

1 HEARING OFFICER BUNDY: Yes.

2 MS. TSOCHLAS: That has to do with the  
3 existence or the lack of useful information from the  
4 Chief Engineering Survey.

5 Now, we made an analysis of that  
6 information as to how -- what quantity of those  
7 responses are not appropriate.

8 In question 1, which has to do with how we  
9 can make the systems in the Engine Room tamperproof,  
10 37 percent of those responses were inappropriate.  
11 Question 2 was 30 percent of the responses were  
12 inappropriate, whereas question 3, 46 percent of the  
13 responses were inappropriate.

14 Now, when we analyzed the responses to  
15 question 1, we established that there's probably an  
16 issue with interpreting the word "tamper." Our  
17 personnel onboard don't really understand what the  
18 word "tamper" means.

19 We have to keep in mind that our shipboard  
20 personnel, apart from their speaking a second  
21 language -- English isn't their first language --  
22 they're also more familiar with terminology as it's  
23 used in the Engine Room and onboard, and tamper isn't  
24 one of the words that is usually used onboard, so  
25 we're looking for a better expression that would be

1 more understandable to our crew.

2 Question 3 seems to be completely  
3 misconstrued, so we're also looking into that, as to  
4 how to express it better so that it will be in the  
5 terminology of our personnel onboard.

6 Question 2, which we consider that 30  
7 percent, approximately one-third of the responses  
8 being inappropriate is acceptable, because this is a  
9 new initiative, it's an idea that our personnel are  
10 not yet familiar with. So we think that if we  
11 continue training and familiarization with the issue,  
12 they will become more accustomed to the idea behind  
13 the Fleet Engineering Survey and in time they will be  
14 able to provide further constructive feedback.

15 Now, Captain Wigger responded to us, when  
16 we asked for his opinion -- because we've provided  
17 him with all the feedback that we've received over  
18 the last -- within 2009 from the Fleet Engineering  
19 Surveys, and he responded to us that he thinks that  
20 the questions are fine; they don't really need  
21 adjustment. Mr Sanborn also responded the day before  
22 yesterday to us, and he has provided some suggestions  
23 as to improving the Fleet Engineering Survey, so  
24 we'll look at those suggestions and try and  
25 incorporate them into our revised fleet engineering

1 survey. However, I think that the essence of this is  
2 that our personnel needs time to become accustomed to  
3 the idea. Over time, we will start getting better  
4 feedback from our crew.

5 HEARING OFFICER BUNDY: I've got one  
6 question on the -- it's probably a little bit of a  
7 nitpick, but in describing the three questions, the  
8 graph that you provided about the second question  
9 shows inappropriate as 13 percent not 30.

10 MS. TSOCHLAS: Oh, dear. I think that's  
11 a...

12 HEARING OFFICER BUNDY: And the 30 percent  
13 was appropriate maintenance equipment minimize  
14 leakages.

15 MS. TSOCHLAS: I'll have to check that  
16 again, and I'll provide you with the correct  
17 numbers.

18 HEARING OFFICER BUNDY: Yeah. If you look  
19 at -- if you look at -- it says: It was established  
20 that approximately 30 percent of responses to  
21 question 1...

22 MS. TSOCHLAS: Okay. Yes.

23 HEARING OFFICER BUNDY: And yet, the figure  
24 1 shows 37 percent.

25 MS. TSOCHLAS: Yes, 37 percent is for

1 question 1, 13 percent for question 2.

2 HEARING OFFICER BUNDY: Yeah.

3 MR. CHALOS: Is it 13 or 30?

4 HEARING OFFICER BUNDY: The graph shows  
5 13.

6 MS. TSOCHLAS: I'll have to check my  
7 calculations again.

8 HEARING OFFICER BUNDY: Okay.

9 MS. TSOCHLAS: I can do that now, if you'd  
10 want to wait for a couple of minutes, or we could go  
11 on, and I can --

12 HEARING OFFICER BUNDY: Why don't we go on  
13 and we'll come back to it, because I...

14 And what you've just described, though, is  
15 getting the fleet used to the idea. And we've seen  
16 the e-mail correspondence back and forth between you  
17 and Captain Wigger. What do you propose to do to  
18 encourage the seafarers to pay more careful attention  
19 to this?

