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## 4. Context of the organization

### 4.1. Understanding the organization and its context

Maritime Training Centre NOVIKONTAS was founded in 2005 to provide training for seafarers in accordance with the requirements of the International Convention on the Standards of Training, Certification and Watchkeeping for Seafarers, 1978, as amended (Convention STCW) and Maritime Legislation of the Republic of Latvia, as well as Shipowners requirements and expectations.

In 2012 NOVIKONTAS has launched College Division in parallel with Qualification Up-grade Educational Programs (PPP). By means of this NOVIKONTAS activities expanded into maritime educational field.

In 2013 NOVIKONTAS purchased its competitor LSC Marine Training, which was renamed into Marine Training. After Marine Training became a part of NOVIKONTAS, it started to be focused on educational programs of ships' ratings.

Guiding by the Rule I/8 "Quality Standards" of STCW Convention and Article 10 of EU Directive 2008/106/EC „Quality Standards” Quality Management System was developed and implemented in accordance with International Standard ISO-9001 "Quality Management Systems - Requirements" from the very beginning of Novikontas activity. During the design and development of the QMS different rules and regulations of Latvian Government such as MK 916 "Regulations on Design and development of documentation" and other, which may affect MET and Quality Assurance activities of Novikontas.

NOVIKONTAS in its present meaning means a group of companies and divisions merged into one group, which are focused on maritime and offshore training and education and are located in Latvia. The NOVIKONTAS QMS includes the following areas:


- a) Training Centre
- b) Maritime College
- c) PPP Educational Programs
- d) Marine Training educational programs
- e) Global Wind Organisation (GWO) Training Programs
- f) Offshore Petroleum Industry Training Organisation (OPITO) Training Programs
- g) Industrial Rope Access Trade Association (IRATA) Training Programs

**Reference – Appendix 1**

### 4.2 Interested parties

Novikontas recognizes interested parties and clearly understand needs and expectations of them. Novikontas interested parties and their needs/expectations are as follows:

- Trainees/students
  - Efficient and modern training for good price.
  - Knowledge, understanding and skills to satisfy employers and be able to work safely.

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- Receive required organizations approved certificates.
- Maritime crewing and manning companies
  - Update knowledge, understanding and skills of personnel for good price.
  - Certify their employers.
  - Flexibility and transparency of services.
  - All training in one place.
- Ship owners
  - No maritime incidents/accidents due to human errors.
  - No delays of shipping due to human factors.
- Certification authorities (LJA, NI, GWO, OPITO, IRATA)
  - Qualitative training according to their standards.
  - Qualitative communication.
- Maritime and transportation trade associations
  - Increase of maritime and transport manpower capacity.
- Educational associations
  - Qualitative education according to legislation.
- Competitors
  - Fair competition
- Lecturers, instructors and other employees
  - Good and stable job, with competitive salary and social guarantees.
  - Opportunities for personal development and growth.
- Owner
  - High profit with low risk.
  - Prestige of company.
  - Growth of company and turnover.

Communication with interested parties is organized in direction of formal and informal communication.

Interested parties expectations relevant to QMS are evaluated and monitored, including rights for privacy. All data collected, processed and stored about interested parties by Novikontas must comply with Novikontas Privacy policy in clause 5.2.


Reference – Procedure 35, 36, 37

### 4.3 QMS Scope

Novikontas

The NOVIKONTAS has established scope:

- a) The scope of the Quality Management system covers the DEVELOPMENT OF TRAINING AND EDUCATIONAL PROGRAMS AND PROVIDING OF TRAINING AND EDUCATIONAL SERVICES IN ACCORDANCE WITH THE REQUIREMENTS OF STCW, OPITO Standards, GWO Training Standards, Industrial Rope Access Trade Association (IRATA) Standards AND LEGISLATION OF THE REPUBLIC OF LATVIA, which fully complies with the requirements of ISO 9001:2015 & MK 710, with following justified exemptions:
  - 7.1.5 Monitoring and measuring resources

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- 8.5.3 Property belonging to customers or external providers
  - 8.5.4 Preservation
  - 8.5.5 Post-delivery activities
- b) The procedures required with ISO 9001:2015 & MK 1710 are developed separately from the Quality Manual.

