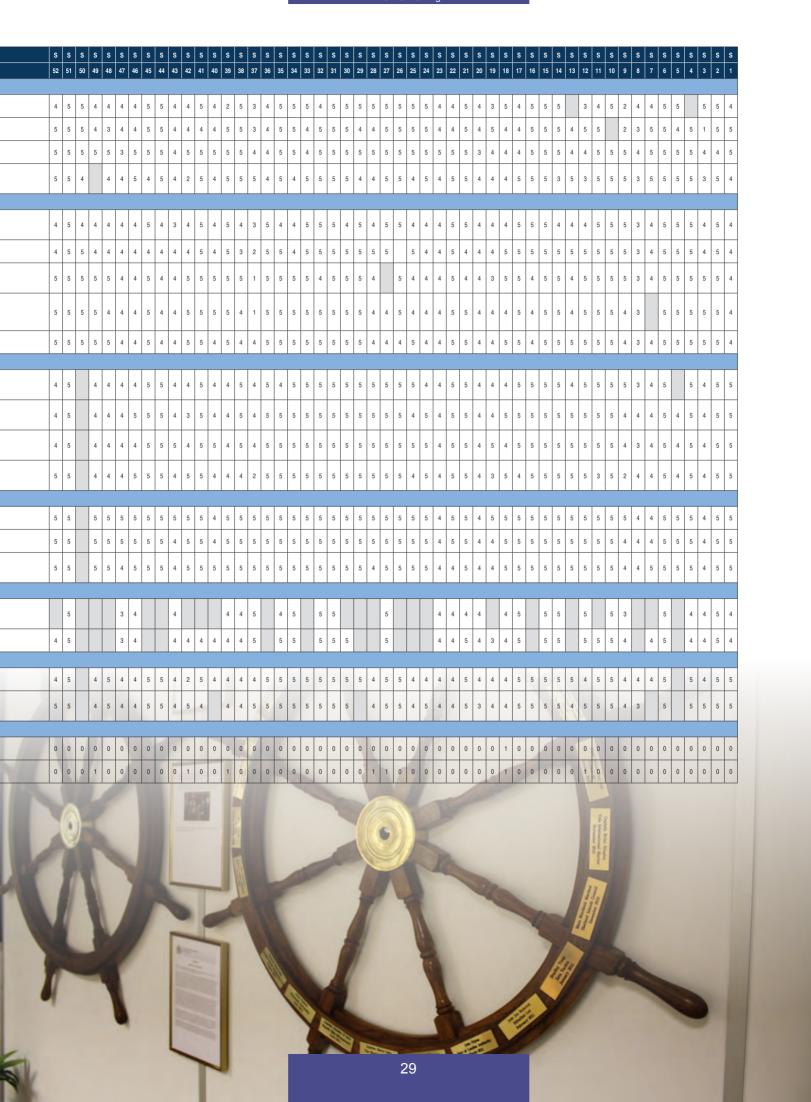
Overview of Post Course Feedback

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

Type Specific Feedback	Type Specific Feedback
Nautical Institute approved (8 Hours)	Nautical Institute approved (8 Hours)
Percent (average)	Mark Out of 5 (average)
94.19	4.71
87.35	4.37
94.95	4.75
88.40	4.42
88.98	4.45
89.80	4.49
91.22	4.56
90.41	4.52
92.86	4.64
90.72	4.54
91.96	4.60
93.20	4.66
92.58	4.63
97.73	4.89
95.88	4.79
96.08	4.80
90.00	4.50
89.55	4.48
91.04	4.55
93.18	4.66
2	
11	

