

5.1 LEADERSHIP AND COMMITMENT

5.1.1 GENERAL

Management responsibilities, commitment, and authorization have been defined to ensure the implementation of this QSS and achieve its intended results.

The Top Management is responsible for:

- taking accountability for ensuring the integration of the QSS requirements into the organization's processes for the effectiveness and continual improvement of the quality management system
- as the responsibility and authority for supporting development and implementation of the Quality Management System, for ensuring that it remains relevant to the company's institutional goals and provide strategic direction.
- responsible for integrating the QMS to its business process and promoting risk base thinking.
- responsible for communicating the Quality Policy and the importance QMS as well as statutory and regulatory requirements to the organizations.
- responsible for ensuring the availability of resources essential to establish, implement, maintain, and improve the QMS; Resources include human resources, specialized skills, organizational infrastructure, technology, financial resources to ensuring Management Programmed achieves its intended results.
- also engages, directs, and supports persons to contribute to the effectiveness of the QMS.
- promotes improvement of the company.
- supports other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Top Management consists of:

1. President
2. General Manager
3. Training Director
4. Administrative Officer
5. Quality Assurance Officer
6. Human Resource Officer
7. RDD Analyst
8. Supply Chain Officer
9. IT Specialist
10. Marketing Officer
11. Training Registrar
12. Site Admin

5.1.2 CUSTOMER FOCUS

SEATECH Maritime Training and Assessment Center Inc (SEATECH), strives to identify current and future customer needs to meet customer requirements, and exceed customer expectations. Executive, customer satisfaction is maintained by setting and reviewing objectives related to customer satisfaction at Management Review Meetings.

Top management ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements, and communicated to the appropriate personnel in our organization.

Customer complaints and other customer input/feedback are continually monitored and measured to identify opportunities for improvement. We continually look for other ways to interact directly with individual customers to ensure a proper focus to their unique needs/expectations is established and maintained.

5.2 QUALITY POLICY

The management of **SEATECH Maritime Training and Assessment Center Inc (SEATECH)**. ensures that the quality policy:

1. is appropriate to the purpose of the organization.
2. includes a commitment to comply with statutory and regulatory requirements and the national and international requirements and continually improve the effectiveness of the quality management system.
3. provides a framework for establishing and reviewing quality objectives.
4. is communicated and understood within the ranks of the organization, and;
5. is reviewed for continuing suitability at least once a year

5.2.1 QUALITY OBJECTIVES

The Top management of **SEATECH Maritime Training and Assessment Center Inc. (SEATECH)** ensures that quality objectives, including those needed to meet requirements for principals/seafarers and product (refer to clause 7.1 a) are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy.

And in accordance with the goals cited by the Mission Statement, relevant Product and operational objectives are established and monitored during Management Reviews:

- Each year, the Department Heads of SEATECH NAGA will establish quality objectives for his/her department. These quality objectives are in accordance with the corporate Quality Policy and are focus on the improvement of departmental processes/activities.
- Quality objectives kept in file by each department / personnel indicating specific goals, plans and success parameters

- A summary of the achievement of the department's quality objectives of the past year documented by the applicable Department Head and submitted to the General Manager during management review.
- Quality objectives formulated under the SMART goals which are:

Process Owners	Objectives	Actions
Registration Officer	To give 100% correct information to potential applicants and assist them in the admission process	List all necessary information in the admission.
	Update 80% of the schedule everyday	Check the Calendar and update the System
Cashier	To receive and check 100% payment from a customer without error	Double check payments and the information on the admission form before proceeding to issuance of receipts.
	To have 100% correct entries from the customers payment	Be careful with the details before entering in the system
	To issue a 100% of receipts to customers without error	Double check entries
Registrar	Conduct 80% monthly meeting of staff regarding the new schedules, standards, and rules and regulations implemented by MARINA	Always check updates from the MARINA website
	Evaluate 100% instructor's daily performance	Conduct trainee's evaluation to instructor's performance. Check daily attendance
Certification Officer	Check 100% the information prior to printing	Ask assistance from the registrar
	To print 100% of certificates without void daily	Double check information prior to printing
	Submit summary report of printed certificates daily	Print summary report of printed certificates and submit to the HR officer

Releasing Officer	To release the certificates 100% on time and without complaint from the trainees	Prepare the certificates and other necessary documents ahead of time to avoid the delay in releasing
Liaison Officer	Submit 100% enrollment reports per course prior to the scheduled training	Create reminders or notes for the submission of enrollment reports per course
	Submit 100% TCROA of the training course requires COP after the scheduled training	Create schedule or notes as reminder for the submission of TCROA
Research & Development	To draft a compendium 100% aligned to MARINA Circulars and other regulations	Study thoroughly and apply the MARINA Circulars and other related regulations
	To fit in changes made in the model courses as per administration requirements.	Update self of the MARINA changes and advisories
Human Resource	To have a 100 % monitoring of employee's daily performance.	Check the attendance and monitor the performance of every employee
	To research and invest in professional development programs designed to improve job skills, leadership capabilities and employee productivity.	Conduct training assessment and analysis. Create a Training plans for all staff
	To implement policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management.	Ask assistance from the top management
Accounting Officer	Administer 100 % all the accounts and budgets for all departments monthly	Cross-Checked report to system Ask each department their request
	Submit 100 % billings to company weekly	Track company that needs to charge for payment
	Track 100 % all the liability and dues monthly	Check the bills and schedule of payment

Purchasing Officer	To have 100% evaluation of supplier every 6 months	Plan and schedule the evaluation of suppliers
	To ensure 100% the quality of goods with a least price supplied by the supplier	Determine the supplier that can give an excellent quality product with an affordable price.
Property Custodian	To ensure 100% that property tags affixed to equipment in a timely manner.	Tagged all new purchased items, tools, and equipment before distributing.
	To update 100% the building/room location of assets in the Property Inventory System.	List all items that removed and transferred from one location to another location
	To ensure equipment is in good working condition or equipment maintenance needs met.	Create maintenance schedule plan and ask for approval of the general manager
	Update the property code of assets in the Property Inventory System.	Update inventory system
Records Officer	To have at least 80% of the records in every month.	Have a logbook for the incoming and outgoing records.
	To update the soft monitory report at least 80% of the records in every month.	Always update the excel (Incoming and Outgoing documents) on the database.
	To give the requested records immediately with less customer complaint.	Immediately find the records upon receiving the request.
IT Officer	To conduct 100 % preventive maintenance every month	Create schedule for each department
	Create 80 % back up for all files used by company every preventive maintenance schedule	Schedule Back-Up Ask each department for files that need to back up
	Check 80 % equipment in accordance with safety and security rules implemented	Review Safety Manual used by Company Check the Rules and Regulations implemented

		Ask assistance to electrician and other personnel involved
Librarian	To provide resources to support the needs of the trainees and staff.	Respond immediately to the trainees and staff's needs.
Security and Maintenance Officer	To supervise and/or perform regular maintenance practices on property and equipment.	Create schedule for maintenance of property and equipment.
	To provide a safer and comfortable place to both the customer and staff	Regular maintenance checks up of property and equipment
	To keep accurate records of all maintenance practices.	Record all maintenance activities
Document Controller	To reduce the amount of physical space used to store documents, such as file cabinets, boxes, and shelving.	Organized the filing and archiving of documents
	To streamline information and workflow	Create a document plan
	To provide faster search and retrieval and to allow instant access to documents.	Assign Document control codes
QAM	To develop, assess, fix, and improve quality system processes to keep those processes both effective and efficient.	Watch over and monitor every process to ensure that each process owner functions well
IQA Team	To help improve organizational operations	Supervise and monitor the process of each process owner
	To help establish effective controls, processes, and procedures	Supervise and monitor the process of each process owner
	To help avoid unnecessary risk	Supervise and monitor the process of each process owner

5.3 Organizational Roles, Responsibility and Authority

The Top management of **SEATECH Maritime Training and Assessment Center Inc. (SEATECH)** shall ensure that the different responsibilities and authorities are defined and communicated within the organization.

