

Translation: Only the Danish document has legal validity.

*Order no. 861 of 19 of June 2024  
issued by the Danish Maritime  
Authority*

## Executive Order on Approval and Quality Assurance of Maritime Course Providers, Courses and Exams<sup>1)</sup>

Pursuant to Sections 24 b, 24 d, 24 f, 25 a and 25 b(2) of the Act on Ship's Crew, cf. Consolidation Act no. 74 of 17 January 2014, Section 4(2) and Section 18 a(2) of the Act on Diving Work and Diving Equipment, etc., cf. Consolidation Act no. 69 of 17 January 2014, Section 3(1) of the Act on Safety at Sea, cf. Consolidation Act no. 221 of 11 February 2022, and Section 28, cf. Section 45(2), of the Act on Radio Frequencies, cf. 151 of 27 January 2021, are laid down by authorisation pursuant to Section 1(1)(2), (3) and (5) of Executive Order no. 261 of 23 March 2020 on the delegation of certain powers to the Danish Maritime Authority and on the right of appeal, etc., and Sections 1 and 2 of Executive Order no. 143 of 1 March 2000 on the delegation of powers regarding the regulation of certain exams to the Danish Maritime Authority and the Danish Civil Aviation Administration:

### Chapter 1

#### *Scope and purpose*

**Section 1.** The Executive Order applies to maritime courses organised pursuant to the Act on Ships' Crew.

*Subsection 2.* The Executive Order also applies to diving programmes and diving courses pursuant to the Act on Diving Work and Diving Equipment.

*Subsection 3.* In order to provide a course aimed at meeting the training, qualification and certification requirements laid down pursuant to the Act on Ships' Crew or the Act on Diving Work and Diving Equipment, the provider must be approved for that purpose.

### Chapter 2

#### *Approval of maritime course providers and courses*

**Section 2.** A company or organisation wishing to be approved as a course provider under this Executive Order must apply to the Danish Maritime Authority. The application must explain the application for a course under Section 3.

*Subsection 2.* The application must be submitted electronically.

*Subsection 3.* An educational institution approved to offer a course by the Danish Ministry of Higher Education and Science under the Act on maritime education shall only apply to the Danish Maritime Authority for approval in cases where the institution wishes to offer a course that is not part of maritime education courses that the educational institution is approved to offer.

**Section 3.** A course provider wishing to obtain approval for a course covered by this Executive Order must apply to the Danish Maritime Authority. The application must explain how the provider meets:

- 1) The purpose and objectives and other provisions laid down for the course in question.
- 2) The Danish Maritime Authority's standard for quality assurance of maritime courses according to Annex 1.
- 3) Other provisions laid down for maritime courses, including any provisions for assessment and evaluation.

*Subsection 2.* The application must be submitted electronically.

*Subsection 3.* An approved course provider may have parts of the course conducted by another provider (outsourced training), provided that the approved course provider ensures that the course is conducted in accordance with Subsection 1.

**Section 4.** Application for approval of a course provider or course shall be submitted to the Danish Maritime Authority. The Danish Maritime Authority sends an acknowledgement to the applicant with information about the processing deadline, appeal possibilities and that the applicant can consider temporary approval that is made if the Danish Maritime Authority does not respond before the deadline expires, cf. Subsection 2.

*Subsection 2.* The Danish Maritime Authority shall decide on the temporary approval of a course provider within 3 months of receipt of the application, provided that the necessary information is available. The deadline may be extended once if the application is of such complexity that the Danish Maritime Authority must seek technical assistance. The Danish Maritime Authority shall state the reasons for the deadline and inform the applicant of the duration of the deadline before it expires.

*Subsection 3.* If the Danish Maritime Authority has not responded to the applicant within the deadlines specified in Subsection 2, the applicant may consider the application as provisionally approved (tacit acceptance).

*Subsection 4.* The Danish Maritime Authority may only make a final assessment of compliance with Sections 2 and 3, and approve the provider, after an audit has been carried out to verify the information provided in the application. However, the Danish Maritime Authority may, without conducting an audit, grant temporary approval to providers who are already approved for another maritime education or course provider. This can be done when the Danish Maritime Authority considers that the new course activity is comparable to the one already approved and when the application shows that the conditions in Section 3 are met.