#### **4.4 Quality Management System and its processes**

In accordance with the requirements of International Standard ISO-9001:2015 “Quality Management Systems - Requirements” (ISO-9001) NOVIKONTAS has established, documented, implemented and maintains a Quality Management System (QMS) and continually improves its effectiveness in accordance with the requirements of ISO-9001.

During the development of QMS Novikontas:


- a) Identified the processes needed for the QMS and their application throughout the NOVIKONTAS;
- b) Processes determine inputs, outputs
- c) Interaction between the processes is described by means of “income” and “outcome” fields of developed procedures.
- d) Responsibilities and authorities are assigned for processes;
- e) Determined criteria and methods needed to ensure that both the operation and control of these processes are effective;
- f) Ensured the availability of resources and information necessary to support the operation and monitoring of processes;
- g) monitors, measures and analyzes these processes, and
- h) implemented actions necessary to achieve planned results and continual improvement of these processes.

All these processes are managed by the NOVIKONTAS in accordance with the requirements of ISO-9001. At the present NOVIKONTAS does outsource processes that affect product conformity to the requirements – NOVIKONTAS employs guest lecturers. Their conformity to the requirement is assessed and monitored in accordance with Procedure №17 "Control of Training course".

#### **Reference – Procedure №17**

The QMS documentation includes:

- a) document statements of a quality policy and quality objectives,
- b) Quality Manual,
- c) documented procedures and records required by ISO-9001, and
- d) documents, including records, determined by NOVIKONTAS to be necessary to ensure the effective planning, operation and control of its processes.

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## 5. Leadership

### 5.1 Leadership and commitment

#### 5.1.1 General


Top management demonstrate leadership and commitments to the quality management system by:

- taking accountability for the effectiveness of the quality management system;
- establish quality policy and quality objectives
- ensure integration of the quality management system requirements into the organizations business processes;
- promoting the use of the process approach and risk-based thinking;
- ensuring that the resources needed for the quality management system are available;
- communicating the importance of effective quality management and of conforming to the QMS requirements;
- ensure that the QMS achieves its intended results;
- engaging, directing and supporting persons to contribute to the effectiveness of the QMS;
- promoting improvement;
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;


#### Management representative

The **Quality/Training Manager** is subordinated to the Deputy Director and responsible for:

- a) ensure that process needed for the QMS are established, implemented and maintained;
- b) report to the Top Management performance of the QMS and any need for improvement;
- c) ensure promotion of awareness of customer requirements throughout the organization;
- d) liaison with external parties on matters relating to the QMS.
- e) identification and registration of any problems, regarding product, process and QMS;
- f) issuing the recommendations directed for improvement, following next with controlling their execution;
- g) Internal Audit conductance;
- h) implementation, control and improvement of QMS documents;
- i) insurance of understanding of quality policy, throughout the every level of the company;

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### 5.1.2 OPITO Customer Service Statement



## **CUSTOMER SERVICE STATEMENT**

**OPITO**  
In partnership with


***Novikontas Juras Koledza LTD***  
(an OPITO Approved Training Organisation)




**NOVIKONTAS**  
MARITIME COLLEGE

**in respect of all persons attending an OPITO approved course  
commit to the following:**

- To ensure that delegate safety and well-being remains the highest priority at all times.
- To ensure all training is conducted in a safe and controlled environment by qualified instructors.
- To ensure all personnel receiving OPITO training, are aware that Novikontas Juras Koledza LTD have the responsibility and right to intervene and stop training, when it is safe to do so, should they observe a delegate in distress or their health and safety is at risk.
- To ensure all delegates understand their rights when receiving OPITO training, including the right to demand to stop training if they are in distress or their health and safety is at risk.
- To be treated in a courteous manner at all times
- To ensure delegate competence is assessed by trained and qualified Assessors (where applicable)
- To ensure training events are limited to a maximum number of delegates as defined within the OPITO standards

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One role of OPITO is to ensure all persons receive training to the OPITO standards, as specified by the Oil & Gas Extraction Industry. If you have any questions, queries or comments with regard to OPITO training standards or courses, please contact **OPITO International, Dubai, UAE office at (+971-44458482)**. Alternatively contact OPITO via email at [mea.enquiries@opito.com](mailto:mea.enquiries@opito.com) or visit the OPITO web site [opito.com](http://opito.com)

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## 5.2 NOVIKONTAS Quality policy.