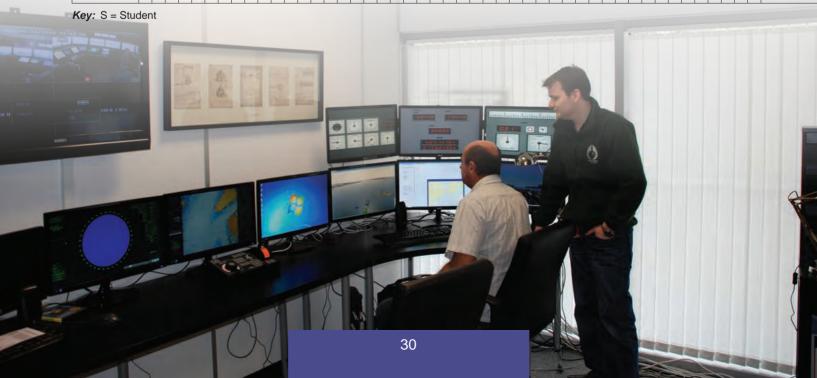
Type Specific Post Course Feedback

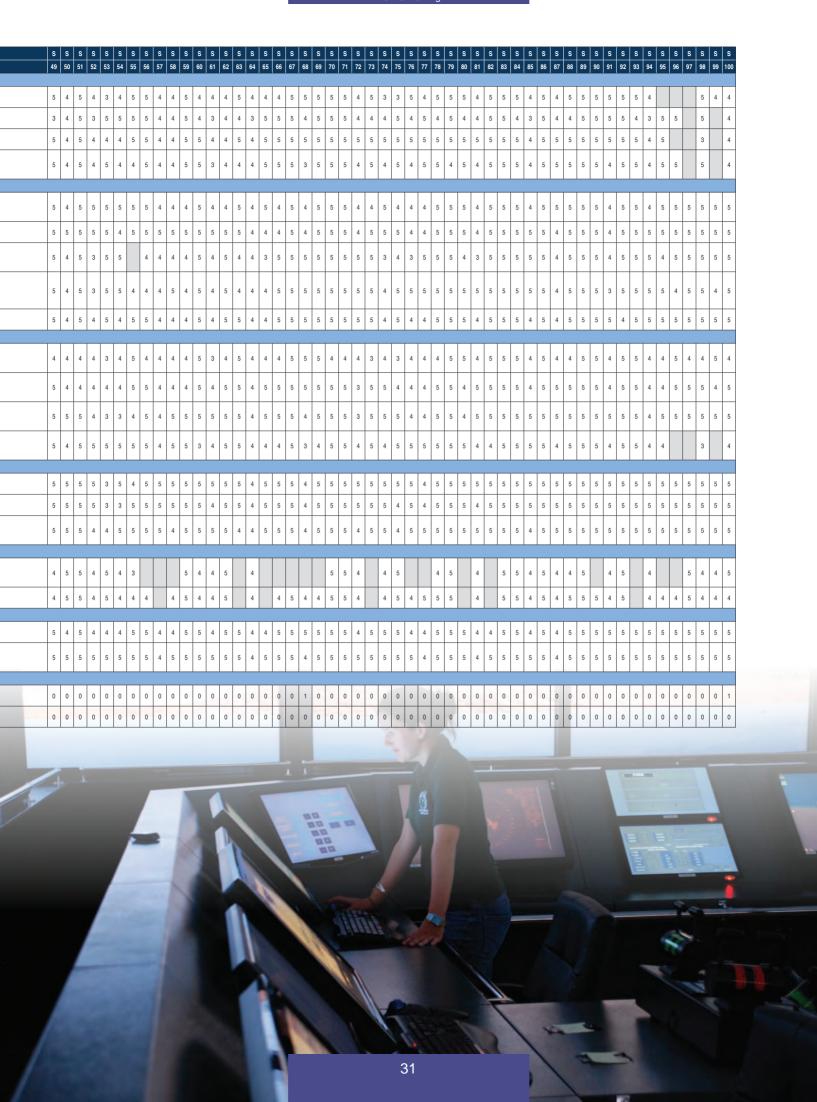
Type Spec	ifi	c F	0	st	С	οι	ır	se	F	ee	dk	oa	ck	(
Post Course Feedback Questions		S 99	${\color{red}{}}$	\longrightarrow		—	+-			s 2 9	s s	s s	S :	S S	S S	6 8	5 S	s s	s S 3 82	S 81	S 80	S 79	S 78	s 77	S 76	S 75	S 74	S 73	S 72	s :	s s	s s 9 68	S 67	S 66	S 65	S 64	S 63	S 62	S 61	S 60					S 55 5	S 5	
Organisation & Domestics How would you rate the	4	5	_	5	_		_	T,								5 4	. .		5			 -	_	_	_	5	_	_	_	_	4 5		T ,		5	_	_	,	_	5	_	,	4	4	,		-
Joining Instructions? How convenient was the	4		5	5	5	5	5	+	+	+		+	+	5 4	+	5 4			4	-	4	5	5	3	5				_	+	3 5	+	+	4		5	5	\dashv	\dashv		+		-		+	+	4
training location? How would you rate the facilities?	5	\dashv	5	5	5	5	\vdash	+	+	+		+	+	5 5	+	5 5	+		5		5	4	5	4	5	5	\dashv	+	+	+	5 5	+	+	5		5	5	-	\dashv	_	+	_	\dashv		+	+	5
How well did the timings for the course work	5	5	5	5	4	5	5	5	5	5	5 5	3	3	5 4	4 !	5 4	1 5	;	5	4	3	5	5	4	5	5	5	5	5	5 ;	3 5	5 5	4	4	5	5	5	4	5	4	5	3	5	3	5	3 5	5
for you? Course Evaluation																																															
To what degree did the subject matter meet your expectations?	5	5	4	5	4	5	5	5	4	4	1 5	5	5	4 5	5 8	5 5	5 5	;		4	3	5	5	4	5	5	5	4	5	5 4	4 5	5 5	5	5	5	5	5	4	5	4	4	3	4	3	4	4	4
Was the subject matter informative and helpful?	5	5	5	5	4	5	5	5	4	4	1 5	5	5	4 !	5 4	5 5	5 5	5		5	4	5	5	4	5	5	5	5	5	5 4	4 5	5	4	5	5	5	5	4	5	5	3	3	5	2	4	4 4	4
ls what you learned applicable to your current job?	5	5	5	5	5	4	5	5	4	4	1 5	5	5	5 8	5 4	5 4	1 5	5		5	4	5	5	4	5	5	5	4	5	5	4 5	5 5	5	5	5	5	5	4	5	5	3	3	5	4	5	4 5	5
Is what you learned applicable to your professional development?	5	5	4	5	5	5	5	5	4	5	5 5	5	5	5 4	4 5	5 4	1 5	5		5	4	5	5	4	5	4	5	5	5	5	5 5	5 5	5	4	5	5	5	4	4	5	4	4	4	3	3	4 5	5
How relevant was the subject matter?	5	5	5	5	4	5	5	4	4	4	1 5	5	5	5 4	4 4	4 4	1 5	,		5	4	5	5	5	5	5	5	5	5	5	4 5	5	5	5	5	5	5	4	5	5	4	4	4	4	4	5 5	5
Course Content How do you rate the							Τ	T	T	T		T	T		Т		<u> </u>		T		Ι						1		T		1		T						T	T		T			T	T	