MTI (MARITIME TRAINING INSTITUTION)

The role within a Maritime Training Institution (MTI) is central to the development, delivery, evaluation, and continuous improvement of training and assessment programs, in line with national and international maritime standards (e.g., MARINA, STCW, TESDA). Personnel in this position are expected to uphold the institution's commitment to quality training, regulatory compliance, and professional development.

Key Duties and Responsibilities

- ✓ Design and execute structured training programs tailored to meet regulatory standards and industry needs.
- ✓ Ensure that training content aligns with STCW, MARINA, and TESDA requirements.
- ✓ Identify professional development pathways for trainers, assessors, and support staff.
- ✓ Support succession planning and skills enhancement within the training team.
- ✓ Create, revise, and maintain training manuals, instructional materials, lesson plans, and trainee handbooks.
- ✓ Ensure accuracy, relevance, and alignment with training outcomes and assessment standards.
- ✓ Effectively integrate audio-visual aids, computer-based training (CBT), and digital platforms into training sessions.
- ✓ Utilize teaching applications and e-learning systems to enhance trainee engagement.
- ✓ Oversee the allocation of resources and monitor training-related expenditures.
- ✓ Ensure cost-effectiveness and compliance with financial policies.
- ✓ Prepare and present financial reports and budget performance analyses related to training operations.
- ✓ Assist in strategic financial planning for training development.
- ✓ Collaborate with various department heads to align training initiatives with operational goals.
- ✓ Ensure smooth implementation and relevance of training content across departments.
- ✓ Adapt and tailor department-specific training modules to suit operational requirements and performance benchmarks.
- ✓ Maintain flexibility to respond to emerging training needs.
- ✓ Conduct regular training needs analyses (TNA) through evaluations, performance reviews, and gap assessments.
- ✓ Design targeted learning interventions for individuals, teams, or departments.
- ✓ Ensure timely, clear, and accurate internal and external communication of assessment outcomes.
- ✓ Support transparency, feedback, and continuous improvement processes.

DUTIES AND RESPONSIBILITIES SEATECH PERSONNEL

PRESIDENT/ CEO

The President organizes the company, whose main responsibility is to direct the company and meet its goal and objective. The target is mainly on peripheral principle for the well-being of the training center.

- ✓ Plan, develop, implement, and direct the organization's operational and fiscal function and performance.
- ✓ Act as a strategic partner by developing and implementing the company's plans and programs.
- ✓ Analyze and make recommendation on the impact of long-range growth initiatives, planning, and introduction of new strategies and regulatory actions.
- ✓ Develop credibility and authority for the finance leadership team by providing accurate analysis of budgets, reports and financial trends and operational procedures to assist the board of directors and senior executive team.
- ✓ Create, improve, implement, and enforce policies and procedures of the organization that will improve operational and financial effectiveness of the company.
- ✓ Communicate effectively and establish credibility throughout the organization and with the Board of Directors as an effective developer of solutions to business challenges.
- ✓ Provide expert financial guidance and advice to others within executive leadership.
- ✓ Improve the planning and budgeting process on a continual basis by educating departments and key members of corporate leadership.
- ✓ Provide strategic input and leadership on decision making issues affecting the organization; specifically relating to the evaluation of potential mergers, acquisitions, or partnerships.
- ✓ Optimize the handling of banking relationships and work closely with CFO to foster and grow strategic financial partnerships.
- ✓ Work with finance team to develop a solid cash flow projection and reporting mechanism, which includes setting a minimum cash threshold to meet operating needs.
- ✓ Act as a strategic advisor and consultant offering expert advice on contracts, negotiations, or business deals that the corporation may enter.
- ✓ Evaluate company's financial, operational, and sales and marketing structures to plan for continual improvements and a continual increase of operating efficiencies.

- ✓ Mentor and interact with members of staff at all levels to foster growth and encourage development among senior executive team and all members of staff.

GENERAL MANAGER

A General Manager (GM) is a vital leader within an organization, tasked with overseeing and ensuring smooth daily operations. Reporting to the President/CEO or Vice President, the GM supports the company's strategic direction while managing resources, staff, and processes effectively. A GM acts as a bridge between top management and operational teams, guiding employees toward achieving organizational goals and maintaining operational efficiency. Below are the core responsibilities of a General Manager:

- ✓ Analyzing the company's financial and technical status.
- ✓ Developing short- and long-term plans to drive improvement and meet organizational objectives.
- ✓ Aligning departmental goals with the overall vision of the company.
- ✓ Distribute tasks and projects efficiently among teams.
- ✓ Monitor work progress through regular reviews and evaluations.
- ✓ Identify key areas needing attention and improve team effectiveness through timely interventions.
- ✓ Create and maintain project schedules to track progress and address issues proactively.
- ✓ Representing the organization professionally during interactions with clients, stakeholders, and external parties.
- ✓ Fostering positive relationships with customers, employees, and partners.
- ✓ Promoting transparent and efficient internal communication to ensure teams stay aligned with organizational goals.
- ✓ Providing training and growth opportunities for staff to enhance their performance.
- ✓ Retaining top talent to minimize turnover costs and ensure continuity in operations.
- ✓ Monitoring the financial performance of the organization and implementing cost controls where necessary
- ✓ Reviewing processes and operations to enhance efficiency.
- ✓ Initiating improvement programs and process optimization projects.
- ✓ Addressing wasteful practices and reallocating resources as needed.
- ✓ Monitoring market changes to adjust strategies and maintain competitiveness.

- ✓ Representing the organization in discussions with third-party suppliers
- ✓ Evaluating and improving existing policies and procedures to meet operational needs.
- ✓ Developing and enforcing new policies to address gaps and inefficiencies.
- ✓ Ensuring the entire team operates under a clear, well-defined framework of rules and regulations.

TRAINING DIRECTOR

The Training Director ensures that all training and assessment activities comply with the standards set by regulatory government bodies such as MARINA, IMO, TESDA, and others. The director ensures that all personnel involved are equipped with the necessary knowledge and skills to perform their duties effectively. The following are the detailed duties and responsibilities of the Training Director:

- ✓ Designated also as the Training Supervisor, responsible for the overall supervision of the conduct of training and assessment.