*Subsection 5.* The Danish Maritime Authority shall issue a certificate of approval stating the courses the course provider is approved to hold.

**Section 5.** If a course provider no longer wishes to maintain approval as a course provider or approval for a course, this must be notified to the Danish Maritime Authority as soon as possible.

## Chapter 3

### *Quality assurance and supervision*

**Section 6.** The Danish Maritime Authority shall supervise the course providers' teaching and compliance with this Executive Order.

*Subsection 2.* The Danish Maritime Authority shall audit or inspect course providers at least every five years and whenever the Danish Maritime Authority considers it necessary.

*Subsection 3.* Supervision of course providers shall take place as far as possible when training is provided for or examinations are held for course participants. The supervision also covers outsourced teaching.

*Subsection 4.* The Danish Maritime Authority may delegate the task of auditing and inspection to external bodies. The Danish Maritime Authority may, based on an audit or inspection carried out by an external body, issue an order to follow up on deviances, observations and recommendations as a condition for maintaining the approval as specified in Section 9.

**Section 7.** The Danish Maritime Authority may recognise certifications according to other quality assurance systems corresponding to Annex 1.

**Section 8.** Ships and vessels used for educational and course purposes shall establish and operate a quality management system in accordance with the ISM Code as laid down in Annex 1(H).

**Section 9.** If deviances from the conditions for approval laid down by the Danish Maritime Authority are found, the Danish Maritime Authority may:

- 1) Impose specific actions and measures on the provider necessary for the fulfilment of the conditions and decide when the course provider must have carried out these requirements by.
- 2) Require the provider to submit an action plan on how the provider will make corrections within a deadline set by the Danish Maritime Authority.
- 3) Decide to carry out one or more follow-up audits or inspections to verify compliance with the conditions of approval.

**Section 10.** The course provider submits documentation of the follow-up to an order under Section 9 to the Danish Maritime Authority within a deadline specified by the Danish Maritime Authority.

**Section 11.** After the audit, the Danish Maritime Authority will notify in writing whether approval as a course provider or approval of a course can be maintained.

*Subsection 2.* If the Danish Maritime Authority assesses that a course provider does not meet the conditions for approval in accordance with Sections 2 and 3 and does not comply with the requirements of the Danish Maritime Authority, cf. Section 9, to rectify irregularities within a set deadline, the approval for the course given or for the course provider shall be revoked.

#### Chapter 4

##### *Payment for approval and supervision*

**Section 12.** The Danish Maritime Authority require payment in connection with supervision pursuant to Sections 2, 3 and 6. The payment is determined in accordance with the Danish Ministry of Finance's rules on pricing for revenue-covered activities and the applicable rates are published on the Danish Maritime Authority's website. Payment for supervision is made after the audit is completed.

#### Chapter 5

##### *Examinations for short maritime courses, including STCW Convention or STCW-F Convention courses*

**Section 13.** The Executive Order applies to examinations for any maritime course organised pursuant to Section 18 of the Act on Ship's Crew, cf. the Act on ship's crew, Chapter 7 b, and which, according to the course plan, are documented by an exam certificate, unless otherwise stipulated in the Executive Order for the individual course.

**Section 14.** The purpose of exams is to document the extent to which the student fulfils the academic objectives set for the course and its elements.

*Subsection 2.* The Executive Order for the individual course or the course description for the individual course specifies which exams are included in the course and the requirements for issuing a certificate of course completion.

*Subsection 3.* If partial examinations in the course are weighted differently, the weighting must be stated in the course description.

**Section 15.** Exams must be organised to document the degree of achievement in relation to essential objectives and requirements.

*Subsection 2.* The assignments for an exam are set by the course provider, unless otherwise specified in the Executive Order for the individual course.

**Section 16.** It is the responsibility of the course provider to familiarise students with the objectives and requirements that are essential for the exams.

*Subsection 2.* In the course description, the course provider determines the detailed framework for exams within the framework of this Executive Order and in accordance with the executive order for the individual course.

