

PURPOSE

To ensure the safety of trainees and personnel, continuity of training delivery, during any emergency situation affecting Distance Learning (DL). It provides clear steps for reporting, response, suspension, and resumption of training activities under disrupted conditions.

SCOPE

It covers all trainees, instructors, DL Supervisors, Site Supervisors, Training and Assessment Director, and technical support personnel, as well as all LMS platforms, communication systems, and training delivery methods.

GENERAL PRINCIPLE

In all emergency situations, the primary priority is safety of everyone, followed by continuity of training and proper documentation. All incidents shall be properly recorded and reported to ensure compliance.

Medical Emergency (Trainee or Personnel)

Sudden illness, injury, or medical condition occurs during online training or onsite practical assessment.

Contingency Plan:

- Training or assessment shall be stopped immediately if necessary.
- First aid shall be provided by trained personnel on site.
- Emergency medical services shall be contacted if required.
- The trainee shall be excused and rescheduled for continuation or re-assessment.
- Incident shall be documented and reported to the Training Center.

Natural Disaster (Typhoon, Earthquake, Flood, etc.)

Natural events affect safety during DL or onsite practical training.

Contingency Plan:

- Online sessions shall be suspended if safety is compromised.
- Onsite practical assessments shall be immediately halted.
- Trainees shall evacuate or remain in safe areas as instructed.
- Rescheduling of activities shall be announced through official channels.
- No penalties shall be imposed for missed activities due to force majeure events.

Power Failure or Electrical Disruption

Sudden loss of power affecting LMS access or onsite training equipment.

Contingency Plan:

- Online sessions shall be paused and resumed once power is restored.
- Onsite practical assessments shall be suspended if safety systems or equipment are affected.
- Alternative schedules or make-up sessions shall be provided.

Internet or System Failure (LMS Disruption)

LMS becomes inaccessible during scheduled online training or assessment.

Contingency Plan:

- IT support shall immediately assess and resolve the issue.
- Trainees shall be notified through alternative communication channels.
- Deadlines and assessments affected shall be adjusted accordingly.

- Backup submission procedures may be implemented if necessary.

Equipment Failure During Practical Assessment

Failure of training equipment (e.g., fire-fighting tools, life-saving appliances, rescue boats, or simulators).

Contingency Plan:

- Practical assessment shall be temporarily suspended.
- Equipment shall be inspected and repaired or replaced before resumption.
- Affected trainees shall be rescheduled for completion of required competencies.
- Safety verification shall be conducted prior to restarting activities.

Security or Safety Threat (Onsite or Online)

Any threat to safety such as unauthorized persons, disturbances, or cyber-related disruptions.

Contingency Plan:

- Immediate suspension of activities if safety is compromised.
- Security personnel shall be notified for onsite incidents.
- IT/security protocols shall be activated for online threats.
- Trainees shall follow official instructions and remain in safe areas.
- Training shall resume only upon clearance from authorized personnel.

Communication Breakdown

Failure of communication systems between trainees, instructors, and Training Center.

Contingency Plan:

- Alternative communication channels (SMS, phone, email) shall be used.
- Updates shall be issued as soon as systems are restored.
- Schedules and deadlines shall be adjusted if necessary.

General Contingency Measures

- All trainees shall be provided with recorded sessions and downloadable materials for continuity of learning.
- Flexible learning arrangements may be implemented depending on the severity of the emergency.
- Training records and LMS logs shall be used to validate participation and completion.
- All decisions regarding make-up sessions or adjustments shall be approved by the Management.

Reporting Procedure

All emergency incidents must be reported immediately through official channels:

- General Inquiries: info@seatechmaritime.net
- Customer Support: naga@seatechmaritime.net
- Sales Support: sales@seatechmaritime.net
- Technical & Help Support: LMS Contact Form

Trainees must provide clear details of the incident, time, and affected activity for proper documentation and action.