20 I realize anybody that's ever taken a  
21 survey at their employment knows that a lot of  
22 people -- if you can say "yes" and "no," and no more,  
23 that's what most people will do. And the idea here,  
24 I guess, is to -- is twofold: Number one, to keep --  
25 is to keep the seafarers focused on the issue, to

1 make sure that they understand that management is  
2 paying careful attention to it; but also, of course,  
3 to mine their fund of knowledge to try and figure out  
4 if there isn't something that isn't being done that  
5 could be done that would make things more efficient.

6 Is there some effort to, as part of the  
7 training or otherwise, to encourage real serious  
8 participation in these surveys?

9 MS. TSOCHLAS: Well, as I mentioned, it's  
10 included in the pre-joining familiarization, where  
11 the purpose of the survey is explained to our  
12 seafarers, and we try to encourage them through that.  
13 Then when superintendents go onboard, the issue is  
14 discussed again with the personnel onboard in an  
15 effort to encourage them to use the Fleet Engineering  
16 Survey as a way to communicate information to us that  
17 could make things better for them onboard.

18 HEARING OFFICER BUNDY: Okay.

19 LT. COMMANDER CASHMAN: Mr. Bundy, it's  
20 Lieutenant Cashman.

21 If I may, I guess I have a concern here  
22 about the concerns for the mariners understanding of  
23 the word "tamper" and the way the question's being  
24 asked. In the pre-joining training and the  
25 environmental training, what are they being taught in

1 terms of not -- not tampering or what not to do to  
2 the system? And if we believe they're really getting  
3 the information across in the training, shouldn't we  
4 be able to ask the same type of question in that  
5 survey to -- as a follow-up?

6 MS. TSOCHLAS: "Tamper" is not a word  
7 that's generally used onboard, so we try and explain  
8 that it's to do with bypassing systems. When they go  
9 onboard, we have to remind them of this again, and it  
10 would be easier for them if it was in their own  
11 terminology and not in our terminology.

12 LT. COMMANDER CASHMAN: Okay. What's the  
13 terminology that's used in the pre-joining training  
14 and your environmental training?

15 MS. TSOCHLAS: "Bypassing systems."  
16 Engineers are more familiar with the use of  
17 the words "bypass the Oil Content Meter or the  
18 Oil/Water Separator" rather than to use the words  
19 "tamper with the Oil Content Meter."

20 LT. COMMANDER CASHMAN: Okay. So is there  
21 plans to change the survey to ask about bypassing and  
22 then maybe a second question to ask about making  
23 changes to or affecting the Oil Content Meter?

24 MS. TSOCHLAS: Yes, something like that.  
25 Of course, as we have mentioned now and

1 during the last hearing, any suggestions that you may  
2 have are very welcome to help us improve the Fleet  
3 Engineering Survey.

4 LT. COMMANDER CASHMAN: Okay, thank you.

5 CAPTAIN WIGGER: This is Rich Wigger again.

6 I just make a quick comment. In response  
7 to Ionia's request for recommendations on that Fleet  
8 Engineering Survey, a lot of my response is based  
9 upon experience I've had with other cases and with  
10 the same type of survey.

11 When I reviewed the summary of responses  
12 and reviewed the questions, I thought the questions  
13 were definitely related to the requirements of the  
14 Scope of Work, directly related, and with regard to  
15 the responses, I think sometimes we have to be a bit  
16 careful of expectations. Because having seen some  
17 other companies' surveys and responses, I thought,  
18 you know, anything over 50 percent responsiveness was  
19 pretty good. And in looking at the types of  
20 responses, I don't think, you know, you're going to  
21 get anything startling.