The NOVIKONTAS is committed to offer high quality maritime education and training in accordance with the requirements of STCW Convention (as amended), Offshore Petroleum Industry Training Organisation (OPITO) Standards, Global Wind Organisation (GWO) Training Standards, Industrial Rope Access Trade Association (IRATA) Standards and legislation of the Republic of Latvia.

The Quality Policy of NOVIKONTAS is to establish the educational and training process with the qualified lecturers, instructors and assessors, who have the individual approach to every student, as well as modern technical facilities to ensure a MET process meets the National and International requirements and recommendations, and requirements and expectations of ship owners and or employers or their representatives, as well as course participants themselves.

NOVIKONTAS conduct all of business in an honest and ethical manner. We take a zero tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our relationships and business dealings wherever we operate and to implementing and enforcing effective systems to counter bribery.


For implementation of Quality Policy the NOVIKONTAS Quality Management System was developed, documented and implemented. QMS cover the administration of the certification systems, all MET programmes, examinations and assessments carried out and the qualifications and experience required of instructors and assessors.

Quality Manager has an authority and is fully responsible for the development, implementation and continual improvement of the effectiveness of the NOVIKONTAS Quality Management System. Quality Manager is also responsible that Quality Policy is communicated and understood within the organization.

Quality Policy, Quality Objectives and the strategy of their achievement are regularly reviewed to ensure for their continuing suitability to the International Standard ISO-9001:2015 "Quality Management Systems - Requirements", International and National requirements as well as for improving the effectiveness of the Quality Management System.

Aleksandr Chropenko,  
NOVIKONTAS DIRECTOR  
20.08.2019



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## NOVIKONTAS GWO Quality policy

The NOVIKONTAS is committed to offer high quality training in accordance with legislation of the Republic of Latvia and requirements of following Global Wind Organisation (GWO) Training Standards:

- Basic Safety Training First Aid module / and refresher / OT / MTF training
- Basic Safety Training Manual Handling module / and refresher / OT / MTF training
- Basic Safety Training Fire Awareness module / and refresher / OT / MTF training
- Basic Safety Training Working at Heights module / and refresher / OT / MTF training
- Basic Safety Training Sea Survival module / and refresher training
- Basic Technical Training Mechanical module / and MTF
- Basic Technical Training Electrical module / and MTF
- Basic Technical Training Hydraulic module / and MTF
- Basic Technical Training Installation module / and MTF
- Slinger Signaller
- Enhanced First Aid / and refresher training
- Blade Repair

The NOVIKONTAS GWO Quality policy is to establish the training process with the qualified instructors and assessors, who have the individual approach to every trainee, as well as modern technical facilities to ensure a training process meets the National and International requirements and recommendations, GWO standards and requirements and expectations of employers or their representatives, as well as course participants themselves.

NOVIKONTAS conduct all of business in an honest and ethical manner. We take a zero tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our relationships and business dealings wherever we operate. We implement and enforce effective systems to counter bribery.


For implementation of NOVIKONTAS GWO Quality policy there are developed, documented and implemented Quality Management System. QMS cover the administration of the certification systems, all training programmes, assessments carried out and the qualifications and experience required of instructors and assessors.

Quality Manager has an authority and is fully responsible for the development, implementation and continual improvement of the effectiveness of the NOVIKONTAS QMS. Quality Manager is also responsible that NOVIKONTAS GWO Quality policy is communicated and understood within the organization.



NOVIKONTAS GWO Quality policy are regularly reviewed to ensure for its continuing suitability to the International Standard ISO-9001:2015 “Quality Management Systems - Requirements” and GWO standards and requirements.