Note: In the event of absence, the institution shall assign a qualified substitute, ensuring that all qualifications required by the applicable training standards are met.

- ✓ Develops and establishes operating goals, policies, and procedures for the training and assessment office, as appropriate; recommends, implements, and administers methods and procedures to enhance operational effectiveness and efficiency.
- ✓ Leads the development, organization, analysis, and reporting of trainees' and candidates' learning outcomes and other related maritime training activities.
- ✓ Supports the ongoing development and implementation of comprehensive training and assessment programs that align with the company's strategic goals and objectives.
- ✓ Conducts performance reviews and skills gap analyses to identify training and assessment needs at the departmental, team, and individual levels.
- ✓ Supervises and leads office personnel, including task delegation, training, performance management, and resolution of operational issues.
- ✓ Maintains, manages, and safeguards confidential and sensitive assessment data, ensuring data security and appropriate dissemination as necessary.
- ✓ Recommends and contributes to the development of company policies and procedures; may serve as a member of planning and policy-making committees.

- ✓ Performs other job-related duties as assigned by management.

ASSISTANT TRAINING DIRECTOR

The Assistant Training Director supports the Training Director in the planning, implementation, supervision, and evaluation of training and assessment programs. The role ensures that daily operations run smoothly and comply with regulatory standards (e.g., MARINA, IMO, TESDA) and internal quality systems.

- ✓ Assist in the supervision of training and assessment activities, ensuring alignment with approved training standards and schedules.
- ✓ Act as the officer-in-charge in the absence of the Training Director, provided qualification standards are met.
- ✓ Ensure that training delivery and assessment procedures comply with the requirements set by regulatory agencies.
- ✓ Assist in maintaining, updating, and organizing training records, assessment reports, and other compliance-related documentation.
- ✓ Help in the development, revision, and enhancement of training materials, course outlines, and assessment tools.
- ✓ Coordinate with instructors, assessors, and department heads to ensure effective content delivery and learner engagement.
- ✓ Participate in monitoring learning outcomes, assessment results, and instructor performance.
- ✓ Assist in the preparation of reports, evaluations, and recommendations to improve training programs.
- ✓ Address trainee concerns, inquiries, and feedback related to training programs, assessments, and certifications.
- ✓ Coordinate with registration and administrative personnel to ensure smooth training operations.
- ✓ Ensure adherence to the organization's internal policies, training procedures, and safety protocols.
- ✓ Recommend improvements to existing procedures for better operational efficiency.
- ✓ Assist in the preparation of training-related reports for internal and external use (e.g., MARINA, TESDA submissions).
- ✓ Perform other related tasks and responsibilities that may be assigned by the Training Director or management, as needed.

QUALITY ASSURANCE OFFICER

The Quality Assurance Officer (QAO) plays a vital role in ensuring that the organization's operations, policies, and procedures align with quality standards such as ISO 9001:2015. The QAO should possess strong communication skills, sound decision-making abilities, and effective leadership qualities. A deep understanding of organizational operations and the ability to manage and collaborate with personnel at all levels are essential. When appointed as a representative by upper management, the QAO is entrusted with upholding the company's vision and enforcing its policies and regulations.

The following are the detailed duties and responsibilities of the Quality Assurance Officer:

- ✓ Supervise office functions and oversee day-to-day operations to ensure smooth workflow.
- ✓ Delegate tasks equitably among staff members to avoid overloading and to promote efficiency.
- ✓ Ensure all employees clearly understand their roles and responsibilities.
- ✓ Conduct regular performance evaluations to monitor employee effectiveness and identify areas for improvement.
- ✓ Identify staffing needs and participate in the recruitment and onboarding of new personnel.
- ✓ Train new staff on company policies, operational procedures, and the use of relevant equipment.
- ✓ Provide orientation and training on ISO 9001:2015 quality management systems to ensure alignment with international standards.
- ✓ Act as the communication bridge between the staff and top management.
- ✓ Schedule and coordinate meetings with upper management to discuss operational performance, compliance issues, and quality goals.
- ✓ Consolidate and prepare all relevant reports and supporting documents for management reviews.
- ✓ Develop agendas and coordinate presentations of audit findings or performance summaries, including financial results if applicable.
- ✓ Plan, coordinate, and conduct internal audits in accordance with ISO 9001:2015 requirements.
- ✓ Ensure that all audit activities meet internal protocols and regulatory guidelines.
- ✓ Prepare audit reports, identify non-conformities, and recommend corrective actions.
- ✓ Initiate and manage the process for external audits and certification by recognized auditing bodies.
- ✓ Maintain a structured schedule for regular management reviews and audit cycles to support continuous improvement.
- ✓ Perform other quality-related functions as assigned by management.
- ✓ Represent the organization in external meetings, conferences, or benchmarking events related to quality assurance.

DOCUMENT CONTROLLER

A Document Controller is responsible for the timely, accurate, and efficient preparation, management, and control of documents. This role ensures the proper handling, filing, and storage of both electronic and hard copy documents generated by technical teams, projects, or departments. The Document Controller plays a key role in maintaining data integrity, supporting compliance, and safeguarding sensitive records.

- ✓ Create standardized templates for use across teams to ensure consistency and uniformity in documentation.
- ✓ Manage requests for documentation, ensuring timely distribution and retrieval by relevant departments or personnel.
- ✓ File and archive documents in both physical and digital formats, maintaining organized and secure storage systems.
- ✓ Review documents for accuracy and completeness, updating and editing as necessary to ensure records are current and correct.
- ✓ Oversee and maintain document control procedures, workflows, and lifecycle management in accordance with internal policies.
- ✓ Ensure the confidentiality of sensitive documents, especially those containing proprietary, personal, or regulatory information.
- ✓ Develop and implement policies for document storage, retrieval, and distribution, ensuring compliance with organizational and legal standards.
- ✓ Audit the documentation process to verify compliance, accuracy, and quality control.
- ✓ Analyze information management needs, and develop procedures to improve efficiency, traceability, and record security.
- ✓ Refer to internal policies and applicable legal or regulatory requirements to determine document retention schedules and disposal timelines.
- ✓ Support accountability, transparency, and compliance by maintaining organized, traceable records that meet industry and regulatory requirements.

INTERNAL QUALITY AUDIT (IQA) TEAM

The IQA Team is responsible for conducting comprehensive evaluations of the company's internal processes, business operations, and compliance systems. Their main goal is to identify risks, improve efficiency, enhance internal controls, and ensure adherence to regulatory requirements and quality standards. Through thorough review and analysis, the IQA Team translates complex data into actionable insights to support continual improvement.

Key Duties and Responsibilities

- ✓ Conduct regular audits to evaluate the effectiveness, efficiency, and alignment of organizational practices with company objectives and policies.
- ✓ Identify gaps or redundancies in workflow, systems, or resources.
- ✓ Assess whether risk management strategies and mitigation procedures are in place and functioning effectively.
- ✓ Evaluate both operational and compliance risks across departments.