22 As far as the tamperproof, I think the  
23 crews have identified, you know, key areas that can  
24 be addressed to prevent any tampering, and -- but, so  
25 I just -- I guess the only caution I have there is,

1 having had experience onboard with the seafarers,  
2 having had experience with some of these other cases,  
3 that, you know, you can only expect so much, and I'm  
4 not sure there's that much out there that's not  
5 already covered by most of the ECPs, with regard to  
6 the engineering requirements and some of the other --  
7 and, of course, training is a critical aspect, as  
8 well.

9 MS. PETTUS: Mr. Bundy, do you want -- I  
10 mean, I have some thoughts along those lines. Do you  
11 want to go head and continue the presentation for  
12 Ionia or do you want to stop and discuss this in more  
13 depth now?

14 HEARING OFFICER BUNDY: Well, I tell you  
15 what, I think that, as long as we're on the topic, we  
16 might as well get it hashed out, and so why don't we  
17 just go ahead now.

18 MS. PETTUS: Okay. Well, one of my  
19 thoughts was -- and maybe this comes from the  
20 experience of having to interview people and ask  
21 questions where we don't necessarily know how much  
22 they're going to understand about what you're asking,  
23 but a lot of times you will get better responses if  
24 you break questions into smaller bite-size pieces,  
25 and what I mean by that is, the three questions that



1 Ionia has, while they're directly related to the same  
2 material in the Scope of Work, each one of them  
3 covers a very broad range of subject matter. So  
4 you're talking about multiple pieces of equipment  
5 and/or systems and very general sort of "how can you  
6 tamperproof it."

7 And Channing actually helped me out by kind  
8 of letting me look at some surveys that were issued  
9 by other companies, and they tend to have a lot more  
10 questions. Now, some of it is because they're  
11 dealing with a lot more subject areas, so they may  
12 have oil pollution questions and, say, garbage  
13 questions, and, say, sanitation questions, but one of  
14 the things that struck me is they actually break out  
15 their questions specific to -- you know, one set of  
16 questions about the Oil/Water Separator. So it will  
17 be the Oil/Water Separator and what problems  
18 you have, or what makes it difficult to operate the  
19 Oil/Water Separator, if anything: Are there enough  
20 spare parts for the Oil/Water Separator; are there  
21 ways that you think the Oil/Water Separator can be  
22 bypassed or tampered with, or something along those  
23 lines, so that if you can make it so that someone  
24 doesn't have to think too much about 20 different  
25 things to answer one question, you're likely to get

1 much better responses or much more precise responses,  
2 and you'll get a more fine-tuned sense of how many  
3 people think very specific things are a problem. So  
4 it may actually be more helpful to the company to get  
5 responses to smaller, more discrete questions than  
6 sort of the three broad ones that Ionia has here.

7 HEARING OFFICER BUNDY: Okay. Would you --  
8 do you have perhaps some exemplars that you could  
9 share, from some of those other cases, with  
10 appropriate redactions, I suppose, made?

11 MS. PETTUS: Yeah. I guess what we could  
12 do maybe is pull the questions rather than just kind  
13 of giving the surveys --

14 HEARING OFFICER BUNDY: Right.

15 MS. PETTUS: -- over. And I think that's  
16 something that we could probably do without too much  
17 difficulty.

18 HEARING OFFICER BUNDY: Would that -- do  
19 you think that would be helpful, Ms. Tsochlas?

20 MS. TSOCHLAS: Of course, it would be very  
21 helpful. We -- all information and suggestions for  
22 us to have a look at and give us ideas to improve the  
23 survey are very welcome and would help us in  
24 improving it. So that would be great.

25 Mr. Sanborn's suggestions were something

1 along those lines, as well. So we could combine all  
2 that information and make the best we can of  
3 everything.