quality of the course handout	5	5	5	5	5	5	5	5	4	5	5 5	5	5	4 5	5 4	4 5	5 5	5	1	4	4	4	5	4	5	5	5	5	5	5 4	4 5	5	4	4	5	5	5	4	5	5	4	3	4	3	4	5 4	4
How do you rate the quality of the presentation slides?	5	5	5	5	5	5	5	5	4	5	5 5	5	5	4 4	4 !	5 5	5 5	5		4	4	5	5	4	5	5	5	5	5	5	3 5	5	4	4	5	5	5	4	5	5	4	3	5	2	3	5 4	4
How do you rate the quality of the presentations?	5	5	5	5	5	5	5	5	4	5	5 5	5 5	5	4 5	5 4	5 5	5 5	5		4	4	5	5	4	5	5	5	5	5	5	4 5	5 5	4	4	5	5	5	4	5	5	5	3	4	2	4	5	5
How do you rate the equipment used for the course?	5	5	5	5	5	5	5	5	4	4	1 5	5	5	5 5	5 4	5 5	5 5	;		4	5	5	5	4	5	4	5	5	5	5	5 5	5 5	4	5	5	5	5	4	5	5	5	3	4	5	4	5 5	5
Trainer Evaluation																																															
How well did the trainer know the subject matter?	5		5	5	5	5	5	+	+	+	+	+	+	+	+	5 5	-			4	4		5	4			-		+	+	4 5		+	5		5	5		\dashv	+	+	+	-		+	+	5
How well prepared was the trainer? How good was the trainer	5		5	5	5	5	H	+	5	+		+	+			5 5				4	4	5	5	4							4 5		4	5			5		-		5		5		+		5
at transferring his/her knowledge to you?	5	5	5	5	5	5	5	5	4	5	5 5	5	5	5 8	5 4	5 5	5 5	5		4	4	5	5	4	5	5	5	5	5	5 4	4 5	5	5	5	5	5	5	5	5	5	5	4	5	4	4	5 4	4
Was the training good value for the money						5	4	4	4	4	1 5			4		5 5			T	4	4	4	5		5	4	5	5	5	5	5	;		5	5	5	5		5							4	4
Was the training good value for the time it cost?		5				5	4	+		+				4 5		5 5			+	4	4	4	5		5				-	5	5		+	5		5	5		5			4		+	5		4
overall																																															
How would you rate the course overall?	5	5	5	5	5	5	5	5	4	4	5	5	5	4 5	5	5 5	5 5	5		4	4	5	5	5	5	5	5	5	5	5	4 5	5 4	5	5	5	5	5	4	5	5	4	3	4	2	4	4 4	1
What are the chances of you recommending ECDIS Ltd?	5	5	5	5			5	5	4	5	5 5	5	5	4	5	5 5	5 5	5		4	4	5	5	4	5	5	5	5	5	5	5 5	5 4	5	5	5	5	5	4	5	5				2	4	5	5
Was the course lengh	0	0	_		_		0		Τ.													0				_							T												0	0 (
Was the course lengh to long? Was the course lengh	0	0	0	0	0	0	0			+			+	0 (H	0 0	+		+		0	0	0	0	0	0	0				0 0		H	0		0	0	0	-		+		-			0	1
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Old Model Generic Post Course Feedback

