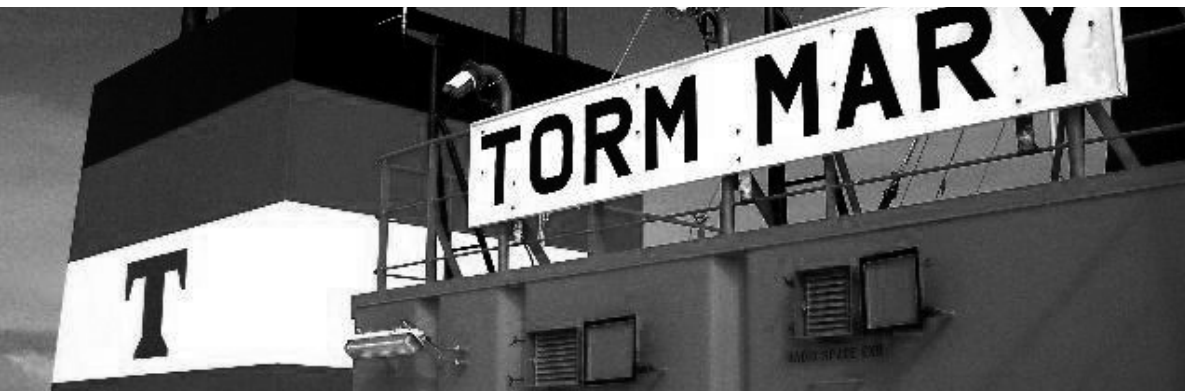


“NetOp® Learning Center gives us the possibility to take TORM to the leading edge of development through electronic competency development and knowledge sharing. The program is both user-friendly and easy to access, and the security is absolutely excellent. We are still in the process of extending the portal in accordance with the new needs of TORM,” says Bjarke Jakobsen.

CASE STORY:

NETOP® LEARNING CENTER TAKES TORM TO THE FOREFRONT OF ELECTRONIC COMPETENCY DEVELOPMENT





TCCP PLATFORM

“Before, the crewmembers used to keep track of the certificates they needed. But we established a new Internet-based Training and Competence Platform or TTCP, so the crew now have a user-friendly tool that gives them an overview of their personal documents and certificates”

More than 1,250 crewmembers of the shipping company TORM now have access to all information they need relative to the development of their competencies and updating of important documents through an Internet-based employee portal. Developed by NetOp® Learning Center, the portal is also capable of performing revolutionary crew evaluation.

Life as a crewmember on TORM's vessel is full of exciting experiences: The workplace itself can be compared to the world's oceans, which offer new challenges to surmount each day. But for life at sea to run smoothly, it is crucial that the crewmembers' personal documents are properly organized and updated – from vaccination certificates to evidence of vocational tests and other trainings they have undergone. In the past, whenever crewmembers could not present valid and up-to-date certificates, an official notation is made, and this can be risky for the crew as well as for the shipping company itself.

Online competence development and revolutionary crew evaluation

TORM's electronic employee portal was developed by Green-Jakobsen A/S, a Danish consulting firm, which specializes in the development of web-based portals for the maritime world based on the NetOp® Learning Center of Danware.

“TORM's employees do not just have to show valid personal documents and certificates. They must also be able to document them anytime, so that they can easily check whether or not they have already acquired the right professional training on safety, terrorist prevention, and cargo handling, for example. Previously, these competencies had to be obtained and developed while the crew was on vacation, but the employee portal competence area now makes it possible for crewmembers to take the required courses online—regardless of where in the world they are physically located,” Bjarke Jakobsen explains.

The portal is also the electronic basis for a completely new evaluation system that TORM has just established for off-signing officers. It involves the Captain, the First Officer, the Chief Engineer, and the First Engineer. The off-signing officer will make a self-assessment, and the three other officers in the team will also assess him at the same time. TORM has developed a completely new evaluation form for the portal, which makes it possible for the concerned individuals to make an objective assessment based on previously agreed criteria.

“The assessments are uploaded to the portal, which gives the officers a better overview of any potential competency gaps in relation to the defined requirements. For example, if a Captain or a First Engineer did not reach the required level in the evaluation of ‘focus on team spirit’, the concerned person is brought in for a chat where we can discuss how he can reach the said level. It could be as simple as him paying more attention to his role in the team, or a team-building course or something similar could also be discussed,” says Claus Usen Jensen.

New candidates can start here

Aside from the competence area on the portal, there is also a knowledge area, which contains the different types of useful information that TORM's employees can use to keep themselves up-to-date. Through the portal, employees can also have access to, among other things, the TORM quarterly newsletter. In addition, the portal contains the company's media coverage, so employees will not miss out relevant information about the events in their company while at sea.

Moreover, the portal contains a special area for newly-employed cadets. Young people are naturally very curious about what awaits them when they enlist on a large tank vessel for the first time. There are many expectations that have to be clarified and information that should be remembered. By clicking on the link “Cadets”, the candidates can access a section developed by more experienced colleagues, which includes FAQs, pictures, travel journals, and more.

ABOUT TORM

TORM is one of the world's leading carriers of refined oil products, and a significant participant in the dry bulk market. The company operates a combined fleet of close to 100 modern vessels, mainly through a pooling cooperation with other respected shipping companies who share TORM's commitment to safety, environmental responsibility, and customer service.

TORM was founded in 1889 and has consistently adapted itself to, and benefited from, the enormous changes which characterize the shipping industry in general. The company whose headquarter is located in Copenhagen, Denmark, conducts business worldwide.