Aleksandr Chropenko,  
NOVIKONTAS DIRECTOR

08.06.2021


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## OPITO Quality Statement

	
<b>OPITO QUALITY STATEMENT</b>	
<p>The Novikontas OPITO Quality policy is to offer high quality safety and skill training and assessment, and services which meet Offshore Petroleum Industry Training Organisation (OPITO) and international standards.</p> <p>The OPITO Quality policy of Novikontas is to establish the training and assessment process with qualified and experienced instructors and assessors, who have individual approach to every trainee, as well as modern technical facilities to ensure that training and assessment process meets OPITO and international standard requirements and recommendations, and requirements and expectations of companies working in industry, as well as course participants themselves. The following quality objectives of Novikontas are to ensure customers' needs by:</p> <ul style="list-style-type: none"> <li>• Providing services that meet our customer requirements</li> <li>• Continual Improvement to provide training and assessment to the highest standards</li> <li>• Continual Employee Development to ensure up-to-date and relevant services</li> <li>• Ensuring highest quality throughout the provision of services</li> <li>• Ensuring protection of environment, health and safety throughout the provision of services</li> </ul> <p>OPITO quality statement is implemented into Novikontas Quality Management System.</p> <p style="text-align: right;">Aleksander Chropenko, NOVIKONTAS DIRECTOR 21.03.2018</p>	

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## Novikontas Privacy policy


SIA Novikontas Jūras koledža Privacy policy.

SIA Novikontas Jūras koledža (below referred to as “Novikontas”) processes personal data in accordance with law, including the General Data Protection Regulation, as a data controller. Novikontas will process the personal data that you provide us with or we collect about you when you use our services, contact by phone, e-mail and mail, in person or as a contact person of your employee.

Personal Data sets (categories)	Legal objectives of data processing
<b>Personal identification data:</b> Name, surname, date of birth, information specified in your identification document (passport, ID card or Seaman`s book)	For client identification; Basis: Law of Institutions of Higher Education; Cabinet Regulation No. 710 Regulations Regarding Certification, Implementation, and Monitoring of Professional Training Programmes for Seafarers; Cabinet of Latvia Regulation No. 895 Regulations Regarding Certification of Seafarers.
<b>Personal contact information:</b> Correspondence address, telephone number, email address	Information to contact you, for example: in case of lost certificates or due to changes in studies schedule. Marketing activities for providing services within the framework of loyalty programmes.
<b>Information relating to the use of the Novikontas services and their compliance with client needs:</b> Name of the service,; beginning and end dates of the service; Certificate number; Service assessment and quality performance review; Information relating to contractual obligations with the Novikontas	Information about the products and services we provide to clients. The conformity and authentication of issued certificates in accordance with the Republic of Latvia, International standards and legal enactments, for example: Cabinet Regulation No. 710 Regulations Regarding Certification, Implementation, and Monitoring of Professional Training Programmes for Seafarers; Cabinet of Latvia Regulation No. 895 Regulations Regarding Certification of Seafarers; Global Wind Organization Training standards; Industrial Rope Access Trade Association Training Assessment & Certification Scheme and International Code of Practice; Offshore Petroleum Industry Training Organisation standards.
<b>Professional data:</b> Education, Rank, Employee, Received certificates	Cabinet Regulation No. 710 Regulations Regarding Certification, Implementation, and Monitoring of Professional Training Programmes for Seafarers; Cabinet of Latvia Regulation No. 895 Regulations Regarding Certification of Seafarers.
<b>Audio recording and information obtained through video surveillance in our premises and in the Novikontas area</b>	For the service quality improvement, review and processing of complaints. To protect clients` and Novikontas security within the framework of legitimate interests as well as prevent or detect criminal offenses related to property protection and training process evaluation.
<b>Personal data receiver</b>	Data may be transferred to: Law enforcement agencies; Latvian Republic and other countries Maritime Administrations; Novikontas personal data processors; clients` data may be passed to and processed by the employees who are registered outside the European Union and the European Economic Area.
<b>Data retention period and rights</b>	The storage period corresponds to the validity of the certificate issued or within the timeframe to perform the obligations of the service contract. Also, period may be extended on the basis of legal enactments, as for, the Commercial law, law on accounting, etc. In accordance with the legal enactments, client may free of charge, upon written request to Novikontas access; rectify, transmit, erase or restrict personal data processing, if only it does not conflict with legal enactments stipulated by Latvian and Internationally laws.