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Post Course Feedback Questions	1	2	S 3	S 4	S 5	S 6	S 7	S 8	S 9	S 10	S 11	S 12	S 13	S 14	S 15	S 16	S 17	S 18	S 19	S 20	S 21	S 22		S 24			S 27 :			S S				S 35		S 37		S S					S 45	S 46		48
Organisation & Domesti	cs																																													
How would you rate the Joining Instructions?	3	5	3	2	5	4		4	4	3	4	4	5	5	5	5		5	4	4	5	4	4	5	4	5	5	4		5 4	4	5	5		5	5	4	4 5	5	4	4	5	5	5	4	4
How convenient was the training location?	4	4	5	5	5	4	4	3	4	4	4	4	4	5	5	5	5	5	4	4	5	3	3	4	4	5	4	4	4	5 5	4	4	5	4	5	4	4	4 4	5	4	3	5	5	5	5	5
How would you rate the facilities?	3	3	5	4	5	4	4	5	5	3	4	5	4	5	5	5	5	5	4	4	5	4	4	5	5	5	5	3	5	5 5	4	5	5	4	5	5	5	5 5	5	5	5	4	5	4	5	5
How well did the timings for the course work for you?	4	4	5	4	5	4	4	2	4	4	4	5	5	5	5	5	5	5	4	4	5	4	4	5	5	5	3	5	5	5 5	i 4	5	5	4	5	4	4	3 5	5	5	5 5	5	5	4	5	5
Course Evaluation																																														
To what degree did the subject matter meet your expectations?	5	5	5	5	5	4	4	4	4	4	4	5	4	5	5	4	5	5	4	5	5	5	4	5	5	5	5	4	5	5 5	5	4		4	5	5	4	4 5	5	4	4	5	5	4	4	5
Was the subject matter informative and helpful?	5	5	5	4	5	4	4	4	4	4	4	5	5	5	5	4	5	5	4	5	5	4	4	5	5	5	5	5	5	5 5	5	4	5	4	5	5	4	5 5	5	5	5 4	4	5	4	5	5
Is what you learned applicable to your current job?	5	4	5	5	5	4	4	4	4	4	5	5	5	5	4	4	5	3	4	5	5	4	4	5	5	5	3	5	4	5 5	5 5	5		3	5	5	4	5 5	5	4	4	5	5	4	4	5
Is what you learned applicable to your professional development?	5	5	5	5	5	4	4	4	4	4	5	5	5	5	5	5	5	5	4	5	5	4	4	4	5	5	5	5	5	5 5	5 5	5	5	4	5	5	4	5 5	5	5	5 4	5	5	4	5	5
How relevant was the subject matter?	5	5	5	5	5	4	4	3	4	5	5	5	4	5	5	4	5	5	4	5	5	4	4	5	5	5	5	5	4	5 5	5	4	5	4	5	5	5	5 5	5	4	4	5	5	5	5	5
Course Content																																														
How do you rate the quality of the course handout?	4	4	5	4	3	4	4	3	4	4	4	4	5	5	5	5	4	5	4	4	4	3	3	4	5	5	5	4	4	5 4	4	4	5	4	5	3	4	4 5	5	5	5 4	4	5	4	4	4
How do you rate the quality of the presentation slides?	5	4	5	4	4	4	4	4	4	4	4	5	5	5	5	5	5	4	5	5	5	4	4	5	5	5	5	5	5	5 4	4	5	5	4	5	4	5	4 5	5	5	5	5	5	4	4	5
How do you rate the quality of the presentations?	5	4	5	4	5	4	4	4	4	4	4	5	5	5	5	5	5	4	5	5	5	4	4	5	5	5	5	5	5	5 5	i 4	5	5	4	5	4	5	4 5	5	5	5	5	5	4	5	5
How do you rate the equipment used for the course?	3	3	4	4	4	4	4	5	4	4	4	5	5	5	5	4	4	4	5	5		4	4	5	5	5	4	5	5	5 5	5 4	5		4	5	4	5	5 5	5	4	4	4	5	4	5	5
Trainer Evaluation																												_	_	_									_	_	_					
How well did the trainer know the subject matter?	5	5	5	5	5	4	4	4	5	4	4	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5 5	5	5	5	4	5	4	5	5 5	5	5	5	5	5	4	5	5
How well prepared was the trainer?	5	4	5	4	5	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5 5	5	5	5	4	5	5	4	5 5	5	5	5	5	5	4	5	5
How good was the trainer at transferring his/her knowledge to you?	5	5	5	5	5	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5 5	5	5	5	5	5	5	4	5 5	5	5	5	5	5	4	5	5
Cost																											_	_	_		_	T						_	_	_	_					
Was the training good value for the money it cost?	5	5	5	4	5	4	4	3	5	4		5	5					3	4		5	5				5	5	5	5	5 4	4	5	5	4	5	5	4	5	5	4	1	4	5	4	5	4
Was the training good value for the time it cost?	5	5	5	4	5	4	4	3	4	4		5	5	5	5			4	4		5	4	4			5	4	5	5	5 4	4	5	5	4	5	5	4	5	5	4		4	5	4	5	4
Overall																																						Ŧ	Ŧ	Ŧ	Ŧ					
How would you rate the course overall?	5		5	4	5	4	4	4	4	4	4	5	5	5	5	5	4	4	4	5	5	4	4	5	5	5	5	5	5	5 5	5		5	4	5	4	5	5 5	5	4	5	5	5	4	5	5
What are the chances of you recommending ECDIS Ltd?	5			4	5	4	4	4	4	4	4	5	5	5	5	5	5	4	5	5	5	4	4	5		5	5	5	5	5 5	5	5	5	4	5	5	5	5 5	5	4	4	5	5	4	5	5
Was the course lengh																																								T.						
to long? Was the course lengh	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	+	+	+	+	+	0 0	+	\vdash	0	0	\dashv	0	+	0 0	+	+	+	+	0	0	0	0
to short?	1	0	0	U	U	0	U	U	0	U	U	U	0	U	U	0	U	U	U	U	0	0	0	0	١	0	<u>ا</u>	U	0	0 0	0	0	U	U	0	0	0	0 0	1		, 0		U	0	U	'

