QUALITY MANAGEMENT SYSTEM

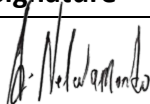# Process – Accreditation of a Training Institution

For

Seafarer Training, Assessment and Certification

Document Compiled by

Name	Position	Signature	Date
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Approval

Name	Position	Signature	Date
Azwimmbavhi Nelwamondo	Chief Examiner		16 April 2021

Distribution

Name	Means of Distribution

Revision History

Version	Date	Summary of Changes

Document Review

Version no. - Date	Document	Reference
Ver. 1.0 – 16/04/2021	Accreditation of a training institution	QMS-OP-1002

Page **2** of **6**

Introduction

1.   This procedure is compulsory and must be adhered to when conducting an accreditation of a training institution as required by the Regulations.

Purpose

2.   The purpose of this procedure is to ensure that Institutions conducting training and assessment of seafarers comply with and maintain the standards as required by the Merchant Shipping (Training, Certification and Safe Manning) Regulations, 2021 and the Training Standards Code established therein.

Scope

3.   This procedure covers all accreditation and approvals of training institutions conducted by SAMSA.

Accreditation of programmes and courses

4.   Each institution shall be accredited to offer the education and training as set out on their accreditation certificates. Accreditation certificates shall cover a group of courses applicable to the relevant requirements in paragraph 6.1 below

Process & Procedures

5.   The general Process to be followed is outlined as annex to this document. Whilst the procedure have tittles of who does which activities, this may differ from office to office depending on how each office is manned.

6.   The procedures detailed in the following documents are compulsory and applies as set out therein:

6.1.   QMS-OG-1002.01 – Requirements by Course Type

6.1.1.   QMS-OG-1002.01a – Academic Courses & Programmes [GOP-503.1a]

6.1.2.   QMS-OG-1002.01b – Short Courses [GOP-503.1]

6.1.3.   QMS-OG-1002.01c – Onboard Training Programmes [new]

6.1.4.   QMS-OG-1002.01d – Small Vessels

6.2.   QMS-OG-1002.2 – Requirements for Documented Procedures (QMS)

Version no. - Date	Document	Reference
Ver. 1.0 – 16/04/2021	Accreditation of a training institution	QMS-OP-1002

6.3.   QMS-OG-1002 – Approval of Simulators

7.   The Provisions in paragraph 6.1 above applies to the specific group of courses as set out in the application of that standard and the relevant STA whilst the provisions in 6.2 & 6.3 above applies to all institutions, except institutions covered in 6.1.4 above, subject to the course being presented.

Requirements for Accreditations for training institutions

8.   To be accredited for any course, the institution shall be established as a business or any other form of a Juristic Person recognised by law in the Republic (Natural persons will not be accredited).

9.   An application for accreditation shall include such information identifying the organisation including the nature of the organisation, the directors and any relationships with subsidiaries if applicable.

10.   An institution, on application for accreditation under the Regulations, shall comply with the requirements of this Process, associated Procedures and the Relevant STA's

11.   An institution may be accredited for any number of courses which fall within one group of requirements set in paragraph 6.1 above and all the accreditation associated thereto will expire on the same date, such that:

11.1.   The first accreditation date shall ensure compliance with the procedure set in paragraph 6.2 above

11.2.   The requirements for Documented Procedures shall be approved in detail on the first accreditation, such that any further accreditation shall focus on the course specific and variables in documented procedures

11.3.   Simulators shall be approved separate from the courses for which they are associated with.

12.   Each institution shall operate from a place of business, i.e. not in an area designated as residential area, in accordance with the relevant municipal (or other government department/sphere) demarcations – permits to erect structures, burn, etc. must be in place at all times.

13.   Withdrawal of any government permit to operate in the facility or equipment pertinent to the training shall be a cause of suspension until such is re-instated.

Version no. - Date	Document	Reference
Ver. 1.0 – 16/04/2021	Accreditation of a training institution	QMS-OP-1002

Page **4** of **6**

14.   An institution which has a certified/approved Quality Management System, may produce such certificate or approval together with the scope of such system, whereupon the accreditation process will focus on the course content.

Records and Publication of Information

15.   The information regarding Accredited Training Institutions and Courses shall be published, on the SAMSA website and be revised at monthly intervals.