4 HEARING OFFICER BUNDY: Great.

5 Okay. If you could just go ahead and  
6 directly e-mail those to Ms. Tsochlas, Ms. Pettus,  
7 that would be great.

8 MS. PETTUS: Okay. We'll try to get that  
9 done in the next week or so.

10 HEARING OFFICER BUNDY: Okay. Thank you.  
11 Thank you.

12 Are we finished with the Fleet Engineering  
13 Survey?

14 MS. TSOCHLAS: Yes, we are.

15 HEARING OFFICER BUNDY: Now shall we move  
16 on to the training issue?

17 MS. TSOCHLAS: Yes.

18 The process of our training program, you  
19 have outlined -- Mr. Bundy has outlined, in last  
20 night's e-mail, to focus on the pre-training  
21 assessment.

22 As we had reported in July of 2009, we had  
23 purchased the Seagull competency assessment software.  
24 We had some difficulties with installation because of  
25 our network. The software installed at the manning

1 agents in 2009, they practiced with it throughout  
2 December, and as of the 1st of January, 2010, it has  
3 been fully implemented.

4 At the moment, we are using the pre-load  
5 questionnaires that have been prepared by Seagull to  
6 evaluate the seafarer's knowledge, and that's in  
7 accordance with the STCW requirements.

8 STCW requirements take into account safety,  
9 cargo handling, navigation, IMO rules and  
10 regulations, which include MARPOL and flag  
11 administration requirements.

12 The software that we purchased, though,  
13 also allows for us to develop our company-specific  
14 questionnaires, and at the moment, we are developing  
15 those questionnaires in order to focus on  
16 environmental awareness, rules and regulations  
17 pertaining to the environment specifically, and our  
18 Environmental Management Plan.

19 Now, the Pre-joining Familiarization and  
20 Training Program is a program that each seafarer  
21 nominated to join a company-managed vessel is  
22 required to attend. It has a duration of ten days.  
23 The program covers familiarization with the company's  
24 Safety Management System, which includes the  
25 Environmental Management Plan, in-house training on a

1 wide range of subjects, utilizing both the CBT unit  
2 that we have installed at the manning agents and the  
3 company's instructors, and additional training at  
4 recognized external organizations. Training that is  
5 provided, that is focused on environmental elements,  
6 is environmental awareness, auxiliary machinery  
7 systems, bilge water/waste oil operation and  
8 management, cargo handling and safe operation, MARPOL  
9 Annex I, MARPOL Annex II, MARPOL Annex VI, and the  
10 Shipboard Environmental Management System.

11 Now, the Shipboard Environmental Management  
12 System is a new initiative. We had our instructors  
13 at the manning agents trained in order for them to be  
14 able to present that course in-house. The trainers  
15 developed material for us to be utilized during that  
16 training course. We approved that material. And the  
17 training course, it lasts -- it has a duration of  
18 three days, and it covers the history of MARPOL,  
19 MARPOL Annex I, II, III, IV, V AND VI, so we've  
20 included garbage management, as was discussed during  
21 the hearing in July of 2009, the principles of  
22 environmental management, environmental aspects and  
23 impact, initial environmental review, setting  
24 environmental objectives, environmental control and  
25 documentation, and portside control inspection.

1 Our aim was to make sure that that course  
2 was carried out at least once a month at the manning  
3 agents', and up until now, it has been carried out  
4 twice in October, twice in November, twice in  
5 December and twice in January, as well.

6 MR. SANBORN: Krystyna, this is Jim  
7 Sanborn. If I may, I'd like to ask a question before  
8 I get lost.

9 The training that you -- the training that  
10 you've just described at the manning centers, is this  
11 just for new hires or is this -- or do you have a  
12 separate and perhaps the same program for those that  
13 have -- those who have rejoined?