*Subsection 3.* The course provider can deviate from their own course plans if it is justified by exceptional circumstances.

*Subsection 4.* It is the course provider's responsibility to inform students and other participants in exams about the exam rules that apply to the individual course. The rules must be available on the course provider's website.

**Section 17.** Whether an exam is organised as an individual exam or a group exam is determined in the course plan based on academic considerations, unless the Executive Order for the individual course states that a specific exam form must be used. When an exam is organised as a group exam, the maximum number of students that can participate in each group exam and whether the student can choose an individual exam instead is determined.

*Subsection 2.* In both individual and group exams, students' performance must be assessed individually.

**Section 18.** Audio or visual recordings of an exam are not permitted unless the recordings are part of the exam process. The recordings are then made by the course provider.

*Subsection 2.* Only the examiner and the external examiner may be present during the deliberation of practical and oral exams, including oral defence of projects. However, the course provider may decide that future examiners or examiners can attend a deliberation.

**Section 19.** The course provider must ensure that exams are conducted under conditions that are suitable to prevent learners from communicating unintentionally.

*Subsection 2.* The course provider must ensure that students have appropriate working conditions during exams.

*Subsection 3.* The course provider may organise an oral examination by video conference or other technical means, unless otherwise stated in the Executive Order for the individual course. The course provider must ensure that the security measures in connection with the organisation of such an examination correspond to what is generally applicable to the conduct of the examination and that the purpose of the examination is observed.

**Section 20.** The extent of assistive technology is determined by the course provider, taking into account the individual course regulations.

**Section 21.** A student who, during an exam, obtains or gives another student unauthorised help in answering an assignment or uses unauthorised aids shall be expelled from the exam by the course provider.

*Subsection 2.* If a student exhibits disruptive behaviour, the course provider can expel the student from the exam. In less serious cases, the course provider will first issue a warning.

*Subsection 3.* In the event of expulsion from the exam, the course provider will set a time for a retake if the student so wishes. In the event of expulsion, cf. Subsections 1 and 2, the course provider may charge an examination fee for re-examination.

**Section 22.** The course provider appoints the assessors (examiners and external examiners) when planning each exam.

*Subsection 2.* At every exam, there are at least two assessors present, consisting of an examiner and an external examiner. In an external exam, an external examiner is used for the assessment. For internal exams, an internal external examiner is used for assessment.

*Subsection 3.* External examiners cannot be teachers at the course provider organising the exam. For tests or exams that require authorisation or certification, examiners must hold a valid authorisation or certificate from the course in question.

*Subsection 4.* It must be ensured that assessors

- 1) have an educational background at least at the same level as the exam they are assessing,
- 2) have knowledge of the course prerequisites, objectives and methods,
- 3) possess relevant professional competence in the area they are assessing, and
- 4) know the applicability of the course.

*Subsection 5.* For external exams, the course provider must endeavour to involve external examiners from the profession with relevant professional background and occupation, and

- 1) the same assessors do not participate together in the assessment of the same subject area to an inappropriate extent.

**Section 23.** The course provider must ensure that the external examiner receives all relevant information that enables them to participate in the assessment. The information material is sent well in advance so that the external examiner has the opportunity to seek additional information and possibly comment on what has been sent.

**Section 24.** The external examiner and examiner must make notes on the performance and assessment for personal use when preparing a statement in the event of an appeal. The notes must be kept for at least 1 year, and beyond that until a possible complaint case is finalised.

*Subsection 2.* The work of the external examiners is covered by the rules of administrative law, including disqualification and a duty of confidentiality.

**Section 25.** Assessment can be done on the basis of

- 1) the exam,
- 2) ongoing assessment or
- 3) combinations of #1 and #2.

*Subsection 2.* Appeals about continuous assessment, cf. Subsection 1(2), shall be handled in accordance with the rules in Chapter 8.

**Section 26.** All exams must be passed.

*Subsection 2.* When an exam is failed, the course provider must guide the student on how to qualify to fulfil the missing objectives.