- ✓ Ensure that internal controls are properly designed, documented, and implemented to prevent fraud, theft, and misuse of assets.
- ✓ Test the reliability and sufficiency of existing controls and suggest necessary improvements.
- ✓ Verify that company operations comply with applicable laws, industry regulations, and internal policies, such as those set by MARINA, TESDA, ISO standards, and other governing bodies.
- ✓ Document and report non-compliance issues and recommend corrective actions.
- ✓ Analyze audit findings and generate detailed reports with practical, evidence-based recommendations.
- ✓ Collaborate with departments to support the implementation of corrective and preventive actions.

OPERATIONS MANAGER

Operations Manager is responsible for directing the activities of subordinate staff in the administration variation and management of various administrative activities for an organization.

Below are the core responsibilities of Operations Manager:

- ✓ Supervising day-to-day operations of the operation department and staff members.
- ✓ Work as a company representative and is responsible for coordinating activities to other agencies.
- ✓ Establish and maintain good relationship with customers, partners, and government agencies.
- ✓ Coordinate between departments to ensure seamless operations and communication.
- ✓ Coordinate maintenance, repairs, and security of office premises.
- ✓ Ensures complete documentation.
- ✓ Ensures smooth and efficient department operations.
- ✓ Handles payment remittances and submission of necessary documents
- ✓ Handle and manage all compliance-related requirements, including permits, licenses, and certifications.
- ✓ Ensure that the organization follows all necessary regulations, laws, and internal policies.
- ✓ Act as the liaison between the organization and regulatory bodies to ensure smooth communication.
- ✓ Stay updated on regulatory changes and ensure the organization adapts accordingly.

- ✓ Process, submit, and maintain records of compliance reports and documentation.
- ✓ Coordinate internal and external audits to ensure adherence to compliance standards.
- ✓ Assist in preparing compliance training programs for staff.
- ✓ Address any compliance issues, including potential breaches, and take appropriate action.
- ✓ Oversee the implementation of compliance programs across the organization.

HUMAN RESOURCE OFFICER

The Human Resource Officer plays a vital role in developing employees' personal and organizational competencies, skills, and abilities. This includes responsibilities in training, career development, coaching, succession planning, key talent identification, tuition assistance, and organizational development. The role also supports performance management by promoting awareness of job-related skills and establishing clear performance standards.

Key Responsibilities:

- ✓ Facilitate career planning and ensure the holistic development of employees.
- ✓ Optimize manpower utilization by assigning the right person to the right job at the right time.
- ✓ Promote mutual growth through a two-way development process between the organization and employees.
- ✓ Maintain an action-oriented approach, where employee contributions are recognized and appropriately rewarded.
- ✓ Support human resource planning by maintaining updated and accurate manpower data for current and future needs.
- ✓ Manage resistance to change by fostering a positive and adaptable workforce.
- ✓ Cultivate an atmosphere of mutual trust and confidence to enhance overall performance.
- ✓ Ensure transparency in HR administration and practices.

REGISTRAR / REGISTRATION HEAD

The Registrar plays a vital role in the training center, serving as the primary liaison between trainees, instructors, and administrative personnel. The Registrar is responsible for managing all aspects of trainee registration, records management, and documentation in compliance with national and international regulatory standards. While much of the role focuses on trainee engagement and class placement, it also includes key administrative and support functions necessary for institutional efficiency and audit readiness.

Key Duties and Responsibilities

- ✓ Verify the qualifications and credentials of enrollees against course prerequisites.
- ✓ Coordinate the enrollment process, helping trainees select and register for the appropriate courses.
- ✓ Respond promptly to trainee inquiries, including walk-in, telephone, and online platforms (facebook/ email)
- ✓ Conduct briefings for trainees regarding class schedules, room assignments, and general orientation.
- ✓ Prepare and maintain accurate enrollment and completion records, including issuance of completion certificates.
- ✓ Maintain and regularly update the 201 files of trainees, including personal data, academic performance, and compliance status.
- ✓ Monitor and maintain accurate attendance records, both manual and electronic.
- ✓ Store and organize trainee records in a secure data management system or databank.
- ✓ Cross-check admission form entries with the SMAC Registration System for accuracy and completeness.
- ✓ Upload all required documents in the SMAC Registration System and ensure all data entries comply with internal standards.
- ✓ Maintain detailed records of trainee assessments, evaluation results, and progression.
- ✓ Assist in the generation of reports using statistical techniques and data analysis tools as needed.
- ✓ Assist in the scheduling of all in-house training courses, including allocation of classrooms and coordination with instructors.
- ✓ Admit and enroll trainees into online or blended training sessions, ensuring access and support materials are provided.
- ✓ Keep track of course execution by maintaining Enrollment Reports (ER) and attendance sheets, ensuring they are forwarded to the Releasing Officer for certification or record issuance.
- ✓ Ensure all registration-related processes comply with national and international standards (e.g., MARINA, TESDA, ISO).
- ✓ Assist in the development and implementation of strategies to improve enrollment procedures and document management.

REGISTRATION OFFICER

The Registration Officer is responsible for assisting trainees with course registration, responding to their inquiries, maintaining accurate attendance, and ensuring the integrity and confidentiality of trainee data in accordance with institutional policies.

Key Duties and Responsibilities:

- ✓ Assist trainees with enrollment and ensure they are registered in the appropriate training courses based on their requirements and qualifications.
- ✓ Respond to trainee inquiries (walk-in, phone, or online platform), providing clear and accurate information about course schedules, requirements, and procedures.
- ✓ Ensure that required registration documents are complete and properly submitted.

- ✓ Monitor and facilitate the accurate signing of attendance sheets during each training session.
- ✓ Maintain accurate and updated records of trainee registration and attendance.
- ✓ Ensure that all trainee information is secure and treated as confidential, in compliance with data privacy and institutional policies.
- ✓ Review and verify data to ensure accuracy and consistency in the SMAC Registration System or related databases.
- ✓ Provide basic orientation on class schedules, room assignments, and training procedures.

CERTIFICATION HEAD

Responsible for overseeing all aspects of certificate issuance, management, and related processes. This role ensures that certifications and related documents are produced, validated, and distributed in compliance with MARINA standards and internal policies. The Certification Head leads a team of officers in charge of photo management, printing, releasing, and Certificate of Proficiency (COP) processing.

- ✓ Oversee and manage the entire certification process, ensuring that certificates, including Certificates of Proficiency (COP), are issued in accordance with regulatory requirements and company standards.
- ✓ Monitor all activities related to certification, including photo management, printing, and release, to ensure efficiency, accuracy, and compliance.
- ✓ Supervise and guide the team of Picture Officers, Printing Officers, Releasing Officers, and COP Officers, ensuring that each role is performing according to their responsibilities and within deadlines.
- ✓ Collaborate with other departments to facilitate the smooth processing and release of certificates.
- ✓ Oversee the Picture Officer, ensuring that all trainee photos meet MARINA requirements regarding size, format, and clarity.
- ✓ Supervise the Printing Officer to ensure the accurate and timely printing of certificates and transmittals.
- ✓ Review certificates for accuracy, completeness, and quality before they are released.
- ✓ Supervise the Releasing Officer to ensure the efficient release of certificates to trainees upon successful completion of their training.
- ✓ Oversee the archiving process of certificates and ensure proper documentation of any errors or re-issuance requests.
- ✓ Supervise the COP Officer, ensuring that all COP applications are processed efficiently and in line with Maritime Industry regulations and standards.
- ✓ Maintain confidentiality and prevent the unauthorized release of information or certificates.
- ✓ Provide feedback and recommendations for enhancing certificate-related procedures.
- ✓ Regularly report on the progress and status of certification activities to Top management.