The client in the event of a breach of privacy is entitled to protect his legitimate interests, file a complaint with the Novikontas, State Data State Inspectorate ([www.dvi.gov.lv](http://www.dvi.gov.lv)).

Novikontas is processing your personal data lawfully and solely for the purpose of carrying out a business activity for which Data Protection Officer has been designated. Should you have any questions relating to the processing of your personal data, please contact us by emailing to [dataregulation@novikontas.lv](mailto:dataregulation@novikontas.lv) or visiting our training centre at the address: Dunties iela 17a, Rīga, Latvia, LV-1005.

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### 5.3 Organizational roles, responsibilities and authorities

Top management of the NOVİKONTAS has defined responsibilities and authorities and communicated these to personnel. Responsibilities and authorities are described more detailed in procedures, but in general they are:

#### 5.3.1. TC, PPP, GWO, IRATA Divisions:

**The Director / Deputy Director** is responsible for:

- a) general management of the company;
- b) establishment of quality policy;
- c) determination of need in resources and ensuring availability of appropriate resources;
- d) insurance that quality objectives are established;
- e) strategic planning;
- f) marketing;
- g) development of new trends of activity;
- h) financial activities;
- i) development of new business relations

**Training Manager** is subordinated to the Director / Deputy Director and responsible for:

- a) organization of training/education process;
- b) training and professional development of lecturers, instructors;
- c) certification of education/training programs by supervisory authorities (MOE, Latvian Maritime Administration, GWO, IRATA, Nautical Institute, etc.);
- d) relationships with customers;
- e) personnel understanding of the relevance and importance of meeting statutory and customer requirements

**Training Team** includes the Heads of the following Training Departments: Safety, Engine, Navigation, Tanker, GWO, IRATA and are responsible for:


- a) improvement personnel competence and education/training process effectiveness;
- b) up-dating of training programs' materials and methodologies;
- c) development the proposals of recommendation for improvement of training equipment and facilities;
- d) conductance of internal audits.

**Quality Manager** reports to the Training Manager and is responsible for:

- a) insurance of quality of training process according to QMS;
- b) insurance of quality of training process according to STCW, GWO and IRATA standards;
- c) review of customer satisfaction;

The **Head of the Training Department** subordinates to Training Manager and is responsible for:

- a) collection of training material in accordance with Training Programs;
- b) training process controlling;
- c) controlling of conducting final tests/exams;
- d) participation in training programs development and up-dating;
- e) development and up-dating of PowerPoint theory presentations;
- f) development and up-dating of preliminary and final tests/exams;
- g) development of methodical materials and hand-outs (if required);

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- h) improvement of instructors' competence;
- i) providing of appropriate recommendations directed to improve training process;
- j) controlling how instructors within their department fulfill QMS requirements by means of internal audits and other available means.

The **Instructor** subordinates to The Head of the Training Department and is responsible for:

- a) conducting of training process in accordance with QMS requirements;
- b) conducting of final tests/exams;
- c) participation in training programs development;
- d) development of PowerPoint presentations;
- e) development of preliminary and final tests/exams
- f) development of methodical materials and hand-outs (if required).

The **Registration/Certification Department Personnel** subordinates to Training Manager and responsible for:

- a) pre-registration and registration of trainees;
- b) to perform office work in accordance with NOVIKONTAS requirements;
- c) control over NOVIKONTAS customers
- d) preparation and issuing of certificates;
- e) NOVIKONTAS data base archive.