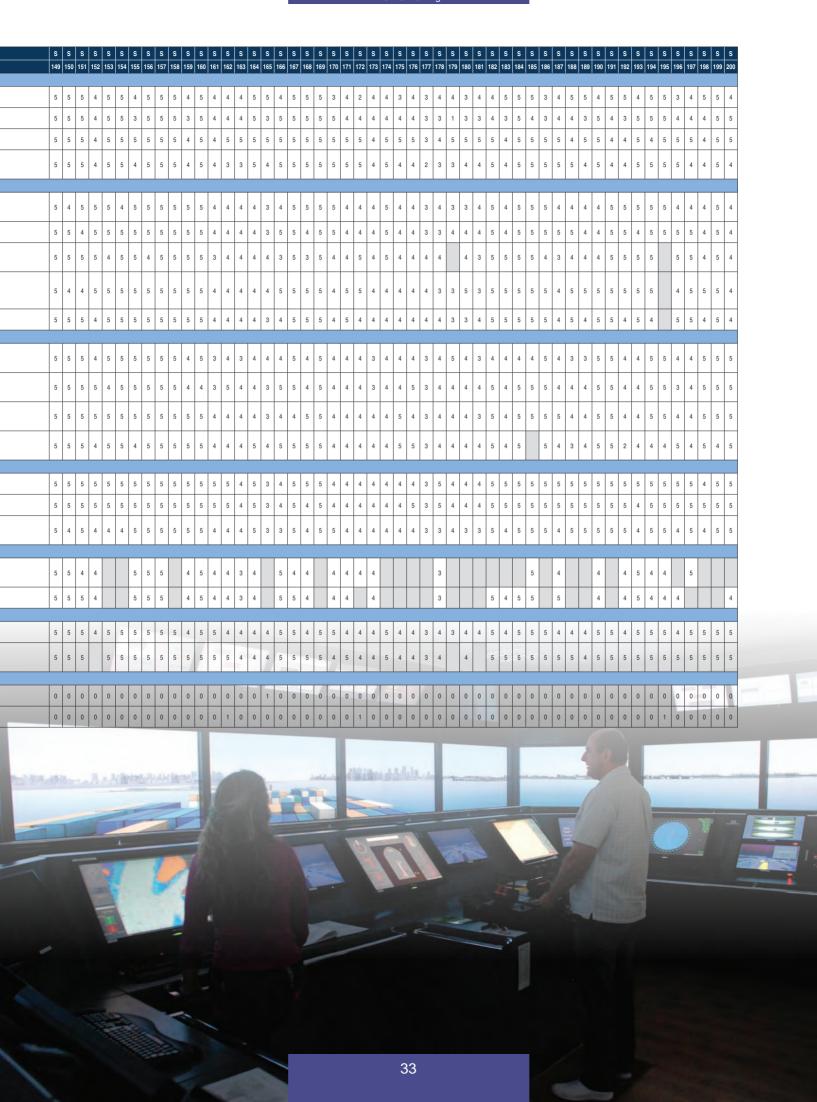




Old Model Generic Post Course Feedback (Continue)