**Section 27.** The course provider or the Danish Maritime Authority issues a certificate in accordance with the Executive Order for each course. Documentation and certificates must fulfil any requirements for the format of the certificate set out in the Executive Orders for the individual courses.

**Section 28.** Course providers must report the following information to the Danish Maritime Authority's reporting system immediately after completion of a course:

- 1) Full name and civil registration number (CPR) for people who have completed a programme/passed an exam or test.
- 2) The rule (Executive Order, course description, etc.) that has determined the content of the programme completed.
- 3) Examination, test, course and qualification certificates issued in connection therewith.
- 4) Date of issue.

**Section 29.** If, during an examination, the course provider becomes aware of deficiencies that can be rectified, the course provider, possibly after discussion with the assessors, shall decide how to rectify them.

*Subsection 2.* In case of significant deficiencies, the course provider must offer a re-assessment or re-examination.

The offer applies to all students whose exam suffers from the same deficiencies.

*Subsection 3.* In the event of particularly serious deficiencies, the course provider may decide to cancel a exam that has already been held and arrange a re-examination.

*Subsection 4.* In the event of reassessment or re-examination in the event of errors and omissions, cf. Subsections 2 and 3, the reassessment must be free of charge for the student.

## Chapter 6

### *Exams for commercial diving programmes*

**Section 30.** The Executive Order applies to examinations for commercial diving programmes held in accordance with the Executive Order on diving programmes and which, according to the course plan, are documented by an exam certificate, unless otherwise stipulated in the Executive Order on diving programmes.

**Section 31.** In the case of commercial diving programmes, the course provider shall, within the framework of this Executive Order and in accordance with the Executive Order on diving programmes, specify the following in a course plan or similar:

- 1) Which exams, including partial examinations, are included in the course and the weighting of the marks awarded in the individual exams, cf. Section 14(2).
- 2) Examination forms, including formal requirements for answers, cf. Section 33.
- 3) Placement of exams in the course programme.
- 4) Withdrawal from exams, cf. Section 32.
- 5) The organisation of exams as individual or group exams, including the maximum number of participants, the student's option to choose an individual exam rather than a group exam and requirements for individualisation of a written group answer, cf. Section 17.
- 6) Use of assistive devices, cf. Section 20.
- 7) The language used in the exam, cf. Section 35.
- 8) Special exam conditions, cf. Section 36.
- 9) Disciplinary measures in cases of exam cheating, including the use of undue assistance, and disruptive behaviour during exams, cf. Section 21.
- 10) Any rules on ongoing marking, cf. Section 25.
- 11) Which exams have external assessment.
- 12) Appeals, cf. Chapter 8.

**Section 32.** For commercial diving programmes, the start of a course element, etc., is simultaneous registration for the associated exams. For each exam, the course provider sets a deadline for each exam by which you can withdraw from the exam.

*Subsection 2.* If a limited number of exam attempts has been set, the exam is considered to have started for the purposes of the number of exam attempts if there is no timely withdrawal.

*Subsection 3.* The course provider may stipulate in the course description that fulfilment of compulsory participation and submission of assignments and projects, etc., is a prerequisite for participation in an exam and may stipulate that assessment of these assignments and projects, etc., must be included as part of the overall assessment together with the exam in the subject.

*Subsection 4.* The course provider may stipulate in the course description or similar that the withdrawal is not possible for all or parts of a programme.

*Subsection 5.* The course provider may stipulate in the course description or similar that the withdrawal is not possible for all or parts of a programme.

**Section 33.** Commercial diving programmes must include a variety of exam forms that reflect the content and working methods of the training. The type of examination must fulfil the purpose of the individual subject/subject element and may be oral, written, practical and project-oriented, as well as combinations of the different types of examination.

*Subsection 2.* Unless otherwise stipulated in the Executive Order for diving programmes, the type of exam to be used for each exam is specified in the course description. Any formal requirements for the answer must be stated in the course description.

*Subsection 3.* The course provider can reject an answer if it does not fulfil the formal requirements. If the answer is rejected, no assessment is given and the student has used an exam attempt.