16.   Accredited Training Institutions shall submit information on courses completed to enable SAMSA to be able to conduct verification of validity and authenticity of the

Other Documents forming Part of this Procedure

17.   This procedure is complemented by the following documents, which are also mandatory;

17.1.   QMS-OG-1002.01a – Academic Courses & Programmes

17.2.   QMS-OG-1002.1b - Short Courses

17.3.   QMS-OG-1002.1c - Onboard Training Programmes [rework]

17.4.   QMS-OG-1002.1d - Small Vessel Skipper Training

17.5.   QMS-OG-1002.3a - Course completed and Certs issued

17.6.   QMS-OG-1002.xx - Format and Wording of Certificates

17.7.   QMS-OG-1002.xx - Requirements for Documented Processes

17.8.   QMS-OG-1002.xx - Requirements for Quality Standards System

17.9.   QMS-OG-1002.xx - Submission of Information Required from Training Institution

17.10. QMS-OG-1002.xx - Suspension, Revoking and Cancellation of Accreditation

17.11. QMS-OG-1002.xx.b - SAMSA Accredited institutions Statement of Academic Results

17.12. QMS-OG-1002a - Special Requirements for Accreditations

17.13. QMS-OC-1002.0 - Checklist for Submission of Information for Accreditation and Re-accreditation

Version no. - Date	Document	Reference
Ver. 1.0 – 16/04/2021	Accreditation of a training institution	QMS-OP-1002

Page **5** of **6**

17.14. QMS-OC-1002.1 - Checklist for Submission of Information for Accreditation and Re-accreditation

17.15. QMS-OC-1002.2 - Audit of a Training Provider for accreditation and re-accreditation

17.16. QMS-OF-1002.0a - Report on Accreditation - Training Institution_new

17.17. QMS-OF-1002.0b - Report on Accreditation - Training Programme_new

17.18. QMS-OF-1002.1a - Certificate of Accreditation - Training Institutions

17.19. QMS-OF-1002.1b - Certificate of accreditation - Training Programme

17.20. QMS-OF-1002.1c - Certificate of accreditation - Training Ship

17.21. QMS-OF-1002.xxb - Accreditation - Re-accreditation and Audit of an Accreditation of Training Institution
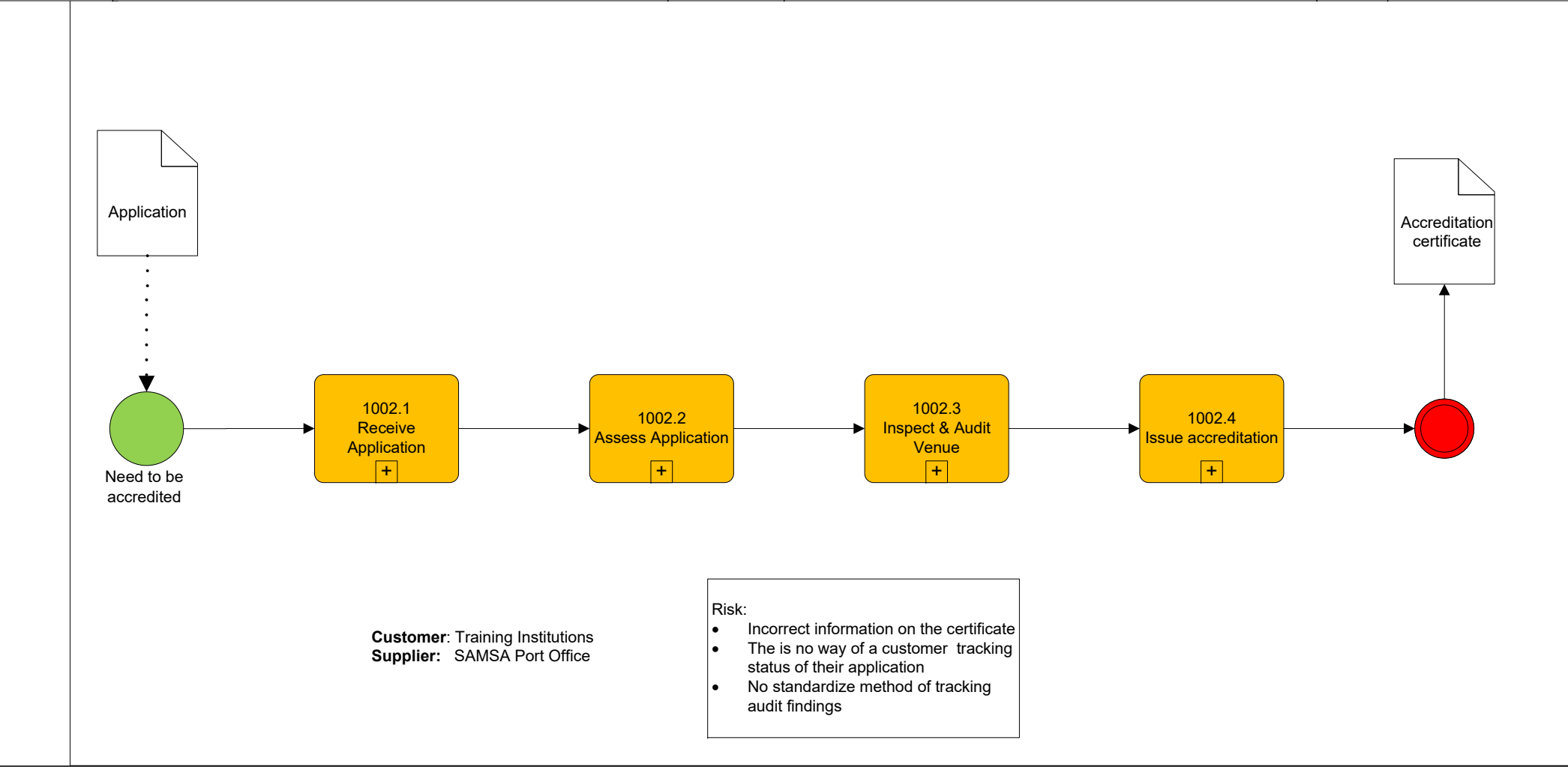
Version no. - Date	Document	Reference
Ver. 1.0 – 16/04/2021	Accreditation of a training institution	QMS-OP-1002