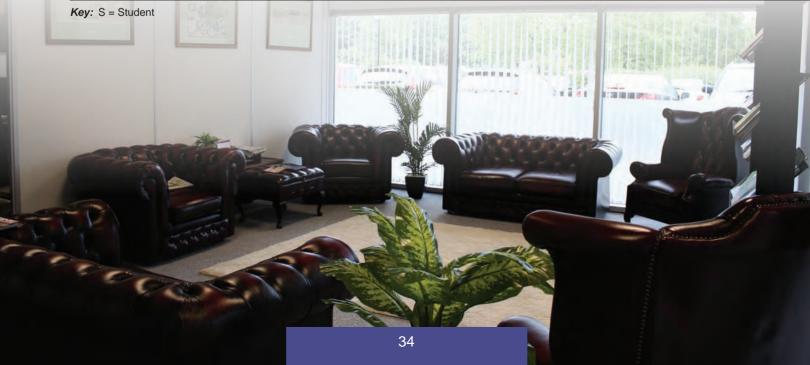
ganisation & Domestics ow would you rate the ining Instructions? ow convenient was the aining location? ow would you rate the cilities? ow well did the timings the course work ryou? ourse Evaluation ow hat degree did the		5	5 5 5 4			107	108	109	110 1	11 1	12 11	3 114	4 115	116	117 1	18 1	19 12	0 121	122	123	24 12	5 126	127	128	129 1	30 131	132	133	134	135 1	36 13	138	139	140	141	142	143 1	144 1	45 14	147	148
ow would you rate the ining Instructions? ow convenient was the aining location? ow would you rate the cilities? ow well did the timings rise over the course work ryou? ourse Evaluation ow hat degree did the	3 4 4	5	+	5	5	Т																																			
aining location? ow would you rate the cilities? ow well did the timings r the course work r you? ourse Evaluation owhat degree did the	4	-	5 4		ľ	4	2	5	5	4	4 5	5 5	5	4	5	5	1 5	5	5	4	5 5	5	5	5	5	5 4	5	4	4	5	5 5	5 0	4	3	5	4	4	0	2 4	4	3
cilities? ow well did the timings r the course work r you? ourse Evaluation o what degree did the		5		4	4	4	3	4	4	4	3 5	4	5	4	5	4	5 5	5	5	4	5 5	5	5	5	5	5 4	3	5	4	4	5 5	5	4	3	5	4	4	3	3 5	4	5
r the course work r you? ourse Evaluation o what degree did the	4	- 1	5 4	4	4	5	5	5	4	5	5 5	4	5	4	5	5	5 5	5	5	5	5 5	5	5	5	5	5 4	5	5	5	4	5 5	5 5	5	4	5	5	4	5	5 5	4	5
what degree did the		5	5 5	5	4	5	4	4	5	4	4 5	5 5	5	4	5	5	1 5	5	5	5	5 5	5	5	5	5	5 5	5	5	5	5	5 5	5 5	5	3	4	4	4	5	5 4	4	4
ubject matter meet your epectations?	4	5	5 5	4	4	5	4	5	4	5	4 5	5 5	4	5	5	5	5 5	5	5	5	3 3	5	4	4	5	5 5	5	5	5	5	5 5	5 5	3	3	5	4	3	5	5 4	5	5
as the subject matter formative and helpful?	5	5	5 5	5	5	5	4	5	4	5	4 5	5 5	4	4	5	5	1 5	5	5	5	4 4	5	5	5	5	1 5	5	4	5	5	5 5	5 5	4	2	5	5	4	4	5 4	5	5
what you learned oplicable to your urrent job?	5	5	5 5	4	4	5	4	5	3	4	5 4	4	4	4	4	5	4 5	5	5	4	5 4	4	4	4	5	5 4	5	5	5	5	5 5	5 5	2	2	3	5	4	5	5 4	5	5
what you learned oplicable to our professional	5	5	5 5	4	4	5	2	5	5	4	5 5	5 5	5	4	5	5 4	1 5	5	5	5	5 5	5	4	4	5	5 5	5	5	5	5	5 5	5 5	4	4	5	4	4	5	5 4	5	5
ow relevant was the ubject matter?	5	5	5 5	4	4	5	4	5	5	5	4 5	5 4	5	4	5	5	4 5	5	5	4	5 4	5	5	4	5	5 4	5	5	5	5	5 5	5 5	4	3	5	5	4	5	5 4	4	5
ow do you rate the uality of the course andout?	4	4	5 5	5	3	4	4	4	2	4	4 5	5 5	4	5	5	4	4 5	5	5	5	5 5	5	4	3	5	1 4	5	2	4	5	4 5	5 4	3	4	3	3	3	4	4 4	4	4
ow do you rate the uality of the presentation ides?	4	5	5 5	4	3	4	4	5	4	4	4 5	i 4	4	5	5	4 :	3 5	5	5	4	5 5	4	4	4	5	1 4	4	4	4	5	4 5	5 4	5	4	5	3	3	4	5 5	4	4
ow do you rate e quality of the resentations?	4	5	5 5	4	2	4	4	5	5	4	4 5	5 4	4	5	5	4 :	3 5	5	5	4	5 5	5	4	4	5	5 5	5	4	5	5	5 5	5 5	4	4	5	3	3	4	5 4	4	5
ow do you rate the quipment used for the burse?	4	5	5 4	4	4	4	3	4	3	4	3 5	5 5	5	5	5	4	1 5	5	5	5	5 5	5	5	5	5	5 5	5	5	3	3 !	5 5	5 5	5	5	5	3	3	5	5 4	3	5
rainer Evaluation											_					_																						_			
ow well did the trainer now the subject matter?	5	5	5 5	4	5	5	4	5	5	5	4 5	5 5	5	5	5	5	5 5	5	5	5	5 5	5	5	5	5	5 5	5	5	5	5	5 5	5 5	4	4	5	4	4	5	5 5	3	5
ow well prepared was e trainer?	4	5	5 5	5	4	5	4	5	5	5	4 5	5 5	5	5	5	5	5 5	5	5	5	5 5	5	5	5	5	5 5	5	5	5	5	5 5	5 5	4	4	5	4	4	5	5 4	4	5
ow good was the trainer transferring his/her nowledge to you?	4	5	5 5	5	3	5	4	5	5	5	4 5	5 4	5	5	5	5	5 5	5	5	5	5 5	5	5	5	5	5 5	5	5	5	5	5 5	5 5	4	3	5	3	4	5	5 4	4	5
ost																																									
as the training good alue for the money cost?	4	4	5 4	4	4		4	4	5	4	4 5	5 5	5		5		5 5	5			5 5	4	5	5	5	4				5	5		4		5	5					3
as the training good	4	4	5 5	i 4	4	4	4	4	5	4	4	5	5		5	5	1 5	5			5 5	4	5	5	5	4	5			5	5		3	3	5	5		4	4 3	2	3
verall																																									
ow would you rate the ourse overall?	4	5	5 5	4	4	5	4	5	5	4	5 5	5 4	5	4	5	5	5 5	5	5	4	5 5	5	5	5	5	5 5	5	4	5	5	5 5	5 5	4	3	5	4	4	4	5 4	4	5
hat are the chances you recommending CDIS Ltd?	5	5	5 4	5	4	5	4		5	4	5	5	5		5	5	5 5	5	5	5	5 5	5	5	5	5	5 5	5	3	5	5	5 5	5 5	5	3	4	4	4	4	5 4	4	5
los the source leads																																		1.4							
as the course lengh long?	0		0 0	+			0	0			0 0	Decision of the last		0	-		0 0				0 (J		0	0	-		0		9	0 0		7/4	1	0		-	\dashv	1 0	1	
short?	0	0	1 0	0	1	0	0	0	0	0	0 0	0	0	0	+	0	0	0	0	0	0 (0	0	0	0	1 0	0	0	0	0 1	0 0	0	0	0	0	0	0	0	0 0	0	0