14 MS. TSOCHLAS: All our seafarers,  
15 regardless if they are new hires or rejoining, take  
16 part in the Pre-joining Familiarization Program. The  
17 program is adjusted; the content of the program is  
18 adjusted according to whether they are new or  
19 they are rejoining.

20 MR. SANBORN: Okay. Thank you.

21 HEARING OFFICER BUNDY: Now, where does the  
22 three-day environmental training come in? Is that  
23 part of the pre-joining familiarization?

24 MS. TSOCHLAS: Yes, it is.

25 HEARING OFFICER BUNDY: Okay. So out of

1 the ten days, three days are devoted to the list of  
2 topics you just described.

3 MS. TSOCHLAS: Yes, exactly.

4 HEARING OFFICER BUNDY: Okay. And as part  
5 of the pre-joining, the assessments that we're  
6 talking about -- and I'm sorry if I'm being dense,  
7 but is the assessment that we talked about last time  
8 and you just described a minute ago that was  
9 implemented in January, is this -- is this -- This  
10 occurs before the pre-joining familiarization?

11 MS. TSOCHLAS: Yes, it occurs -- When the  
12 candidate is nominated, he brings the certificates to  
13 the manning agent -- that's if he's new -- and he  
14 begins with a medical examination and all the  
15 requirements you have before he starts the  
16 pre-joining familiarization, and he does the  
17 assessment.

18 HEARING OFFICER BUNDY: Oh, okay.

19 MS. TSOCHLAS: When he is evaluated, if any  
20 weak areas are identified, then the trainers, the  
21 instructors know that they have to focus on those  
22 weak areas in order to improve those weaknesses.

23 HEARING OFFICER BUNDY: So, if a candidate  
24 at least gets far enough along the process to show up  
25 with the certificates, and the medical exam, and does

1 the assessment exam, then he -- is he assured of a  
2 berth at that point, or could his lack of appropriate  
3 knowledge in the assessment wash him out before the  
4 pre-joining familiarization?

5 MS. TSOCHLAS: The assessment of the  
6 seafarer is a combination of using the evaluation  
7 software, but he is also assessed throughout the  
8 training program right up until the last day, of  
9 hire, before joining the vessel.

10 HEARING OFFICER BUNDY: Okay.

11 MS. TSOCHLAS: So it's an ongoing  
12 assessment in parallel with -- The competency  
13 evaluation software that we're using, we're using as  
14 a tool to help us know where to focus on during the  
15 training. We don't want to use it as something that  
16 will pass or fail a seafarer and decide whether he  
17 will join one of our vessels or not; it's purpose is  
18 to aid us in knowing where to focus the training on,  
19 so that we can improve his knowledge.

20 HEARING OFFICER BUNDY: Okay. And you've  
21 provided in the materials -- let's see if I can find  
22 it here -- a set of at least preliminary assessments  
23 of what -- of what has occurred so far, in terms of  
24 percentages of...

25 MS. TSOCHLAS: Yes.



1 HEARING OFFICER BUNDY: Let me find it.

2 MS. TSOCHLAS: It was in the follow-up --

3 HEARING OFFICER BUNDY: Here it is. It's  
4 on the last page of an update on training issues  
5 specifically. This is in your e-mail -- or your  
6 report dated January 15.

7 MS. TSOCHLAS: Yes.

8 HEARING OFFICER BUNDY: And then, at the  
9 very last page, there's a discussion: Engine  
10 department; deck department, et cetera.

11 Is there anything in the pre-joining  
12 assessment competency testing that tests for  
13 environmental awareness and pollution prevention?

14 MS. TSOCHLAS: Yes. Environmental  
15 awareness is included in the rules and regulations  
16 and the STCW requirements, but it's not as a separate  
17 category, and that's why we're developing  
18 company-specific questionnaires, so that we can focus  
19 on the environmental awareness as well, in addition  
20 to the STCW requirements.

21 HEARING OFFICER BUNDY: So the STCW is  
22 encompassed here on this page that I'm referring to,  
23 and as part of your pre-training competency  
24 assessment, you're going to add pollution prevention  
25 and environmental concerns, as well?