The **Chief Accountant** subordinates to the Director / Deputy Director and is responsible for:

- a) ensuring control of material, manpower and financial resources used;
- b) management of accounting in such a way that a qualified third person may gain insight in the company's business dealings during the concrete period of time and the company's financial condition at the end of the respective period, as well as to provide the possibility to determine the start and to trace the development of each business deal;
- c) execution of financial documentation in accordance with the requirements of contracts and with the legislation of the Republic of Latvia;
- d) preparation and administration of the documentation for purchase or services;

### 5.3.2. NMC Division:

#### The Council:

- approves the college long-term and medium-term strategy;
- approves the study programs and changes there, as well as prepares proposals for implementation of new study programs;
- approves fields of research;
- prepares proposals for enrollment of students and exchange and approves the enrollment rules developed by the Commission set up by the Council;
- decisions on NMC structural foundation, reorganization and liquidation;
- approves NMC regulations;
- approves the regulations on academic and administrative positions in NMC and election of these positions;
- elects NMC academic staff and heads of departments;
- approves regulations on studies and examinations in NMC;
- approves the internal rules of NMC;
- review and adopts the annual report on NMC activities;

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- supports student self-government activities, as well as approves the students' self-government regulations;
- develops regulations on the Council activities;
- develops NMC regulations and its changes;
- involved in other questions in accordance with its responsibility and authority.

#### **Administrative staff**

- implementation of the study programs;
- complies with ethical standards;
- faces the consequences of their decisions and their consequences;
- respects the existing legislation, NMC regulations, NMC Council decisions and orders of the Director;
- ensures the rights of the academic staff;
- provides students the opportunities to implement their rights in NMC.

#### **General staff**

- The responsibility of the personnel is to promote and support the activities of NMC and support transparency in management;
- The staff has the right to participate in the management and self-management decision making and development of the inner rules according to the order set by the Council, as well as in the making of the decisions that affect the interests of the staff, to participate on NMC governing body meetings and to be heard and submit proposals for the operation of NMC.

#### **Academic staff**


- creatively and responsibly participate in study programs;
- continuously improve their professional qualifications involved in research work;
- comply with the rules of professional conduct;
- be responsible for their actions and their results;
- provide students with opportunities to implement their rights in NMC.
- Responsibility and authority are described in detail in the following NMC laws and regulations:
  - a) The Council – the Council action regulations and other NMC laws and regulations;
  - b) Administrative staff – NMC laws;
  - c) The general staff – NMC laws;
  - d) Academic staff - relevant NMC study programs, NMC regulations.

Reference: Procedure 5, 6, 7

### **5.3.3. MT Division:**

#### **Director**

- is responsible for administrating the concern in general
- approves long and middle term strategy of concern activity;
- is responsible for forming KVS at the concern;
- is responsible for organizing marketing events of the concern;
- defines need for resources and ensures its availability;
- approves professional education programs and changes related to them and prepares suggestions for implementing new ones
- approves worked-out rules related to accepting the students

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- approves the personnel for working positions
- analyzes and makes agreements with business partners
- ensures professional development of the instructors
- approves internal documents in the limits of own competency
- considers other issues which are according to these rules in director's competency

#### **Administrator**

- communicates with and coordinates course attendants;
- is responsible for office work at the concern;
- plans the schedule of studies (agreeing about it with the teacher)
- prepares necessary documents and provides them at corresponding institutions
- identifies and registers problems, which are connected with the product, processes and KV.

#### **Lecturer**

- realizes study program in accordance with the program approved;
- renews, accomplishes and develops studying materials;
- plans own work – practical and theoretical lessons and leads the lessons;
- works out and suggests on the events for improving studying programs

#### **5.3.4. OPITO:**

**The Director / Deputy Director** is responsible for:

- a) general management of the company;
- b) establishment of quality policy;
- c) determination of need in resources and ensuring availability of appropriate resources;
- d) insurance that quality objectives are established;
- e) strategic planning;
- f) marketing;
- g) development of new trends of activity;
- h) financial activities;
- i) development of new business relations


**Training Manager** reports to the Director / Deputy Director and is responsible for:

- a) organization of training process;
- b) training and professional development of instructors;
- c) certification of training programs by supervisory authorities;
- d) relationships with customers;
- e) personnel understanding of the relevance and importance of meeting statutory and customer requirements

**Quality Manager** reports to the Training Manager and is responsible for:

- d) insurance of quality of training process according to QMS;
- e) insurance of quality of training process according to OPITO standards;
- f) review of customer satisfaction;



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The **Head of the Training Department** reports to Training and Quality Managers and is responsible for:

- a) continues satisfaction of requirements of OPITO standards;
- b) collection of training material in accordance with Training Programs;
- c) training process controlling;
- d) controlling of conducting final tests/exams;
- e) participation in training programs development and up-dating;
- f) development and up-dating of PowerPoint theory presentations;
- g) development and up-dating of preliminary and final tests/exams;
- h) development of methodical materials and hand-outs (if required);
- i) improvement of instructors' competence;
- j) providing of appropriate recommendations directed to improve training process;
- k) controlling how instructors within their department fulfill OPITO requirements by means of internal audits and other available means.