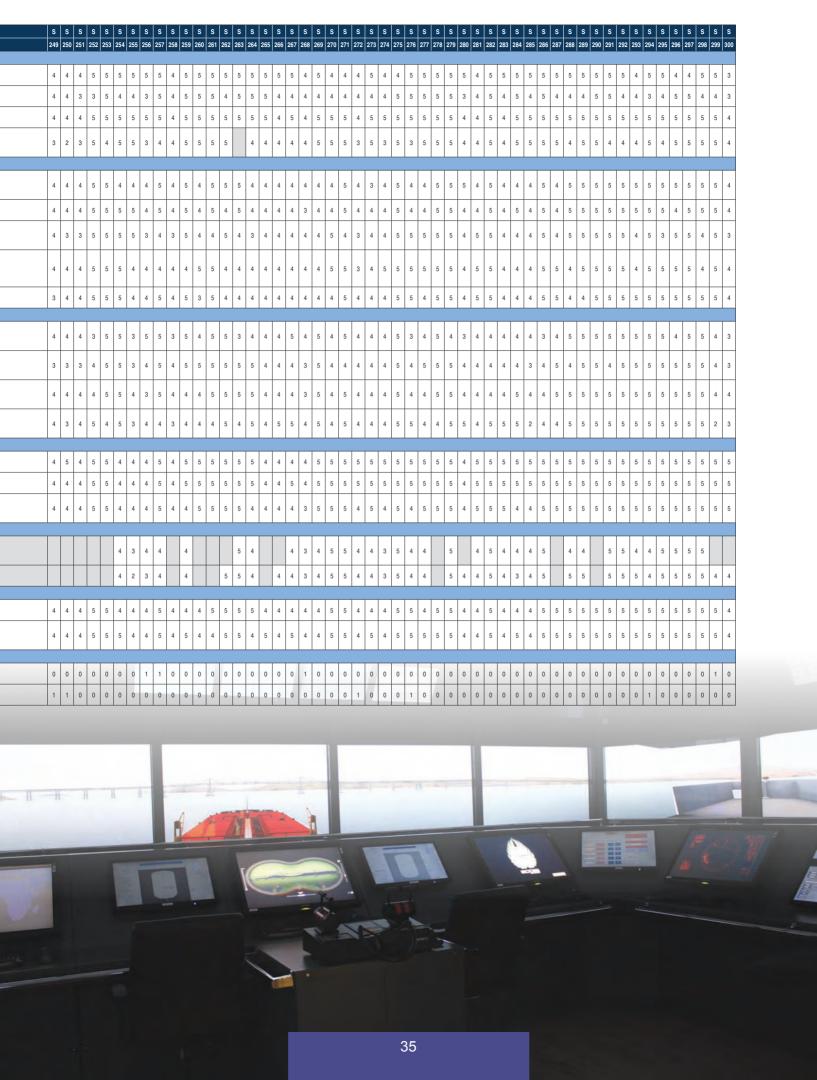




Old Model Generic Post Course Feedback (Continue)

Post Course Feedback Questions	S	_	S	S	S	S	S	S		S	_	S	_	_	S		_	_	_	S	$\overline{}$		_		_		_	S S	S S		S 1 232	_	S	S	S	S	S	S	S	S 044	S	S 040	S	S		-	
Organisation & Domesti	<u></u>	202	203	204	205	200	201	200	209	210	211	212	213	214	215	210	21/	210	219	220	221	222 2	223 2	224 2	25 2	20 2	21 2	220 22	9 20	0 23	1 232	200	204	235	230	231	230	239	240	241	242	243	244	240	240	241	240
How would you rate the Joining Instructions?	4	5	5	5	5	5	4	5	4	3	5	5	5	5	5	5	4	4	5	5	5	5	2	5	4	5	5	4 4	4	1 5	5	4	4	5	5	5	5	5	5	0	0	0	0	4	5	5	5
How convenient was the training location?	3	5	5	5	5	3	4	4	4	3	4	5	5	4	4	5	3	4	4	3	4	5	3	4	4	5	5	4 4	1 3	3 5	5	3	4	5	5	5	5	4	5	4	4	5	5	4	5	4	4
How would you rate the facilities?	5	5	5	5	5	5	5	5	5	4	5	5	5	5	4	5	5	4	5	5	5	5	4	5	5	5	5	5 4	4	1 5	4	4	5	5	5	5	5	4	5	5	5	5	5	4	5	5	4
How well did the timings for the course work for you?	5	5	5	5	5	5	4	5	5	3	5	5	5	5	4	5	4	4	5	5	5	5	5	5	4	3	5	4 4	1 5	5 5	5	4	5	4	5	5	5	3	5	5	3	3	3	4	5	5	4
Course Evaluation																																															
To what degree did the subject matter meet your expectations?	5	5	5	5	5	5	5	5	4	4	5	5	5	5	4	5	5	5	5	4	4	5	5	5	4	4	4	5 4	. 4	1 5	5	5	5	3	3	4	4	2	5	5	5	4	5	4	5	4	5
Was the subject matter informative and helpful?	5	5	5	5	5	5	4	5	3	4	5	5	5	5	4	4	5	5	5	4	5	5	5	5	5	4	5	5 4	1 4	1 5	5	4	5	3	3	4	4	2	5	4	5	5	5	5	4	3	5
Is what you learned applicable to your current job?	5	5	5	5	5	3	4	5	5	4	4	5	5	4	5	3	5	5	5	3	5	5	5	4	4	5	4	4 3	3 4	1 5	5	4	4	2	3	3	4	3	5	5	5	5	5	5	5	3	3
Is what you learned applicable to your professional	5	5	5	5	5	5	4	5	5	4	5	5	5	5	4	5	5	5	5	4	5	5	5	5	4	4	4	5 3	3 4	1 5	5	3	5	3	3	4	5	3	5	5	5	5	5	5	4	4	4
development? How relevant was the subject matter?	5	5	5	5	5	4	4	5	4	5	4	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4	5	5 4	1 4	1 5	5	4	5	3	4	3	5	3	5	5	5	5	5	4	4	4	4
Course Content																																															
How do you rate the quality of the course handout?	4	5	5	5	5	5	5	5	4	5	5	5	5	4	5	5	4	4	3	4	5	5	4	4	4	4	5	4 3	3 4	4	5	4	4	3	4	4	4	3	5	5	5	5	5	5	4	5	4
How do you rate the quality of the presentation slides?	5	5	5	5	5	5	5	4	5	3	5	5	5	4	4	4	4	5	5	4	5	5	5	4	4	5	4	4 3	3 4	4	. 5	4	4	3	4	3	4	3	5	5	5	5	5	4	4	4	4
How do you rate the quality of the presentations?	4	5	5	5	5	5	5	4	5	4	5	5	5	4	4	4	4	5	5	4	4	5	5	5	4	5	4	5 3	3 4	1 4	5	4	4	1	2	3	4	2	5	5	5	5	5	4	4	5	4
How do you rate the equipment used for the course?	5	5	5	4	5	5	5	4	4	4	4	4	5	4	4	5	4	5	5		5	5	3	5	5	4	5	5 4	1 4	1 5	5	4	5	4	4	5	5	3	4	5	4	5	5	5	5	5	4
Trainer Evaluation																																															
How well did the trainer know the subject matter?	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5 4	. 4	1 5	5	4	5	4	4	5	5	3	5	5	5	5	5	5	5	5	4
How well prepared was the trainer?	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5 4	4	1 5	5	4	5	3	3	4	5	3	5	5	5	5	5	5	5	5	4
How good was the trainer at transferring his/her knowledge to you?	5	5	5	5	5	5	5	5	4	5	4	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	4 4	4	1 5	5	4	5	1	1	4	4	2	5	5	5	5	5	5	4	5	4
Cost																																															
Was the training good value for the money it cost?	5	5	5	4	5				3	3	5	5	5	4	3	3			5		4	5		4	4	4	4	4	3 3	5	5	5	5	2		5	4		5					5	5		
Was the training good value for the time it cost?	5	5	5	5	5				4	3	5	5	5	4	4	5			5	5	5	5	5	4	4	4	4	4 3	3 4	1 5	5	5	5	2	3	5	5		5					5	5	4	
Overall																																															
How would you rate the course overall?	5	5	5	5	5	5	5	5	4	3	5	5	5	5	4	5	5	4	4	4	5	5	4	5	4	5	4	5 4	4	1 5	5	4	5	2		4	5	2	5	5	5	4	5	4	5	5	4
What are the chances of you recommending ECDIS Ltd?	5	5	5	5	5	5	5	5	4	4	5	5	5	5	4	5	5	4	4	5	5	5	5	5	5	5	5	5 5	i 4	5	5	4	5	2		4	5	1	5	5	5	5	5	5	5	5	4
Was the course lengh																															T,																
to long? Was the course length	0		0	0	0	0	0	0	0	0	0	0	0	0	0	\dashv	\dashv	\dashv	\dashv	0	0	+	+	+	+	+	+	0 0	+	+		0	0	0	0	0	0	1	0	0	0	0	0	0	0		0
to short?	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0 0	0 0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1
Key: S = Stu	der	nt																																													