- ✓ Ensure that all certification records are accurately maintained and easily accessible for future reference.

CERTIFICATION OFFICER

The Certification Officer is responsible for overseeing the accurate and timely printing, preparation, and organization of certificates and transmittals. This role ensures compliance with quality standards and supports coordination with other departments to meet operational timelines.

Key Duties and Responsibilities

- ✓ Manage the printing and production of training certificates and transmittals.
- ✓ Ensure all printed materials are accurate, complete, and meet quality standards before release.
- ✓ Prepare certificates for approval and endorsement by the Registration Head, ensuring all required documentation is attached.
- ✓ Maintain a systematic filing and archiving system for printed certificates and transmittals for easy retrieval and reference.
- ✓ Coordinate with relevant departments to ensure timely printing and distribution of documents.
- ✓ Handle reprinting requests or adjustments according to approved guidelines.
- ✓ Ensure all printing tasks are completed within designated timelines and standards.
- ✓ Report any printing discrepancies or issues to the appropriate department for resolution.
- ✓ Follow all company protocols and security procedures to ensure the confidentiality and accuracy of printed materials.

RELEASING OFFICER

The Releasing Officer is responsible for managing the issuance of training certificates to qualified trainees. The role ensures that all requirements are verified before release and that the process is conducted accurately, efficiently, and with professionalism.

Key Duties and Responsibilities

- ✓ Issue certificates to trainees who have successfully completed their training, ensuring all information is accurate and properly documented.
- ✓ Verify that all completion requirements and approvals are met before releasing certificates.
- ✓ Coordinate with trainees to schedule or facilitate the release of their certificates.
- ✓ Document and report any errors or inconsistencies found in certificates prior to or during release.
- ✓ Archive released certificates on a monthly basis for tracking and compliance purposes.
- ✓ Ensure the efficient and timely release of certificates, in accordance with the organization's service standards.

- ✓ Handle re-issuance requests for lost or damaged certificates, ensuring all necessary approvals and documentation are obtained.

MISMO OFFICER

The MISMO Officer is responsible for managing the accurate and timely uploading of Enrollment Reports (ER) and Training Course Record of Assessment (TCROA) to the MARINA MISMO system. The role ensures all documents are validated, properly stored, and compliant with MARINA's regulatory requirements.

- ✓ Upload Enrollment Reports (ER) and TCROAs to the MARINA MISMO system promptly and in accordance with submission timelines.
- ✓ Check and validate the accuracy, completeness, and format of ERs and TCROAs before uploading to ensure compliance with MARINA standards.
- ✓ Coordinate with the TCROA Officer, Registrar, and other relevant departments to verify all documents are correct and complete before submission.
- ✓ Track the status of uploaded documents to ensure all reports are accounted for and discrepancies are resolved promptly.
- ✓ Back up all digital copies of ERs and TCROAs daily for secure file management and disaster recovery.
- ✓ Ensure that hard copies of ERs and TCROAs are forwarded to the Records Department one month after the training period for proper archiving.
- ✓ Follow up with departments to obtain pending documents within submission deadlines to ensure compliance with MARINA's reporting schedules.
- ✓ Collaborate with internal personnel to ensure all submissions adhere to legal, regulatory, and organizational standards.
- ✓ Maintain proper documentation and logs of all submitted, pending, and approved uploads for audit and tracking purposes.

COP OFFICER

The COP Officer is responsible for assisting and managing the processing of Certificate of Proficiency (COP) applications for trainees and assesses. This role ensures full compliance with maritime regulatory standards and maintains strict confidentiality and accuracy in handling sensitive documentation and records.

Key Duties and Responsibilities:

- ✓ Assist trainees and assesseees in applying for their Certificate of Proficiency (COP) through the company.
- ✓ Ensure all submitted documentation is complete, accurate, and compliant with the requirements set by MARINA and other regulatory bodies.
- ✓ Coordinate with relevant departments, including the Registrar and MISMO Officer, to ensure timely processing, encoding, and submission of COP applications.

- ✓ Maintain accurate and up-to-date records of all COP applications, including submission dates, supporting documents, and application status.
- ✓ Communicate with trainees/assesseees regarding the status of their COP applications, and provide guidance on pending requirements or corrections.
- ✓ Ensure that all COP-related processes strictly adhere to maritime industry standards and regulations.
- ✓ Safeguard all personal and sensitive information, ensuring data privacy and confidentiality throughout the application process.
- ✓ Refrain from disclosing confidential information to unauthorized individuals or external parties without proper consent and clearance.

IT SPECIALIST

The IT Specialist is responsible for managing and improving the organization's overall IT infrastructure, systems development, and digital tools. The role involves maintaining the SMAC System ensuring cybersecurity, and providing technical solutions based on top management directives.

- ✓ Oversee and maintain the entire IT infrastructure and facilities of the organization.
- ✓ Ensure, in coordination with the IT Officer, that all network, internet, and communication systems are fully operational.
- ✓ Maintain and continually enhance the SMAC System and transition manual processes to online modules to reduce paper use.
- ✓ Support, maintenance, and repair requests
- ✓ Requisition processes for Training Director and General Manager's evaluation
- ✓ Improve and manage the SEATECH Maritime Training and Assessment Center Inc. (SEATECH) website, including design, functionality, and content updates.
- ✓ Implement and monitor cybersecurity protocols, ensuring systems and data are protected against threats.
- ✓ Collaborate directly with the General Manager on the design and implementation of new systems and digital tools as required.

IT OFFICER

The IT Officer is responsible for ensuring the smooth operation of the organization's computer systems and networks. This role involves hardware and software installation, troubleshooting, and providing technical support to staff and clients.

Key Responsibilities:

- ✓ Install and configure computer hardware, operating systems, and software applications.
- ✓ Monitor and maintain computer systems, servers, and network infrastructure.
- ✓ Guide staff or clients through setup procedures and technical issue resolution.
- ✓ Diagnose and troubleshoot hardware and software faults, and resolve technical issues.

- ✓ Replace or repair hardware components as necessary.
- ✓ Provide technical support, including the creation of procedural documentation and incident reports.
- ✓ Follow technical diagrams and written instructions to configure or repair systems.
- ✓ Assist in the deployment and roll-out of new applications and technologies.
- ✓ Create and manage user accounts, including support for password resets and access issues.
- ✓ Respond to technical support requests within the agreed service level timeframes.
- ✓ Prioritize and manage multiple technical issues and support cases simultaneously.
- ✓ Test, evaluate, and recommend modern technology solutions for organizational use.
- ✓ Perform electrical safety checks on computer equipment and peripherals.

