



Audit of Vantage POB Training Provision

Training provider –

Rennie Communications Ltd, Hill of Banchory Business Centre, Banchory, Aberdeenshire, UK, AB31 5ZU.

Dates of Audit -

Tuesday 17th March 2015

Audit content -

A physical audit of the training provider was carried out by an experienced subject matter expert at a scheduled Vantage POB training course. A summary of findings were recorded by the auditor and form part of this audit report. In addition, evidence of the following systems/documents was checked and commented on were applicable....

- Joining Instructions
These were received in advance of course. Instructions were clear and course outline attached.
- Effective system for assuring the quality and content of training.
System version updates received from Collabro. All trainers are members of the Learning & Performance Institute.
- Policy for implementing and maintaining training standards.
Independent training audit undertaken by Specialist Training & Development.
- Customer Service Statement which clearly defines the standard of service delegates can expect.
Delegates are offered unlimited support post training.
- Organisation chart, roles, responsibilities and authority for the management and delivery of training.
Organisation and trainer profiles available on their website.
- Ensure frequent internal audits are conducted.
Conducted by senior trainer.
- Support for delegate complaints.
Policy is available. To date no complaints received on course delivery.
- Control for maintaining and updating training.
System version updates received from Collabro. On the job experience with Vantage operators (on & offshore).
- Appropriate maintenance activities for all facilities and equipment used in the delivery of the training.
Training facility is part of a modern business centre. Equipment is PAT tested and in date.
- Delegate registration.
Registration was taken and emergency procedures explained.
- Certificate issue.
Certificate of training issued electronically on the same day as course completion.
- Verification of delegate identity.
A form of ID was requested before training commenced.
- Ensure that staff training and development needs are regularly reviewed and programme is put in place to meet any identified requirements.
Placements within Operators for on the job experience. Annual attendance at LPI conference.
- A timetable / programme to cover course delivery and enable sufficient time for effective administration of the training.
Course content / timetable issued and training delivered with allocated time.



Facilities

Training is provided at the Banchory Business Centre, a modern and comfortable facility. Training is around 90% hands on using portable laptop computers with a good screen size to enable effective use of Vantage POB. During the registration process delegates are offered a choice from a lunch menu and adequate breaks are scheduled in the both the morning and afternoon sessions. Mobile phone signals within the facility are not always possible, but delegates can receive a signal during breaks outside the facility. Housekeeping and safety induction was carried out during the introduction. WiFi access was available on request.

Trainers

Two Vantage POB trainers were present during the day (Angela Duthie & Diane Tait), one delivering the course and one walking the room providing support to delegates. Both trainers interacted well with the delegates and were keen to help them to achieve their goals.

Course

The course being conducted during the audit was the 1 day Offshore Administration course. Typical attendees are offshore medics, heli-admin, radio operators and back up staff for when the primary user is temporary unavailable.

A Quick Reference Guide was made available to all delegates to use during the course and to take back to their workplace for future use. The content covered all the key tasks usually expected of an Offshore Vantage POB user.

Formal training commenced with a sort presentation on the history behind Vantage POB and why it was developed. The presentation was of high quality and pitched at the right level.

Hands on training was carried out with the trainer demonstrating the functionality on a large screen so that delegates could follow the steps. The Vantage POB training database was used to preload locations, flights and personnel used during the exercises to good effect. The trainers took time during the exercises to ensure that the delegates understood the functionality and checked that everyone was comfortable. Time left before lunch was used well by introducing a self-guided exercise for delegates to try on their own covering the areas taught during the morning session.

Areas of functionality covered during the course included:

- Personnel (search, updating, aircheck, bookings, allocating beds, lifeboats, muster, special duty, etc)
- LOCATIONS (adding/changing location, lifeboats, muster, beds, special duties, relocations, weather, current/historic/future POB)
- Flights (filters, bookings, copy transfer delete bookings, freight, pax lists, manifest, check-in summary, arrive/depart flights)
- Reports (post flight, lifeboat, muster, etc)
- Emergency Response
- Creating an adhoc flight
- Rescheduling flights
- Return to base flights
- Unplanned flight shutdowns
- Unscheduled arrivals/departures
- Batch bookings for shuttling & evacuations
- Onto movements for gangway linked locations



Summary & Recommendations

Rennie Communications specialise in the training of Vantage POB product and do so to a very high standard. Engagement of delegates was high and care was taken to ensure they understood how the product behaves. Delegates were also encouraged to speak to their Company Administrators whenever unsure of a function before carrying out the transaction and reminded that they have unlimited access to Rennie Communications post training for any support.

The training day ended with an online quiz covering areas of learning from the day. Delegates were given a copy of their answers and an informal round the table reveal of delegates answers discussed. This was an excellent way of assessing delegate's knowledge without the need for a formal exam. Feedback on each delegate (where not self-funded) will be fed back to the sponsoring Company giving an indication of their competency in using the product.

The pace of training was good and while it is appreciated that the time to complete the course is dependent on the speed of the delegates, there should be time available to add scope to the course as and when offshore functionality is added to Vantage POB. With this in mind, given expected tasks of an Offshore Administrator, I would currently recommend spending more time on the bed management functionality, allocations, etc.

It was noted that the Cabin functionality was not explained and the ability to manage day/night and male/female bed management. This was discussed with the training provider post training who explained that this functionality is only available to Companies who have switched on the PSCM module and therefore not included in generic training.

It was also noted that delegates were advised to contact their onshore logistics support team when the need to unschedule arrive/depart personnel is required, as recommended by the Operators. This function can often happen through the night and can result in the POB not being updated until the following morning. This could lead to the incorrect POB being available during any intervening emergency. This will be discussed with the Vantage POB user group at their next scheduled meeting and guidance given to the training provider.

Gary Macdonald