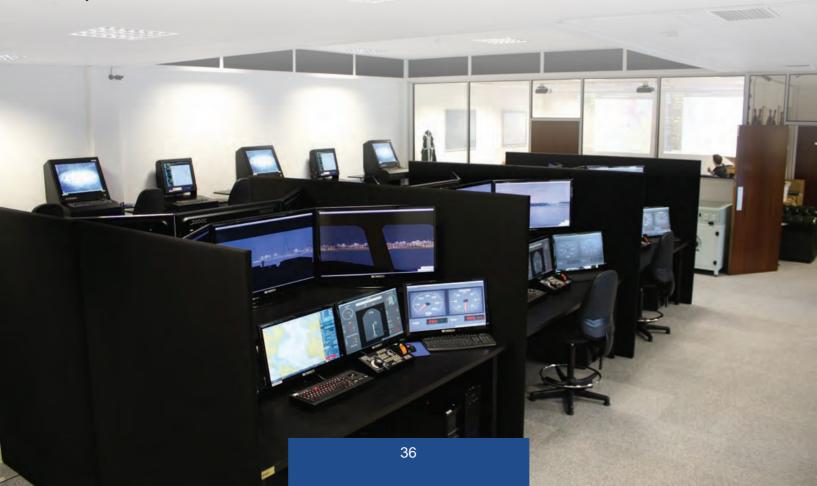




New Model Generic Post Course Feedback

Post Course Feedback	s	s	s s	s s	s	s	s	s	s	s	s	s	S S	ss	s	s	s	s s	s	s	s	s	s	s	s s	s	S 31	s	s	s s	s s	s	s	s	s		s s	s	s	s	s :	s s	s s
Questions	1	2	3	S S 4 5	6	7	S 8	9	S 10	11	S 12	S 13	14 1	5 16	17	18	S 19	20 2	1 2	2 23	24	S 25	26 :	27 2	28 29	9 30	31	32	33	34 3	5 36	37	38	39	40	41 4	2 43	44	45	46	47	18 4	19 50
Organisation & Domestics																																											
How would you rate the Joining Instructions?	5	5	4	5 5	4	4	4	4	3	5	5	5	5 4	1 5	5	4	5	5 4	4 5	5	5	5	4	5	4 4	5	4	5	4	5	5 3	2	4	5	3	4	5 4	5	5	5	5	5 4	4 5
How convenient was the training location?	3	5	3	5 5	5	4	2	2	4	3	5	4	3 4	4	4	3	5	5 4	4 3	5	5	5	1	4	4 4	5	4	5	4	4	5 4	4	4	4	3	4	4 3	5	5	4	5	5 4	4 5
How would you rate the facilities?	5	5	5	5 5	5	4	4	5	5	4	5	5	4 4	1 5	5	5	5	5 4	4 5	5	5	4	5	5	4 5	5	5	5	4	5	5 4	5	5	5	4	4	5 5	5	5	5	5	5 4	4 5
How well did the timings for the course work for you?	4	3	4	5 5	4	4	3	4	4	4	4	4	4 4	3	4	5	5	5 4	4 5	5	5	3	3	5	4 4	5	4	4	4	5	5 3	4	3	5	5	5	5 5	5	4	5	4	5 4	4 5
Course Evaluation																																											
To what degree did the subject matter meet your expectations?	4	5	4	5 4	4	3	3	3	4	4	4	5	4	4	5	5	3	5 4	1	5	5	4	4	5	5 4	5	4	3	4	3	5 3	4	4	5	5	4	5 5	4	4	5	5	4 4	4 5
Was the subject matter informative and helpful?	4	5	4	5 4	4	1	3	3	4	4	4	4	5 4	1 5	5	4	3	5 4	4 5	5	5	4	4	5	5 4	5	4	4	4	3	5 4	4	4	5	5	4	5 4	5	4	5	5	5 4	4 5
Is what you learned applicable to your current job?	5	4	4	5 5	3	3	3	4	4	4	4	5	5	5	5	4	3	4 3	3 3	5	5	4	2	5	5 4	1	5	4	3	4	4 4	4	5	5	5	3	5 4	4	5	4	4	4 4	4 5
Is what you learned applicable to your professional development?	5	5	5	5 5	5	3	3	4	4	4	5	5	4	1 5	4	4	3	5 4	4 5	5	5	4	3	4	5 4	5	5	4	4	4	4 4	5	4	5	4	4	5 5	4	5	5	4	4 4	4 5
How relevant was the subject matter?	5	5	5	5 5	5		3	3	4	4	4	4	4	5	5	5	3	4	4 5	5	5	4	3	5	5 4	5	5	4	4	4	5 4	5	4	5	5	4	5 4	5	5	4	4	4 4	4 5
Course Content																																											
How do you rate the quality of the course handout	3	4	4	5 4	5	4	4	3	5	4	4	5	4	5 4	5	4	1	4	1 4	5	5	5	4	5	3 4	5	4	3	4	3	4 4	4	3	4	4	5	5 3	4	3	4	4	5 4	4 5
How do you rate the quality of the presentation slides?	3	4	4	5 5	5	4	4	3	5	4	5	4	4	4	5	5	3	5 4	4 5	5	5	5	3	5	4 4	5	4	5	4	3	5 3	4	3	5	5	4	5 4	5	4	4	4	5 4	4 5
How do you rate the quality of the presentations?	4	5	4	5 5	5	4	4	3	5	4	5	5	4 5	5 5	5	5	3	5 4	1 5	5	5	5	4	5	4 4	5	4	4	4	5	5 4	4	4	5	5	5	5 4	5	4	5	5	5 4	4 5
How do you rate the equipment used for the course?	4	5	4	5 4	3	5	4	4	5	4	2	3	3 3	3 1	3	4	3	4 4	1 5	5	5	5	3	4	4 5	5	5	5	3	3	5 5	4	4	4	4	4	4 4	5	5	5	4	3 3	3 4
Trainer Evaluation																																											
How well did the trainer know the subject matter?	4	5	5	5 5	5	5	5	4	5	5	5	5	4	5	5	5	3	5 4	4 5	5	5	5	5	5	5 5	5	5	5	5	5	5 5	5	4	5	5	5	5 5	5	4	5	5	4 4	4 5
How well prepared was the trainer?	4	5	5	5 5	5	5	5	5	5	5	5	5	4	5 5	5	5	3	5 4	1 5	5	5	5	5	5	5 5	5	5	4	4	5	5 4	5	4	5	5	5	5 4	5	5	5	5	5 4	4 5
How good was the trainer at transferring his/her knowledge to you?	4	5	5	5 5	5	4	3	3	4	5	5	5	4	5 5	5	5	3	5 4	4 5	5	5	5	5	5	5 5	5	5	4	4	4	5 3	5	4	5	5	4	5 5	5	5	5	5	5 4	4 5
Cost																																											
Was the training good value for the money it cost?	3			5	4					4	3						3	4	4 5	5					3 4	5		4	3		4		3	5		4	5	5	5		4	3 3	3 5
Was the training good value for the time it cost?	3	5	4	5	4				4	4	3	4		4			3	5 4	4 3	5					3 4	5	5	4	3		3		3	5		4	5 4	5	5	4	4	3 3	3 5
Overall																																											
How would you rate the course overall?	4	5	5	5 4	5		4	3	4	5	4	5	4	5	5	4	3	5 4	4 5	5	5	5	4	5	4 4	5	4	4	4	4	5 4	4	4	5	5	4	5 4	4	5	5	4	4 4	4 5
What are the chances of you recommending ECDIS Ltd?	5	5	5	5 5	5		2	3	4	4	4	5	4 5	5 5	5	4	3	5 4	4 5	5	5	5	5	5	4 4	5	5	3	4	4	5 4	5	4	5	5	5	5 5	5	5	5	4	4	4 5
Was the course lengh to long?	0	0	0 (0 0	0	0	0	0	0	0	0	0	0 (0	0	0	0	0 () 1	0	0	0	0	0	0 0	0	0	0	0	0	0 0	0	0	0	0	0	0 0	0	0	0	0	0 (0 0
	0	0	0 (0 0	0	0	0	0	0	0	0	0	0 0	0	0	0	0	0 (0 0	0	0	0	0	0	0 0	0	0	0	0	0 1	0 0	0	0	0	0	0	1 0	1	0	0	0	0 (0 0

Key: S = Student



RECENT EXAMPLES OF TESTIMONIALS AND FEEDBACK FROM ECDIS COURSES

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

"Very good course, recommended to all who require IMO 1.27 for certificate renewal. It should enhance shipboard performance."	
Captain David James Podger	MAERSK
Maersk 23 rd November 2012	
"By far the best ECDIS course I have been on. Lecturer's delivery of course was excellent."	
Chief Officer Andrew Clarke	Viá N
Vela International Marine Ltd. 10 th August 2012	Vela
"Excellent all round and learned a lot. Instruction was excellent and gave a lot of time to personnel tuition. Excellent."	
F P Wight	MAERSK
Maersk 1 st June 2012	
"I have never attended any course where the atmosphere/environment is so good. 45 Years at sea."	
Ken Browne	
Meridian Marine Management 20 th April 2012	MERIDIAN
"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."	•
Tudor Burris Red Funnel 2 nd March 2012	RED FUNNEL
"From an ECDIS novice I now feel confident in its operation onboard. One of the most valuable	DO O bots
courses I have attended." Denis Rowan	P&O M
P&O Ferries 17th February 2012	P&O MA Ferries
"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!"	
Master Ivo Joncic Bernhard Schulte Ship Management (Singapore) 26 th January 2012	5
"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."	$C \wedge C \wedge$
Chris Glendinning	SAGA
Saga Shipping 22 nd December 2011	
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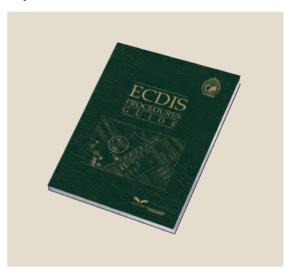
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