1 MS. TSOCHLAS: Yes.

2 HEARING OFFICER BUNDY: Okay.

3 MS. TSOCHLAS: That's what we will be  
4 doing, yes.

5 HEARING OFFICER BUNDY: And when is that  
6 going to be accomplished?

7 MS. TSOCHLAS: We hope that by the time  
8 we are at the next hearing, we will have results.

9 HEARING OFFICER BUNDY: Okay.

10 MS. PETTUS: This is Lana Pettus.

11 Just a question: You mention that this  
12 particular software is kind of to help, I guess,  
13 focus the training that folks get, based on what they  
14 already know, and that they're observed throughout  
15 training to determine basically whether they're  
16 getting it or not.

17 Is there some sort of written assessment --  
18 or how are they assessing whether folks are ready to  
19 go on and join the ships?

20 MS. TSOCHLAS: It's a com -- well, at the  
21 end of the training that's carried out at the  
22 external organizations, they write a test, and that's  
23 when they get the certificate or not, because that's  
24 one criteria: If they are able to get the  
25 certificates that they have to. During the in-house

1 training, the instructors monitor the performance of  
2 the seafarer, through his attention during the course  
3 of the questions he makes, and also the marks that he  
4 acquires at the end of each CBT unit; and through  
5 interviewing him they also assess the standard of  
6 English. So that's a combination that is carried out  
7 throughout the assessment, and at the end it's  
8 decided whether or not he will finally join the  
9 vessel. A written assessment analyzing each of those  
10 factors, though, is not carried out.

11 HEARING OFFICER BUNDY: Who has the final  
12 decision about whether he joins the vessel: The  
13 master, or the superintendent, or who is the final  
14 sign-off?

15 MS. TSOCHLAS: It depends on the rank of  
16 the seafarer. The manager of the manning agent has  
17 the final decision for spacing.

18 (Whereupon, the reporter requested  
19 clarification.)

20 MS. TSOCHLAS: The crew manager obtains  
21 reports from the manning agent regarding the junior  
22 officers, and based on that he approves the  
23 appointment of the seafarer, whereas the senior  
24 officers, captains and chief engineers, the crew  
25 manager has the final decision along with the

1 technical manager and the operations manager.

2 HEARING OFFICER BUNDY: Okay. And do each  
3 one of these people have the feedback at least, from  
4 this pre-joining training and pre-training assessment  
5 process, in making their determination about whether  
6 a candidate is going to actually join the vessel?

7 MS. TSOCHLAS: Yes, of course. Because the  
8 senior officer, the chief engineer and master are  
9 usually Greek, so that we have them at our premises  
10 here in Ionia, and we spend the ten days with them.  
11 All department managers have time with the seafarers,  
12 so they are able to closely monitor the performance  
13 of each seafarer during that period; that's to do  
14 with the senior officers.

15 HEARING OFFICER BUNDY: Uh-huh.

16 MS. TSOCHLAS: And the junior officers, the  
17 crew manager does have contact with the manning  
18 agent, and he is provided with information, and  
19 that's why, based on that information, he can make  
20 his decision.

21 Also, the previous history, most -- we have  
22 over 80-percent retention of crew, so most of our  
23 seafarers, we do know them and we have worked with  
24 them, and they are appraised at the end of each tour  
25 of duty. So we have a pretty good picture of all our

1 seafarers.

2 HEARING OFFICER BUNDY: Oh, okay.

3 MS. TSOCHLAS: Okay, so should I go on?

4 HEARING OFFICER BUNDY: Yes, please.

5 MS. TSOCHLAS: The second item is the  
6 report from the visits to the manning agent.

7 I didn't actually submit any reports of  
8 visits to the manning agent in the materials before  
9 because it wasn't requested of us, but because it was  
10 mentioned in last night's e-mail, I have prepared  
11 something brief.