**Section 34.** In commercial diving programmes, an exam has begun when the distribution of the assignments has begun, when the preparation material or assignment title has been handed out to the student, or when the student has become familiar with the exam question or similar.

*Subsection 2.* Students who are late for a written exam can only take the exam if the course provider considers it impossible for them to have received any information about the assignment and considers the delay to be reasonably justified. The exam period can only be extended in exceptional cases.

*Subsection 3.* Students who are late for an oral exam may be offered the opportunity to take the exam at a later date if the course provider considers the delay to be reasonably justified.

**Section 35.** In commercial diving programmes offered in Danish, the exams shall be taken in Danish, cf. Subsections 2 and 3, unless it is part of the purpose of the individual exam to document foreign language skills. Exams can be taken in Swedish or Norwegian instead of Danish, unless the purpose of the exam is to document the student's proficiency in Danish.

*Subsection 2.* In commercial diving programmes or course modules that are part of the commercial diving programmes offered in English or another foreign language, the examinations shall be taken in that language, unless it is part of the purpose of each examination to demonstrate the student's proficiency in another language.

*Subsection 3.* The course provider may, where possible, allow a student who so wishes to take an exam in a foreign language, unless the purpose of the exam is to document the student's proficiency in Danish

**Section 36.** The course provider offers special exam conditions for students with physical or mental disabilities, students with similar difficulties and students with a mother tongue other than Danish, Swedish or Norwegian when the course provider considers this necessary to put these students on an equal footing with others in the exam situation. It is a prerequisite that the offer does not change the level of the exam.

*Subsection 2.* When submitting a written assignment, a student must confirm with their signature, which may be digital, that the assignment has been prepared without unauthorised assistance, cf. Section 21(1) and (2).

**Section 37.** The course provider's management must ensure that the external examiners provide the course provider with written feedback regarding

- 1) planning,
- 2) implementation,
- 3) evaluation of the exam process, including the level, and
- 4) suggestions for possible improvements.

**Section 38.** The course provider may stipulate that the student cannot receive a final assessment unless the student has passed the written assignments and oral presentations, etc., included in the course programme.

**Section 39.** For commercial diving programmes, the Executive Order on grading scale and other assessment in maritime programmes and higher artistic programmes in the maritime area of the Ministry of Higher Education and Science also applies.

**Section 40.** As a minimum, commercial diving licences must contain information on the following:

- 1) The person's name and birthday or other equivalent identification.
- 2) The issuing educational institution.
- 3) Name and legal basis of the programme.
- 4) The programme elements in the exam, with an indication of the assessment obtained.
- 5) The otherwise documented training elements.
- 6) Credit-bearing exams, possibly indicating the assessments obtained as Pass, Approved or a mark according to the 7-point marking scale.

*Subsection 2.* A single certificate for a commercial diving programme completed at several institutions or course providers is issued by the institution or provider where the student was last enrolled.

*Subsection 3.* For students who have left the commercial diving programme without completing it, the course provider must, at the request of the participant, issue documentation of the completed training course, including a list of passed parts of the programme.

**Section 41.** When the course provider issues special course certificates as part of the course, the course provider must record and archive information on the names of the examiner(s) and external examiner(s), as well as the place and date of the exam/course for each student.

*Subsection 2.* The data referred to in Subsection 1 shall be kept for at least 2 years after the course certificate is issued or the exam is completed. The data can be stored on electronic media.



**Section 42.** The course provider keeps the information needed to issue certificates for 30 years after the end of the exam or test.

*Subsection 2.* If the course provider ceases to exist or if a course provider for any other reason cannot store the documents in accordance with Subsection 1, the course provider must ensure other adequate storage in accordance with applicable rules.

**Section 43.** At the request of the person presenting documentation for a legal gender reassignment, cf. the Central Personal Register Act, the course provider shall issue new documentation with the new personal data, cf. Subsections 2 and 3.

*Subsection 2.* If the person has completed the programme, the course provider issues a new certificate of completion, cf. Section 27. The original course certificate is destroyed and cancelled. If there is no original certificate, the course provider will issue documentation of successful completion of the course.