SIMULATOR ASSISTANT

The Simulator Assistant, under the supervision of the IT Officer, is responsible for the efficient operation, maintenance, and support of simulator systems and other training and assessment equipment. This includes hardware setup, software configuration, network management, and user support to ensure seamless training delivery.

Key Responsibilities:

- ✓ Install network cabling and related equipment, such as routers and switches.
- ✓ Set up workstations and peripheral devices, including printers and simulation hardware.
- ✓ Install desktop operating systems and required application software.
- ✓ Connect all workstations to the network and relevant servers.
- ✓ Provide technical support and training to staff on the use of simulator systems and equipment.
- ✓ Install servers, server operating systems, and essential server-based applications.
- ✓ Monitor and test network performance to ensure optimal operation.
- ✓ Configure network devices, including routers and switches.
- ✓ Monitor server performance and ensure uptime of simulator-related services.
- ✓ Ensure server backups are completed regularly and correctly.
- ✓ Respond promptly to technical requests and user concerns.
- ✓ Monitor workstation backups and antivirus software updates.
- ✓ Perform troubleshooting to diagnose and resolve hardware, software, or network issues.

ASSESSOR

An Assessor is authorized personnel of the training center responsible for conducting formal assessments to evaluate whether candidates meet the required standards of competence as defined by the MARINA-STCW Office, under STCW Memorandum Circular No. 2022-05 and applicable regulations.

Key Responsibilities:

- ✓ Effectively deliver the assessment curriculum and ensure all assessments meet the standards prescribed by MARINA and other regulatory bodies.
- ✓ Evaluate candidate performance using established rubrics, checklists, and evidence-based assessment tools.
- ✓ Monitor the safety, orderliness, and sanitation of all assessment areas, including briefing/debriefing rooms, holding areas, and equipment.
- ✓ Coordinate with the Supply Chain Management Supervisor to ensure the availability and functionality of assessment equipment and facilities; report any damage or maintenance concerns.
- ✓ Observe due process in addressing candidate-related issues or disciplinary actions, ensuring fairness and compliance with policies.
- ✓ Perform assessment-related responsibilities as outlined in the organization's Quality Management System (QMS).
- ✓ Carry out additional duties and responsibilities as may be assigned from time to time.

INSTRUCTOR

An instructor is authorized personnel of the training institution or center, responsible for conducting teaching, instruction, and facilitation of learning to trainees enrolled in a MARINA-accredited training program. The instructor ensures that delivery complies with the required standard of competence as mandated by the MARINA-STCW Office, under STCW Memorandum Circular No. 2022-05 and other relevant regulations.

Key Responsibilities:

- ✓ Ensure the effective and accurate delivery of training curriculum in accordance with assigned course modules, and contribute to course development based on industry trends and client requirements.
- ✓ Conduct classroom or practical training sessions based on the schedule and course assignments provided by the Registrar.
- ✓ Use the course manual and syllabus as reference to manage class discussions and ensure course content is completed within the allocated timeframe.
- ✓ Assign classwork or practical tasks to students, assess their performance, compute grades, and monitor the submission and completion of academic requirements.
- ✓ Ensure the safety, cleanliness, and organization of training areas including laboratories, classrooms, and training equipment.
- ✓ Coordinate with the Registrar/ Supply Chain Management Supervisor to report and follow up on equipment maintenance and facility repair needs.
- ✓ Uphold due process in handling student disciplinary concerns in accordance with institutional policies.
- ✓ Adhere to and perform duties aligned with the institution's Quality Management System (QMS).
- ✓ Perform other related duties and responsibilities as may be assigned from time to time.

FINANCE HEAD

The Accounting Officer is responsible for maintaining accurate financial records and ensuring effective financial management across the organization. This role involves monitoring accounts, processing transactions, conducting audits, and supporting financial reporting requirements.

Key Responsibilities:

- ✓ Maintain accurate and up-to-date financial records and accounts.
- ✓ Review the accounting work of others to ensure accuracy and compliance with financial policies.
- ✓ Administer departmental accounts and budgets, conduct tax audits, and prepare financial reports for submission to the SEC.
- ✓ Generate and issue invoices to customers using appropriate channels; update and maintain customer records.
- ✓ Record incoming payments and monitor organizational expenses to ensure proper tracking and financial control.

CASHIER

The Cashier is responsible for handling trainee payments, issuing receipts, and maintaining accurate records of daily transactions. This role supports the accounting function by ensuring all financial transactions are properly documented and reported.

Key Responsibilities:

- ✓ Receive payments from trainees for services rendered.
- ✓ Issue official receipts to trainees for all transactions.
- ✓ Accurately compute and record the totals of all daily transactions.
- ✓ Count cash in the drawer at the end of the day and remit the total amount to the Accounting Officer.

MARKETING OFFICER

The Marketing Officer plays a vital role in driving the organization's growth by overseeing key functions such as sales management, advertising, public relations, communications, promotions, product development, market research, pricing, distribution, and customer service. This multifaceted role combines both strategic planning and creative execution.

Key Responsibilities:

- ✓ Conduct in-depth market research and competitor analysis to support product development and determine effective pricing strategies before, during, and after product launch.
- ✓ Develop and implement sales management strategies to optimize the distribution of products and services across relevant channels.
- ✓ Plan and execute advertising campaigns, promotional activities, and communication strategies to enhance brand visibility and market reach.
- ✓ Oversee public relations efforts, manage publicity programs, and address customer satisfaction issues. Participate in crisis management and ensure a strong public image for the organization.
- ✓ Manage and guide marketing team members, ensuring clear delegation of tasks and alignment with marketing objectives.

- ✓ Work collaboratively with other departments such as production, technology, legal, and finance to align marketing initiatives with overall business goals. Influence peers and stakeholders to support marketing strategies and objectives.

RESEARCH AND DEVELOPMENT ANALYST

The Research and Development Analyst plays a strategic role in enhancing the quality and relevance of training programs through research-based innovations and continuous development initiatives. This position ensures that training content, methodologies, and resources are aligned with evolving standards, organizational goals, and learner needs.

Core Functions and Responsibilities:

- ✓ Conduct research on emerging trends, industry standards, and training technologies to support content innovation and instructional design.
- ✓ Initiate and implement projects that aim to improve the structure, delivery, and outcomes of training programs.
- ✓ Evaluate existing training systems, processes, and materials for relevance, accuracy, and effectiveness.
- ✓ Collaborate with subject matter experts (SMEs), instructors, and regulators to design new programs or update current curricula.
- ✓ Manage documentation processes related to R&D outputs, including training blueprints, research summaries, pilot test data, and analysis reports.
- ✓ Recommend evidence-based changes to course content, teaching strategies, and assessment tools.
- ✓ Maintain an organized system for storing and retrieving training research files, data, and resource materials.
- ✓ Support accreditation and audit preparations by providing up-to-date research outputs, analysis, and program justifications.
- ✓ Track key performance indicators (KPIs) related to training innovation, learner feedback, and developmental goals.
- ✓ Perform other research-related or administrative tasks as assigned by the Training Director or department head.