Master Name	Step #	Step Name	Owner	Duration	Detailed Procedure
Collapsed sub-process	1002.1	Receive Application			The institution prepares and submit an application, the application must be prepared and presented in accordance with **COP-503.0 - Checklist for Submission of Information for Accreditation**
Start event					
Task	1002.1.1	Check for completeness	SSC		The application, upon receipt must be recorded in the office diary (electronic or otherwise). The institution must be given a quotation for the
Task	1002.1.2	Record Application	SSC		
Task	1002.1.3	Generate Quote	Finance Clerk		
End event		Application Receive			
Collapsed sub-process	1002.2	Assess Application			
Start event		SSC hands over Application			
Task	1002.2.1	Assign Examiner	Principal Officer		The PO must allocate an examiner who is appointed in accordance with POP-507 - Appointment of examiners and moderators. (Examiners still undergoing training as per QMS-OP-1001 may be allocated as secondary examiners who shall be part of every step of the accreditation)
Task	1002.2.2	Review Application	Examiner		The examiner must use COP-503.0 - Checklist for Submission of Information for Accreditation to check that all documents required to accompany an accreditation are included
Decision	1002.2.3	Application Complete	Examiner		Ref PN-1002.2.2, are all the documents required to be so submitted included in the submission If application is incomplete, the Examiner shall inform the institution of outstanding documentation.

Task	1002.2.4	Assess the Application	Examiner		The examiner assesses the application in detail, verifying that the institution has sufficient training systems supported by effective administration processes. In doing so, the examiner must check the following;
					   a) Verify that the course meet the requirements of the SAMSA Code, viz;
					       i.Duration of the course in line with the provisions of the SAMSA Code
					       ii. The course content, notes, presentations, media, etc. is relevant to the course
					       iii. The timetable provides a right balance between practical exercises and theoretical learning
					   b) The institution have documented processes and procedures for all activities supporting the training, as a minimum;
					       i. admissions procedure
					       ii. minimum entry requirement (specific to the course)
					       iii. re-issue of the certificates
					       iv. compliance with the requirements of the Regs
					   c) Verify that the course training is facilitated and assessed by properly qualified and experienced persons
					   d) Verify that there's sufficiently qualified and experienced personnel providing support and supervision of the training
					   e) Where simulators are used, the simulator has been approved by a classification society using standards recognised by SAMSA and the

Decision	1002.2.5	Application meet the requirements	Examiner		Ref PN-1002.2.5, does the application meets all the requirements in terms of documentation, processes and controls The examiner shall provide the institution with detailed feedback regarding any non-compliance with the Regulations, Process and the Proceddures. Where the weaknesses are serious, the Examiner may a. decline the application for accreditation
End event					
Collapsed sub-process	1002.3	Inspect & Audit Venue			
Start event					
Task	1002.3.1	Plan for institution audit	Examiner		Prepare for institution audit, in preparation – the examiner must list the course specific requirements that arose from the content submitted, and also; a) GQMS-OG-1002.xx - Accreditation of a Training Institution
Task	1002.3.5	Compile report	Examiner		Provide report in accordance with QMS-OF-1002.xx - Report of Accreditation

Master Name	Step #	Step Name	Owner	Duration	Detailed Procedure
End event		Accreditation Report Ready			
Collapsed sub-process	1002.4	Issue accreditation			
Start event		Accreditation Report Ready			
Task	1002.4.1	Generate Invoice			
Task	1002.4.2	Receive Payment & Generate Receipt			
Task	1002.4.3	Review report and supporting documents			The senior examiner reviews the report for completeness and other documents required to be submitted to him or her. If required, request any further information to make the submission complete.

