

1. Course Title: Pre-Sea Rating Training (Steward)

2. Scope With reference to convention Imo Model Course: This course is designed to enhance the knowledge, skills and attitudes in overseeing restaurant operations in accordance with industry standards. It covers core competencies on operating a food outlet, preparing tenders for catering contracts, developing a food safety program and planning for coffee shop operations. It also includes competencies in workplace communication, teamwork, personal hygiene, safety in the use of hand tools and equipment.

3. Objective:

After completing the course the candidates should be able to acquire the knowledge, skills and attitude for the respective units of basic, common and core competencies intended for the Ship's Catering Program.

4. Course Outline Shore base & On board Training:

Subject Area			Hours	
			Lectures	Practical
1.	BASIC COMPETENCIES			
	1.1	Receive and Respond to workplace communication	7.00	
	1.2	Work with others	7.00	
	1.3	Demonstrate work values	14.00	
	1.4	Practice basic housekeeping procedures	17.00	
			<u>43.00</u>	
2.	COMMON COMPETENCIES			
	2.1	Observe Personal Hygiene	7.00	
	2.2	Practice Food Safety, Sanitation and Hygiene	11.00	
	2.3	Observe Catering Health and Safety Practices	6.00	
	2.4	Protect Marine Environment/Waste Segregation Management	7.00	
	2.5	Work Within Multi-cultural and Religious Environment	4.00	
			<u>35.00</u>	
3.	CORE COMPETENCIES			
	3.1	Perform mess hall service	16.00	
	3.2	Perform housekeeping services	27.00	
	3.3	Provide assistance in receiving and storing provisions and supplies	7.00	
			<u>50.00</u>	
4.	Visits			
	4.1	Ship Visit		4.50
	4.2	Visit for practical in any Tourism Hotel & Restaurant		13.00
				<u>17.50</u>
5.	English			
	5.1	Spoken English	27.0	
	5.2	Marine Vocabulary	7.50	
			<u>34.5</u>	
6.	Assessment			
	6.1	Item 01 to 03	5.25	3.00
	6.2	Item 05	0.75	
			<u>6.00</u>	<u>3.00</u>
Sub Totals			<u>168.50</u>	<u>20.50</u>
Total			189 Hours	

5. Competence Standard/Course Syllabus Checked with up-to-date STCW/IMO Model Course:

1. Basic Competencies – 43 Hours

Learning Objectives			Hours
1.1	RECEIVE AND RESPOND TO WORKPLACE		7.00
	1.1.1	Follow routine spoken messages	4.00
		<ol style="list-style-type: none"> 1. Required information is gathered by listening attentively and correctly interpreting or understanding information/instructions 2. Instructions/information are properly recorded 3. Instructions are acted upon immediately in accordance with information received 4. Clarification is sought from workplace supervisor on all occasions when any instruction/information is not clear 	
	1.1.2	Perform workplace duties following written notices	3.00
		<ol style="list-style-type: none"> 1. Written notices and instructions are read and interpreted correctly in accordance with organizational guidelines 2. Routine written instruction are followed in sequence 3. Feedback is given to workplace supervisor based on the instructions/information received 	
1.2	WORK WITH OTHERS		7.00
	1.2.1	Develop effective workplace relationship	4.00
		<ol style="list-style-type: none"> 1. Duties and responsibilities are done in a positive manner to promote cooperation and good relationship 2. Assistance is sought from workgroup when difficulties arise and addressed through discussions 3. Feedback provided by others in the team is encouraged, acknowledged and acted upon 4. Differences in personal values and beliefs are respected and acknowledged in the development 	
	1.2.2	Contribute to work group activities	3.00
		<ol style="list-style-type: none"> 1. Support is provided to team members to ensure workgroup goals are met 2. Constructive contributions to workgroup goals and tasks are made according to organizational requirements 3. Information relevant to work is shared with team members to ensure designated goals are met 	
1.3	DEMONSTRATE WORK VALUES		14.00
	1.3.1	Define the purpose of work	2.00
		<ol style="list-style-type: none"> 1. One's unique sense of purpose for working and the why's of work are identified, reflected on and clearly defined for one's development as a person and as a member of society. 2. Personal mission is in harmony with company's values 	
	1.3.2	Apply work values/ethics	4.00
		<ol style="list-style-type: none"> 1. Work values/ethics/concepts are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines. 2. Work practices are undertaken in compliance with industry work ethical standards, organizational policy and guidelines 3. Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines. 4. Company resources are used in accordance with transparent company ethical standard, policies and guidelines 	