RESEARCH AND DEVELOPMENT (RDD) OFFICER

The RDD Officer is responsible for supporting the development, maintenance, and improvement of training materials and systems. This role ensures quality and consistency in documentation, supports research efforts, and provides administrative assistance in training and development initiatives.

Key Responsibilities:

- ✓ Edit and ensure the completeness and accuracy of all course compendiums and training presentations.
- ✓ Ensure that all training documents follow standard templates and approved formats.

- ✓ Maintain and secure the training library, equipment inventory, and other relevant documentation.
- ✓ Perform editing, proofreading, and printing tasks as requested by the Training Director.
- ✓ Assist in research and development activities related to training improvement and innovation.
- ✓ Monitor and track training-related correspondence, inquiries, and feedback for appropriate action.
- ✓ Assist during meetings and provide/gather minutes of discussion through coordination with the Quality Assurance Officer (QAO).
- ✓ Support other training or research-related tasks as required by the department.

RECORDS OFFICER / LIBRARIAN

The Records Officer / Librarian is responsible for managing the organization's information assets, ensuring efficient access, secure storage, and proper disposal of records and documents. This role also oversees library operations, supports staff and trainees in accessing learning materials, and contributes to the formulation of relevant policies and procedures.

Records Officer Responsibilities:

- ✓ Create, update, and maintain company databases to enable efficient retrieval of organizational information.
- ✓ Develop and enforce records distribution, storage, and retention policies in compliance with regulatory and legal standards.
- ✓ Audit and monitor the quality and accuracy of records created and stored across departments.
- ✓ Assess organizational information needs and develop procedures to ensure they are met efficiently.
- ✓ Determine retention schedules and secure disposal of records based on legal, operational, and policy guidelines.
- ✓ Support the transition from paper-based systems to digital records management solutions.
- ✓ Work closely with all departments to ensure access to and proper handling of essential data and documentation.
- ✓ Ensure accountability, transparency, and compliance through proper documentation and data control systems.

Librarian Responsibilities:

Formulate and implement policies, rules, and procedures to ensure optimal use of library resources.

- ✓ Prepare, manage, and oversee the library's annual budget and resource allocation.
- ✓ Handle professional library operations, including the selection, acquisition, classification, cataloging, and maintenance of books and learning materials.
- ✓ Assist users in locating, borrowing, or reserving books and references efficiently.

- ✓ Represent the library in academic, organizational, and public settings, promoting its role as an educational support resource.
- ✓ Coordinate with educators and administrators to align library services with the institution's training and educational objectives.

SUPPLY CHAIN MANAGEMENT SUPERVISOR

The Supply Chain Management Supervisor is responsible for overseeing the procurement, inventory control, distribution, and proper tagging of company assets and supplies. This role ensures accurate documentation, efficient stock management, and alignment with organizational standards, including the implementation of cost-effective and sustainable practices.

Key Responsibilities:

- ✓ Receive, store, and issue materials, equipment, and supplies in accordance with organizational procedures.
- ✓ Classify assets into categories such as main, critical, or consumables for tracking and priority management.
- ✓ Maintain and regularly update a comprehensive inventory list of all company equipment and supplies, including records of condemned or disposed assets.
- ✓ Monitor the status of equipment (new and old) and ensure proper tagging using the organization's standard coding system; replace temporary or outdated tags as needed.
- ✓ Ensure availability of critical and consumable supplies by monitoring stock levels and reordering based on established reorder points.
- ✓ Promote and support the implementation of proper austerity measures to reduce waste and overuse of resources.
- ✓ Collaborate with the IT/Programmer to develop and enhance the online asset management system for improved traceability and efficiency.
- ✓ Provide regular inventory reports, analytics, and property monitoring summaries upon request by management.
- ✓ Research and recommend cost-effective supply options; conduct price comparisons to ensure value for money.
- ✓ Prepare procurement documentation such as purchase orders and assist in the facilitation of purchasing processes for office and operational supplies.
- ✓ Review and compile data from contracts, purchase orders, requisitions, and related documents to determine supply needs and support decision-making.
- ✓ Distribute requested items in accordance with approved requisitions and ensure accurate recordkeeping of all issuances.

PURCHASING OFFICER

The Purchasing Officer is responsible for overseeing the acquisition of goods and services essential to company operations. This role ensures timely procurement, maintains supplier relations, and upholds standards for quality, cost-efficiency, and compliance with company policies.

Key Responsibilities:

- ✓ Execute all regular purchasing activities and administrative tasks efficiently and in a timely manner.
- ✓ Maintain complete and updated purchasing records, pricing data, and vendor information in the procurement system.
- ✓ Prepare regular reports and data summaries, including sales reports and inventory/book value analysis.
- ✓ Schedule store visits and conduct competitor surveys to assess market trends and pricing strategies.
- ✓ Coordinate with user departments and vendors on procurement needs and ensure specifications are clearly communicated and met.
- ✓ Support departments by securing supplier quotations, especially for tender or project requirements.
- ✓ Source, evaluate, and negotiate with suppliers for the best purchase packages in terms of quality, pricing, terms, delivery, and after-sales service.
- ✓ Handle and monitor overseas orders, ensuring smooth communication, shipping, and customs coordination.
- ✓ Manage vendor claims and resolve issues related to defects, shortages, or missing parts.
- ✓ Prepare and process purchase orders and related documents according to company procurement procedures.
- ✓ Ensure timely delivery of items by monitoring supplier performance and coordinating logistics.
- ✓ Plan, track, and manage inventory levels to maintain optimal stock availability.
- ✓ Identify and qualify new suppliers or subcontractors to support company needs and expand sourcing options.
- ✓ Continuously evaluate purchasing processes and propose improvements to enhance cost-efficiency and supplier performance.
- ✓ Ensure all purchasing activities comply with internal control policies and documentation standards.

SITE SUPERVISOR

The Site Supervisor oversees field activities and ensures that construction or project site operations meet safety, quality, and efficiency standards. This includes supervising personnel, inspecting work, and coordinating daily tasks.

Key Responsibilities:

- ✓ Conduct regular site inspections to identify safety hazards and recommend corrective actions.
- ✓ Supervise staff and enforce adherence to safety regulations and accident protocols.
- ✓ Support preventive maintenance activities for site equipment and facilities.
- ✓ Enforce safety rules to minimize risks of injury or accidents on-site.
- ✓ Respond to incidents and ensure accidents are handled according to protocol.
- ✓ Maintain up-to-date records of preventive maintenance schedules (PMS) and ongoing site instructions.
- ✓ Evaluate the performance of construction staff and implement disciplinary actions when necessary.

- ✓ Analyze blueprints and technical documents to ensure construction aligns with design, safety, and budget requirements.
- ✓ Recommend improvements to operational procedures to enhance site productivity and efficiency.

SITE ADMINISTRATOR

The Site Administrator manages the daily operations of the site office, ensuring documentation, scheduling, and administrative tasks are handled efficiently and in compliance with organizational procedures.