The **Instructor** reports to The Head of the Training Department and is responsible for:


- a) conducting of training process in accordance with OPITO requirements;
- b) conducting of final tests/exams;
- c) participation in training programs development;
- d) development of PowerPoint presentations;
- e) development of preliminary and final tests/exams
- f) development of methodical materials and hand-outs (if required).

The **Registration/Certification Department Personnel** reports to Training and Quality Managers and is responsible for:

- a) pre-registration and registration of trainees;
- b) to perform office work in accordance with NOVIKONTAS requirements;
- c) control over NOVIKONTAS customers;
- d) preparation and issuing of certificates;
- e) NOVIKONTAS database archive.

The **Third parties related to delivery of OPITO standards** are responsible for:

- a) equipment and facilities maintenance (reports to Head of Department);
- b) design of training facilities (reports to Training Manager);
- c) safety insurance (reports to Training Manager);
- d) certification where necessary (reports to Training Manager);
- e) maintain of own certification (reports to Quality Manager);
- f) provide consultations (reports to Head of Department);
- g) *More detailed responsibilities of third parties are described in contracts with them.*

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## 6. Planning

### 6.1 Actions to address risks and opportunities

Novikontas determined the risks and risk control processes to:

- give assurance that QMS achieve its intended results;
- enhance desirable effects;
- prevent, or reduce, undesired effects;
- achieve improvement

Risk table is reviewed during management meeting.

Reference – Appendix 12, Procedure 34, 4

### 6.2 Quality objectives and planning to achieve them

#### Quality objectives.

Quality Objectives, including those needed to meet requirements for product (see 7.1 a), are established at relevant functions and levels within the NOVIKONTAS. The Quality Objectives are measurable and consistent with the Quality Policy.

The **Quality objective of NOVIKONTAS** is to reach the level of service when the amount of raised nonconformity against established requirements will be equal to zero. Compliance with anti-bribery policy and procedure – 100%.

The **Quality Objectives of all Divisions** are:

- to build up the high effectiveness QMS, when average number of non-conformities will be not more than 0,3 for all external reports. The Company will strive to decrease this number every year;
- to deliver educational and training courses free of injuries. The Company will strive towards an injury free working and learning environment.


The **Quality Objective to business client evaluation** is to provide services on a level that the average mark of all services assessed in 90% of responses is “4” and “5” (“good” and “excellent”), and the average mark of each individual issue assessed in not less than 85% of responses shall be “4” and/or “5”. The issues which are assessed by “YES” or “NO”, depending on question asked, mark “YES” or “NO” (in positive meaning) shall be in 90% of responses.

The **Quality Objectives of NMC and MT** is to build up the quality of educational programs on the level, when all of the students will successfully pass exams after the completion of each educational module, qualification examination and get qualification diploma.

It is allowed, that 10% of all students will not pass the exam of each educational module from the first time.

It is allowed, that 5% of all students will not pass the qualification exam from the first time and 15% of all students will pass qualification exam on the mark lower than 7 (good).

But the company will strive to decrease the number every year, and as a result all the students will pass an exam from the first time on the mark 7 or higher.

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The **Quality Objectives of GWO, OPITO, IRATA, TC and PPP** is to build up the quality of educational and training programs on the level, when all the trainees, which have passed training course of educational module, will successfully pass a final test or an exam (if it applicable). It may be tolerated that 2% from total amount of participants would not pass a final test or an exam, but the company will strive to decrease the number every year, and as a result all the trainees would pass a final test or an exam.