The report provided a list of 'minimum' documents to be submitted to the Senior Examiner. The Senior Examiner is at liberty to request a full submission of documents and any other evidence (photos, correspondence, etc.) which the examiners have collected in the executing the process. In doing so, the SE shall state reasons for requesting such additional information. |
Decision	1002.4.4	Is report complete and acceptable			Upon reviewing the report and the associated evidence, the Senior Examiner makes a determination whether the accreditation shall be awarded
Task	1002.4.5	Discuss shortfalls with PO & Examiner [ref 1002.3.4]			If no, ref PN-1002.4.4, discusses with the Examiner (and/or the Principal Officer) any issues he/she has with the report and find a solution.
Task	1002.4.6	Issue Certificate of accreditation			If yes, ref PN-1002.4.4, the Senior Examiner issues the certificate of accreditation and signs all relevant documents neccesary for the completion of the process
Task	1002.4.7	Hand certificate to PO			Transmit the Certificate of Accreditation and signed documents to PO/Examiner with copies sent to the Examinations Officer
Task	1002.4.8	Hand certificate to applicant			PO hands over certificate to Institution
Task	1002.4.9	Hand copies to the Exams Officer			Ref PN-1002.4.9, hand copies of documents set out in the report to Exams Officer
Task	1002.4.10	Update relevant webpage			Ensure that the website reflects all new accreditations within two weeks of their accreditation
End event					

TITLE :	1002 - Issue Accreditation	USED AT: SAMSA	DATE :	19 April 2021	X	WORKING	
AUTHOR :	Azola Nkota		VER :	0		DRAFT	
						RECOMMENDED	
OWNER :	Vernon Keller					PUBLICATION	

OBJECTIVES	Issue Accreditation to training institutions	RISK		KPI	

Application

Accreditation certificate

Need to be accredited

1002.1
Receive Application
+

1002.2
Assess Application
+

1002.3
Inspect & Audit Venue
+

1002.4
Issue accreditation
+

Customer: Training Institutions
Supplier: SAMSA Port Office

Risk:
- Incorrect information on the certificate
- The is no way of a customer tracking status of their application
- No standardize method of tracking audit findings

TITLE	:	1002.1 Receive Application	USED AT: SAMSA	DATE	:	19 April 2021	X	WORKING	
AUTHOR	:	Azola Nkota		VER	:	1.0		DRAFT	
								RECOMMENDED	
OWNER	:	Vernon Keller						PUBLICATION	

OBJECTIVES			RISK		KPI	

SSC

Applicant submit application

1002.1.1 Check for completeness

1002.1.2 Record Application

Finance

1002.1.3 Generate Quote

Application Receive

TITLE	:	1002.2 Assess Application	USED AT: SAMSA	DATE	:	01 April 2020	X	WORKING	
AUTHOR	:	Azola Nkota		VER	:	1.0		DRAFT	
								RECOMMENDED	
OWNER	:	Vernon Keller						PUBLICATION	

	OBJECTIVES	Issue Accreditation to training institutions	RISK		KPI	

Client

INPUT   :   Application &Supporting Documents
OUTPUT   :   Approved Assessment Report
                                  Completed Audit Checklist
SUPPLIER   :   Surveyor Support Clerk
CUSTOMER   :   Examiner

PO

SSC hands over Application

1002.2.1
Assign Examiner

No   No

Examiner

1002.2.2
Review Application

1002.2.3
Application Complete

Yes

1002.2.4
Assess the Application

1002.2.5
Application meet the requirements

Yes

TITLE :	1002.3 Inspect & Audit Institution	USED AT: SAMSA	DATE :	19 April 2021	X	WORKING	
AUTHOR :	Azola Nkota		VER :	0		DRAFT	
						RECOMMENDED	
OWNER :	Vernon Keller					PUBLICATION	

OBJECTIVES		RISK			KPI	

TITLE	:	1002.4 Inspect & Audit Institution	USED AT: SAMSA			X	WORKING
AUTHOR	:	Azola Nkota		DATE	:	19 April 2021		DRAFT
				VER	:	0		RECOMMENDED
OWNER	:	Vernon Keller						PUBLICATION