

PURPOSE

To ensure that all newly developed or revised Distance Learning (DL) courses are systematically designed and controlled, ensuring suitability, effectiveness, and continual improvement of training and assessment processes.

SCOPE

This procedure applies to:

- All Distance Learning (DL) course packages delivered through the LMS
- All written examinations and practical assessment tools (including BT, AFF, SCRB)
- All newly developed, revised, or updated training materials
- All processes involving development, review, verification, validation, approval, implementation, and annual review

COURSE DEVELOPMENT PROCESS

A. CONDUCT A RESEARCH PROPOSAL

1. The Research and Development Officer shall collect data from:
 - MARINA circulars, advisories, and standards
 - Customer feedback
 - Results of internal audits
2. The R&D Analyst shall draft a Research Proposal (NAGA-RDD-QPF-23-00-25) based on the collected data.
3. The Training Director shall review the proposal and request approval from the General Manager.
 - If approved, the Course Development Team and the Review and Verification Teams shall be formed.
 - If disapproved, the R&D Analyst shall revise the proposal.
4. The approved proposal shall serve as the project order (NAGA-RDD-QPF-24-00-25) to proceed.

B. CREATION OF DEVELOPMENT TEAMS

The Training Director shall form and appoint team members as follows:

1. Course Development Team
 - R&D Analyst
 - R&D Officer
2. Review and Verification Team
 - Assistant Training Director
 - Training Director
 - Subject Matter Expert

Approval of the team composition shall be sought from Top Management.

C. COURSE PACKAGE DEVELOPMENT

1. The Research and Development Officer and Subject Matter Expert shall collaboratively prepare the draft course package and/or assessment tools.

2. A complete course package shall include:
 - Course Framework
 - Course Outline and Timetable
 - Course Syllabus
 - Instructor's Guide
 - Course Assessment
3. Assessment Tools shall include both written and practical components.
4. Practical Assessment Sheets with clear criteria and rating systems shall be developed for each level of responsibility (Management, Operational, Support).
5. The goal is to ensure accurate, competency-based assessment of seafarers in relation to their duties on board.

D. REVISION

1. The Training Director, Subject Matter Expert, and R&D Analyst shall revise and recommend necessary changes to the course package and/or assessment tools.
2. The finalized revised course package shall be submitted to the Research and Development Department.

E. REVIEW AND VERIFICATION

1. The Review and Verification Team shall evaluate the course package using Course Review & Verification Form (NAGA-RDD-QPF-25-00-25) to ensure:
 - Alignment with MARINA standards and regulatory requirements
 - Applicability and appropriateness of training content
 - Validity and reliability of assessment tools
2. Review and verification results (NAGA-RDD-QPF-26-00-25) shall be documented in a report, with recommendations for adjustments if needed.

F. TESTING AND VALIDATION

1. Newly developed or revised course packages shall undergo pilot testing (NAGA-RDD-QPF-27-00-25) before official implementation.
2. Pilot testing shall be headed by the Training Director, with participation of:
 - Validator (Outside Seatech)
 - Training Director
 - IT Officer (if required)
 - Selected trainees (assessees)
3. During the pilot test:
 - Observations shall be recorded in a pilot testing form.
 - Trainees shall provide evaluation feedback.
4. Results shall be analyzed by the Review Team, and revisions shall be made as necessary.
5. Testing and validation activities shall be fully documented in and testing forms.

G. APPROVAL AND IMPLEMENTATION

1. After successful review, verification, testing, and validation, the General Manager shall approve the course package for official implementation.
2. The Training Director shall ensure controlled reproduction of course materials and assessment tools.
3. Master copies shall be securely filed for record-keeping.

ASSESSMENT TOOL REVIEW, VERIFICATION, AND VALIDATION

REVIEW AND VERIFICATION

1. Annual review of written assessment, practical exercise and assessment is to be conducted to ensure/assess applicability, alignment and difficulty level using Annual Review and Verification of Assessment Tools (NAGA-RDD-QPF-02-00-25). Review of tools to be conducted by:
 - Subject Matter Expert
 - Assistant Training Director
 - Noted by Training Director
2. After review, the result will be discussed to the course development team (RDD Analyst, RDD Officer) to effect changes/revision to the tools.
3. After the changes has been made to the tools, the review and verification team will then again conduct review to ensure that revised tools is applicable and aligned with the standard of training center and any related memo/circular.

VALIDATION PROCESS

1. Revised tools must be validated by a subject matter expert (with COA as assessor of the concerned course) outside/not employed in Seatech Naga.
2. Validator will be invited (via a letter) to validate changes in exercise and assessment tools and conduct pilot testing if necessary.
3. Pilot testing is not necessary for minor revisions on exercise and assessment tools. Minor revisions include but is not limited to:
 - Incorrect spelling
 - Grammatical error
 - Numbering, etc.
4. Pilot testing is necessary for major revisions that directly affects the method and process of exercise/ assessment.

APPROVAL AND IMPLEMENTATION

1. Once validated, revised exercise and assessment tools will be implemented via memo from QAM & General Manager. Memo will be issued to concerned staff.