## 7. Support

Director / Deputy Director and Council during Management Review determine and provide resources needed :

- a) to implement and maintain the QMS and continually improve its effectiveness, and
- b) to enhance customer satisfaction by meeting customer requirements.
- c) The capabilities of, and constraints on, existing internal resources;
- d) What needs to be obtained from external providers

### 7.2 Competence

The competence of personnel performing work affecting quality of training and education described in procedures, The Academic Staff Regulations, NMC Regulations, training and educational programs.

If new or existing personnel do not have required competences to achieve stated results or there are some activities of the company planned, where existing competence are not enough then it's necessary to:


- a) where applicable, provide training (formal or non-formal; internal or external) or take other actions to achieve the necessary competence;
- b) evaluate the effectiveness of the actions taken by means of observation of personnel performing their duties, audit of performance or any other applicable method/s;
- c) maintain appropriate records of education, training, skills and experience in Form #5 "Management Review" for administrative staff or in Form 9 for Assessment of Instructor Assistant

### 7.3 Awareness

To be sure that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, internal audits are conducted where it is audited that all personnel know the specific measurable objective(s) for the process that they work in.

**Reference** – Procedure №8; №9; №10; №12; №13; №14;40

### 7.4 Communication

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NOVIKONTAS determined and implemented effective arrangements for communicating with customers in relation to:

- a) Information about educational programs offered by NOVIKONTAS;
- b) information about training courses offered by NOVIKONTAS;
- c) enquiries, contracts or other handling, including amendments;
- d) customer feedback, including customer complaints;

Respecting the privacy of our clients (both, Companies and Seafarers) itself is a basic value of NOVIKONTAS. Informative, personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

**Reference** – Procedures № 21, 23, 24, 25

**Atsauce** – “Uzņemšanas noteikumi” uz katru akadēmisko gadu, “Sūdzību, apelāciju, pretenziju un priekšlikumu iesniegšanas kārtība”, “Padomes darbības nolikums”, “Nolikums par ārvalstu studentu imatrikulāciju”, “Studiju nolikums”, “Prakses nolikums”, “Nolikums par iepriekšējā izglītībā vai profesionālajā pieredzē sasniegto studiju rezultātu atzīšanas kārtība”, “Studiju kursu klausītāju reģistrēšanās un uzskaites kārtība”, “Studējošo Pašpārvaldes nolikums”, “Bibliotēkas nolikums”, “Nolikums par klientu apmierinātības noteikšanu”.

**Atsauce** – Procedūra Nr.18 „Izglītības process, vērtēšana un prakse”

### **8.3 Design and development of products and services**


NOVIKONTAS plans and controls the design and development of education and training programs in accordance with STCW Convention, Law On Institutions of Higher Education, Regulations regarding the State Standard for First Level Professional Higher Education, Vocational Education Law, Education Law, Maritime regulations, accordance with IMO Model Courses, Latvian Maritime Administration, Global Wind Organisation, OPITO, IRATA and other statutory and regulatory requirements, as well as customer requirements

Design and development validation shall be performed by Training Manager (TC, PPP, GWO, OPITO, IRATA), Head of Study Department (NMC) or Director (MT) in accordance with planned arrangements to ensure that the resulting education/training program is capable to meet the requirements for the specified application. Validation shall be completed prior to the implementation of the program course. Records of the results of validation and any necessary actions are maintained

Reference – Procedure 15

### **8.4 Control of externally provided processes, products and services**

Novikontas ensure at least the same control of externally provided training as training provided directly by Novikontas. Externally provided training must be included completely inside Novikontas QMS and this training should pass regular audits.

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### 9.3 Management Review

Top management of the NOVIKONTAS reviews QMS to find out if it achieves the expected results and meets the Law On Institutions of Higher Education, Education Law, Vocational Education Law, clients, ISO-9001 and other MET requirements. There are 3 types of reviews are used within the Organization:

- General Management review: is performed annually
- NMC self-evaluation report: is performed before accreditation of higher education institution
- NMC Study Direction self-evaluation report: is performed annually and published on Novikontas web-page

Records of the reviews are maintained

Reference – Procedure 4