12 Is that all right?

13 HEARING OFFICER BUNDY: Yes.

14 MS. TSOCHLAS: Okay. In July 2009, the  
15 company's crew manager visited the manning agent in  
16 Manila. He spent approximately three weeks then.  
17 His report of his visit there indicated that he  
18 visited the external training organizations that we  
19 work with: Far East Maritime Foundation, Exact  
20 Training Center, Maritas Training Center and some  
21 others.

22 HEARING OFFICER BUNDY: Slow down,  
23 please.

24 MS. TSOCHLAS: In order to evaluate  
25 training methods and the standard of training that's

1 provided at those centers --

2 HEARING OFFICER BUNDY: Ms. Tsochlas, Could  
3 you repeat the names of the centers?

4 MS. TSOCHLAS: Far East Maritime  
5 Foundation, Exact Training Center, and Maritas  
6 Training Center.

7 HEARING OFFICER BUNDY: Thank you.

8 MS. TSOCHLAS: Is that all right?

9 HEARING OFFICER BUNDY: Yeah.

10 The court reporter has to get these down.

11 MS. TSOCHLAS: Yeah.

12 He also inspected their facilities and the  
13 equipment that they have available for training. His  
14 report indicated that the standard of training that  
15 was provided to our seafarers at those organizations  
16 are of an acceptable standard and in line with our  
17 requirements.

18 During that visit to the manning agent, he  
19 installed the CBT unit that was purchased for the  
20 manning agent, and he trained the instructors that  
21 we have there in its use. He also carried out  
22 training regarding the Environment Management Plan.  
23 He trained the instructors in order for them to be  
24 able to provide the training to the seafarers, and  
25 the crew manager also trained available seafarers

1 during his attendance there.

2 In December 2009, the crew manager visited  
3 the manning agent again in Manila. He observed  
4 the --

5 HEARING OFFICER BUNDY: I'm sorry, what  
6 month was that?

7 MS. TSOCHLAS: December 2009.

8 HEARING OFFICER BUNDY: Thank you.

9 MS. TSOCHLAS: The first visit was in July,  
10 the second in December.

11 He observed the Shipboard Environmental  
12 Management System training, the new initiative that  
13 we have, in order to confirm that the topics are  
14 being covered as we expect and in accordance with our  
15 requirements. He also completed the installation of  
16 the competency evaluation software and he made sure  
17 that the instructors at the manning agent's are  
18 familiar with the use and purpose of that software,  
19 and he found that the progress of the training  
20 courses and the acceptance, from both trainers and  
21 trainees, is very positive, and the seafarers are  
22 enthusiastic about using the CBT.

23 Then, in January 2010, about a week ago, in  
24 fact, one of our safety and quality superintendents  
25 visited the manning agent's in Manila. He reported

1 that he found the premises to be tidy and clean and  
2 organized. Training is carried out smoothly and  
3 effectively. He found that the trainers, the  
4 instructors, there are very keen and enthusiastic  
5 about what they're doing, and they communicate well  
6 amongst themselves and with the trainees. He  
7 observed some of the training programs that were  
8 being carried out there, and he found that they were  
9 very comprehensive and presentations were  
10 interesting, providing good knowledge to the  
11 candidates and keeping the candidates' attention, and  
12 he found that they have an interactive theme which  
13 facilitates the trainee's participation and enables  
14 the exchange of ideas, so that trainees are getting  
15 the essence of the information that is being provided  
16 to them.

17 The superintendent also attended the Safety  
18 Management System training familiarization, MARPOL  
19 training and VGP. He identified that there are some  
20 amendments that we have to make to those training  
21 presentations in order for them to be updated. The  
22 computer-based training, he found that there was some  
23 confusion with the instructors there with the use of  
24 what's called the "VOD stick." It's exclusive to the  
25 CBT, and it's how the records are transmitted to us.