Key Responsibilities:

- ✓ Organize and oversee the day-to-day operations of the site office.
- ✓ Ensure proper sign-in and sign-out procedures for all personnel on-site.
- ✓ Manage the purchase and inventory of general office supplies and consumables.
- ✓ Answer and route incoming and outgoing phone calls professionally.
- ✓ Monitor compliance with the site's document control system.
- ✓ File and store documents systematically, both in physical and digital formats.
- ✓ Schedule meetings and maintain the site diary.
- ✓ Manage electronic records and ensure secure storage of all files.
- ✓ Prepare and distribute routine reports for the management team.
- ✓ Support senior management by maintaining and managing their schedules and appointments.
- ✓ Perform general administrative duties and support cross-functional communication.
- ✓ Process and distribute documents in a timely and organized manner.

SITE PROPERTY CUSTODIAN

The Site Property Custodian is responsible for the efficient management, monitoring, and protection of all on-site assets and properties. This role ensures that property is properly maintained, secured, and accounted for in accordance with organizational standards and procedures.

Key Responsibilities:

- ✓ Oversee the day-to-day operations and safekeeping of all property and equipment located at the assigned site.
- ✓ Enforce and implement site-level security protocols to prevent theft, damage, or misuse of company assets.
- ✓ Coordinate and conduct routine inspections and maintenance checks to ensure the condition and functionality of all property.
- ✓ Maintain updated and accurate logs or inventory records of all assets assigned to the site, including issued and returned items.
- ✓ Facilitate basic training and orientation sessions for staff on property handling, safety, and security practices.
- ✓ Support the implementation of emergency response procedures related to site property, including fire safety, evacuation, and damage control.
- ✓ Prepare and submit detailed reports on property status, movements, incidents, and losses to the main office or supervising department.

- ✓ Coordinate with other departments, including Supply Chain and Facilities, for repair, replacement, or disposal of assets.
- ✓ Ensure all tagging, labeling, and documentation of property is in accordance with the organization's asset management standards.

SAFETY OFFICER

The Safety Officer is responsible for ensuring a safe, secure, and health-compliant work environment. This role involves enforcing safety protocols, collaborating with the Medical Officer, and maintaining preparedness for emergency situations.

Key Responsibilities:

- Conduct regular site rounds to monitor and remind staff of safety and health protocols, including pandemic-related measures.
- Collaborate with the Medical Officer in the implementation and monitoring of health and hygiene protocols.
- Ensure safety, security, and health signage/posters are posted in visible areas and regularly updated.
- Confirm that all safety equipment (e.g., fire extinguishers, first-aid kits) is available, functional, and properly located.
- Develop, implement, and regularly update the site's fire safety and evacuation plans.
- Promote awareness of workplace safety and conduct orientations or briefings as needed.

UTILITY PERSONNEL / SECURITY MAINTENANCE PERSONNEL

The Utility Personnel / Security Maintenance Personnel is responsible for the preventive maintenance, minor repair, and upkeep of the facility and its assets. Operating under the direction of the SCM Supervisor or designated superior, this role supports the safe and efficient operation of the workplace through hands-on facility maintenance, safety practices, and coordination with other departments.

Key Responsibilities:

- Report in-house repair and maintenance tasks related to carpentry, electrical, plumbing, painting, and metal works as required.
- Ensure all maintenance activities are conducted safely, using proper tools, personal protective equipment (PPE), and adhering to standard safety procedures.
- Conduct regular rounds to assess the facility's condition and identify repair or maintenance needs.
- Prepare material requests through the Training Director (TD) and ensure all approved work is completed in a timely manner.
- Maintain a daily repair and maintenance logbook, documenting tasks completed, materials used, and any issues encountered.
- Coordinate with the Supply Chain Management Supervisor regarding facility maintenance and the condition of company assets and materials.
- Assist in site-related projects and additional maintenance work as directed by supervisors.
- Support the Property Custodian in ensuring the functionality, safety, and readiness of all equipment and facilities.

DL SUPERVISOR

The Distance Learning Supervisor oversee the conduct of training delivered through distance learning and e-learning. The Supervisor have completed training in distance learning/e-learning and proficient with the Learning Management System (LMS) used by the institution.

- ✓ Supervise the implementation of all approved distance learning and e-learning courses.
- ✓ Ensure that training activities are conducted in accordance with MARINA-approved course packages, policies, and procedures.
- ✓ Ensure the proper utilization of the LMS for course delivery, communication, assessment, and record keeping.
- ✓ Coordinate with the IT/System Administrator regarding LMS issues, maintenance, and system improvements.
- ✓ Monitor system functionality to ensure uninterrupted training delivery.
- ✓ Oversee learner attendance, participation, and completion of required learning activities.
- ✓ Ensure that learners receive adequate academic and technical support throughout the training.
- ✓ Address issues affecting learner engagement and course completion.

TECHNICAL SUPPORT

A Technical Support Personnel provides technical assistance to users of the Learning Management System (LMS) and ensures the smooth operation of the platform and related technologies.

- ✓ Assist trainees, instructors, assessors, and staff with LMS access and usage issues.
- ✓ Respond to technical inquiries and resolve system-related concerns promptly.
- ✓ Guide users in navigating LMS features and functionalities.
- ✓ Diagnose and resolve technical problems related to the LMS, internet connectivity, multimedia content, and online assessments.
- ✓ Escalate unresolved issues to the LMS Administrator or IT personnel when necessary.
- ✓ Access LMS support functions necessary for troubleshooting and user assistance.
- ✓ Recommend corrective actions for technical issues affecting LMS operations.
- ✓ Escalate critical incidents to the LMS Administrator or IT Department.

LMS MODERATOR

An LMS Moderator is responsible for monitoring and facilitating learner engagement within the Learning Management System (LMS), ensuring that online learning activities are conducted in accordance with institutional policies, course requirements.

- ✓ Track completion of lessons, assignments, quizzes, and assessments.
- ✓ Review learner activity reports and participation records.
- ✓ Follow up with inactive or non-compliant learners as directed by the Instructor or Distance Learning Supervisor.
- ✓ Assist in verifying attendance and participation records.
- ✓ Maintain confidentiality of learner information and LMS records.

- ✓ Ensure compliance with institutional policies, Data Privacy Act requirements, and applicable MARINA regulations.

5.3.2 MANAGEMENT REPRESENTATIVE

The executive management of **SEATECH Maritime Training and Assessment Center Inc.** SEATECH formally appoints a Quality Assurance Officer who, regardless of other assigned duties, shall be vested with the responsibility and authority to:

- 1.Ensuring that processes needed for the quality management system are established, implemented, and maintained.
- 2.Reporting to management on the performance of the quality management system and any need for improvement.
- 3.Ensuring the promotion of awareness of customer requirements throughout the organization and
- 4.Liaise with external parties on matters relating to the quality management system

Note: The responsibilities of the appointed Quality Officer, as the designated Management Representative, may include external coordination and representation in relation to the Quality Management System.