*Subsection 3.* If the person has left the course without having completed it, the course provider shall issue documentation for completed course parts, cf. Section 27.

## Chapter 7

### *Other rules*

**Section 44.** The student owns the copyright to products resulting from an exam in accordance with the rules of the Danish Copyright Act, cf. Section 3. The course provider must inform the student of this in connection with the exam.

*Subsection 2.* The student also has the right of ownership of these products against payment of any costs for materials used in the exam, cf. Subsection 3. If the student does not claim ownership within 2 months after the result of the assessment has been announced, ownership passes to the course provider, provided that the student was informed of this, cf. Subsection 1.

*Subsection 3.* If the exam process involves external parties, it must be agreed in advance between the course provider, the student and the third party to what extent they are entitled to use the results produced as part of the exam process in accordance with applicable copyright rules, including whether any information concerning the third party that appears in the assignment solutions may be published.

**Section 45.** The Danish Maritime Authority may grant exemptions from the Executive Order when justified by exceptional circumstances.

*Subsection 2.* The Danish Maritime Authority may authorise a deviation from the rules of the Executive Order as part of trials.

*Subsection 3.* Regardless of Subsections (1) and (2), the Danish Maritime Authority may not deviate from the provisions found in international regulations for the requirements for the individual certificates and licences.

## Chapter 8

### *Appeals about exams and appealing decisions*

**Section 46.** A student can appeal to the Danish Maritime Authority about the framework for the exam and the basis for the exam based on the course description. The appeal must be in writing and justified.

*Subsection 2.* The appeal must be submitted no later than two weeks after the assessment of the exam has been announced in the usual manner.

*Subsection 3.* For the purpose of the appeal, the student must, upon request, be given a copy of the assignment and, in the case of written exams, a copy of the student's own answer to the assignment.

*Subsection 4.* The Danish Maritime Authority may exempt from the deadline, cf. Subsection 2, if there are exceptional circumstances.

*Subsection 5.* The Danish Maritime Authority immediately submits the appeal to the course provider, who has a deadline of two weeks to issue a statement. The course provider must comment on the professional issues in the appeal. The student must be given the opportunity to comment on the statements within a period of at least one week.

**Section 47.** The Danish Maritime Authority's decision must be based on the course provider's professional opinion and the student's comments on the opinion.

*Subsection 2.* Appeals about the Danish Maritime Authority's decision regarding radio exams can be brought before the Telecommunications Appeals Board in accordance with the provisions of the Executive Order on the activities of the Telecommunications Appeals Board.

## Chapter 9

*Entry into force, etc.*

**Section 48.** The Executive Order will enter into force on 1 July 2024.

*Subsection 2.* Executive Order no. 1075 of 1 June 2021 on approval and quality assurance of maritime course providers and courses is repealed.

*Subsection 3.* Course providers and courses approved as of 30 June 2024 will maintain their approval until the approval expires.

**Section 49.** The Executive Order does not apply to the Faroe Islands and Greenland.

*Danish Maritime Authority, 19 June 2024*

Malene Loftager Mundt

/ Johannes Steen Irminger

1) The Executive Order contains provisions implementing parts of Council Directive 92/29/EEC of 31 March 1992 on the minimum safety and health requirements for improved medical treatment on board vessels, Official Journal of the European Communities, L 113, page 19 and parts of Directive (EU) 2022/993 of the European Parliament and of the Council of 8 June 2022 on the minimum level of training of seafarers (codification), Official Journal 2022, L 169, page 45.

## Requirements for the quality assurance system of maritime course providers

The course provider shall develop and implement a quality assurance system, including the items listed below, to document that the course is conducted in accordance with the requirements of Danish legislation and the STCW Convention. The quality assurance system can be adapted to the size of the course provider, including the range of courses offered, the number of staff and the number of course participants.

The quality assurance system must be accessible to the course participants and the staff of the course provider.

### **A. Quality assurance system**

The course provider establishes, implements and maintains a quality assurance system covering the institution's offer of maritime courses.

The quality assurance system shall include the processes necessary to ensure and document that course participants safely acquire the knowledge, skills and competences required by the applicable legislation and are certified accordingly.

Responsibility for and organisation of quality assurance work and the quality assurance system must be defined and documented.

### **B. Document and data management**

The course provider must determine which documents and data are important for the quality of the course and ensure that they are managed according to an established procedure. Documents and data must be accessible to all relevant persons.

### **C. Process management**

The course provider must have the necessary documented information for the following activities:

- course planning and implementation,
- the course provider's internal audit (evaluation) of the quality assurance system and courses,
- management evaluation of the quality assurance system and courses,
- reporting and management of deviances and improvement proposals, cf. point D,
- evaluations of the teaching according to the objectives set,
- evaluation, exams, assessment and any use of examiners,
- merit approvals,
- the correct and safe use of the equipment included in the courses,
- an outline of the equipment required to complete the course and how it should be maintained and, where necessary, calibrated,
- exams of simulator scenarios and quality assurance of simulators,
- the course provider's exams and exercises with simulator scenarios included in the courses,

- relevant safety procedures in relation to training, instruction and exercises in workshops, laboratories, installations, cabins, lifeboats, life rafts, man-overboard boats, fast-going man-overboard boats, fire- fighting training modules, exercises during disease treatment courses, diving, etc.,
- registration, certification and attestation, including the duplication of certificates, cf. point E,
- the qualification requirements for teachers, instructors and other staff, cf. point G, and
- national and international regulations relevant to the course, including the implementation of the STCW Convention requirements for the course.

#### **D. Reporting and management of deviances, complaints or suggestions for improvement, corrective and preventive actions**

The course provider shall ensure that deviances, improvement requests, complaints and reporting, as well as the subsequent corrective actions taken, are managed and can be documented.

##### *Deviances*

A deviance is defined as a failure to meet specified requirements, such as an incident contrary to the quality assurance system or an observation contrary to the regulation, course syllabus or course guidelines.

##### *Suggestions for improvement*

A proposal for improvement is defined as a restructuring or adjustment of elements of the course or quality assurance system.

##### *Complaints and complaint handling*

The course provider shall investigate the cause of an internal or external complaint and take the necessary corrective and preventive action.

##### *Reporting*

All staff and students must be able to report observed deviances and/or improvement proposals, as well as complaints. The course provider is responsible for following up on these observed deviances and/or suggestions for improvement, as well as complaints.

##### *Corrective and preventive actions*

The course provider shall investigate the cause of the deviance and take the necessary corrective and preventive actions (e.g. change of process for improvement and optimisation of the quality assurance system). The course provider shall also ensure that corrective actions are effectively implemented.

#### **E. Management of recording and certification**

The course provider shall record information for identification, collection, recording, access to data, archiving, storage, etc., for all records related to the courses and the quality assurance system. The records must include course descriptions, course certificates, and further training for trainers.

**F. Achievement of the objectives of the training programmes under the STCW Convention**

The course provider shall demonstrate the achievement of the training and competence objectives in relation to the STCW Convention for the course concerned.

**G. Staff training**

The course provider must ensure that trainers and instructors are qualified for the training in question.

Documented information must be established, maintained and stored on:

- qualification requirements for trainers and instructors, and training or further training of staff (teachers, instructors, examiners and organisers responsible for the course).

**H. Safety and the environment**

*For ships used for education and course purposes and which can carry 12 or more persons in addition to the crew, the operator shall ensure that a quality management system is established and implemented in accordance with the International Management Code for the Safe Operation of Ships and for Pollution Prevention (ISM Code), as adopted by the United Nation's Maritime Organization (IMO) through Resolution A. 741(18), with subsequent amendments. The quality assurance system must also ensure that the ship complies with relevant Danish regulations concerning safety and the working environment at sea.*

The documented procedures or other relevant information should include a cross reference to any requirements and guidance from the Danish Maritime Authority and, for example, the Danish Working Environment Authority, the Industry Working Environment Council for Transport and Wholesale, the Danish Health Authority, the STCW Convention, the International Diving Schools Association (IDSA), the International Association of Marine Aids to Navigation and Lighthouse Authorities (IALA), etc.