	1.3.3	Deal with ethical problems	3.00
		<ol style="list-style-type: none"> 1. Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct are accessed and applied in accordance with transparent company ethical standard, policies and guidelines. 2. Work incidents/situations are reported and/or resolved in accordance with company protocol/guidelines. 3. Resolution and/or referral of ethical problems identified are used as learning opportunities. 	
	1.3.4	Maintain integrity of conduct in the workplace	3.00
		<ol style="list-style-type: none"> 1. Personal work practices and values are demonstrated consistently with acceptable ethical conduct and company's core values. 2. Instructions to co-workers are provided based on ethical, lawful and reasonable directives. 3. Company values/practices are shared with co-workers using appropriate behavior and language. 	
1.4	PRACTICE HOUSEKEEPING PROCEDURES		17.00
	1.4.1	Sort and remove unnecessary items	2.00
		<ol style="list-style-type: none"> 1. Reusable, recyclable materials are sorted in accordance with company/office procedures 2. Unnecessary items are removed and disposed of in accordance with company or office procedures 	
	1.4.2	Arrange items	5.00
		<ol style="list-style-type: none"> 1. Items are arranged in accordance with company/office housekeeping procedures 2. Work area is arranged according to job requirements 3. Activities are prioritized based on instructions. 4. Items are provided with clear and visible identification marks based on procedure 5. Safety equipment and evacuation passages are kept clear and accessible based on instructions 	
	1.4.3	Maintain work area, tools and equipment	4.00
		<ol style="list-style-type: none"> 1. Cleanliness and orderliness of work area is maintained in accordance with company/office procedures 2. Tools and equipment are cleaned in accordance with manufacturer's instructions/manual 3. Minor repairs are performed on tools and equipment in accordance with manufacturer's instruction/manual 4. Defective tools and equipment are reported to immediate supervisor 	
	1.4.4	Follow standardized work process and procedures	3.00
		<ol style="list-style-type: none"> 1. Materials for common use are maintained in designated area based on procedures 2. Work is performed according to standard work procedures 3. Abnormal incidents are reported to immediate supervisor 	
	1.4.5	Perform work spontaneously	3.00
		<ol style="list-style-type: none"> 1. Work is performed as per instruction 2. Company and office decorum are followed and complied with 3. Work is performed in accordance with occupational health and safety (OHS) requirements 	

2. Common Competencies – 35 Hours

Learning Objectives			Hours
2.1	OBSERVE PERSONAL HYGINE		7.00
	2.1.1	Practice personal hygiene and grooming	3.00
		<ol style="list-style-type: none"> 1. Personal hygiene is practiced to comply with the requirements of the ship's food safety program 2. Appropriate uniform is worn as required by ship's food safety program 3. Wearing of make-up, lipstick, nail polish, jewelry (except plain wedding band) is avoided 	
	2.1.2	Comply with food handling safety practices	4.00
		<ol style="list-style-type: none"> 1. Hand washing is practiced using prescribed procedure 2. Disposable gloves is used in handling ready to eat food 3. Cuts and sores are covered with clean water- proof dressing. 4. Health condition and/or illness is reported according to the ship's policy and procedures 	
2.2	PRACTICE FOOD SAFETY, SANITATION AND HYGIENE		11.00
	2.2.1	Practice food safety sanitation	4.00
		<ol style="list-style-type: none"> 1. Sources of food contaminants are identified. 2. Awareness of food safety practices to food contact surfaces is observed to prevent cross contamination. 3. Potentially hazardous foods are determined and appropriate measures are undertaken to prevent its consumption. 4. Cleaning and sanitizing tools and agents is maintained in accordance with ship's procedure. 5. Awareness of serving food at recommended temperature is practiced. 	
	2.2.2	Store food	3.00
		<ol style="list-style-type: none"> 1. Approved methods of refrigeration of food are complied with. 2. Dry storage of food is practiced according to instructions and procedures. 3. Food is covered and labeled prior to storage in accordance with ship's procedure. 	
	2.2.3	Practice cleaning procedure	2.00
		<ol style="list-style-type: none"> 1. Appropriate cleaning and sanitizing tools and agents are identified and handled based on cleaning requirements and manufacturer's instructions. 2. Cleaning and sanitizing is performed according to procedure 	
	2.2.4	Report pest infestation	2.00
		<ol style="list-style-type: none"> 1. Sign of pest infestation is identified and reported to concerned personnel. 2. Measures to prevent pests entering food premises are applied 	
2.3	OBSERVE CATERING HEALTH AND SAFETY PRACTICES		6.00
	2.3.1	Handle catering equipment	4.00
		<ol style="list-style-type: none"> 1. Catering equipment are cleaned and sanitized and dried in accordance with ship's standards. 2. Catering equipment is tested for functionality and breakage, malfunction or defects are reported in accordance with ship's standards and/or manufacturer's instructions. 3. Catering equipment are stowed in accordance with ship's standards and/or manufacturer's instructions. 	
	2.3.2	Prevent common accident in the work place	2.00
		<ol style="list-style-type: none"> 1. Common causes of accident/s in the galley are identified and preventive measures are discussed and undertaken. 	

		2. In case of fire in the galley, recommended fire extinguisher is used.	
2.4	PROTECT MARINE ENVIRONMENT / WASTE SEGREGATION MANAGEMENT		7.00
	2.4.1	Segregate waste	4.00
		<ol style="list-style-type: none"> 1. Waste is identified and sorted based on relevant regulations. 2. Sorted waste is segregated and placed in designated bins/containers in accordance with relevant MARPOL regulations and procedures. 3. Task is performed using the recommended Personal protective equipment (PPE) 	
	2.4.2	Package waste	3.00
		<ol style="list-style-type: none"> 1. Waste are sealed and packaged in accordance with MARPOL Annex V 2. Waste are labeled and placed in a location designated for the purpose 	
2.5	WORK WITHIN MULTI-CULTURAL AND RELIGIOUS ENVIRONMENT		4.00
	2.5.1	Recognize cultural and religious diversity among crew	2.00
		<ol style="list-style-type: none"> 1. Specific religious practices in terms of food preferences, prayer time and personal hygiene/ clothing are recognized and adhered to 2. Food preferences are identified and noted in accordance with crew's cultural, religious practices and beliefs 	
	2.5.2	Demonstrate sensitivity to specific cultures and practices	2.00
		<ol style="list-style-type: none"> 1. Verbal and non-verbal indecent language are known and avoided in accordance with crew's cultural, religious practices and beliefs. 2. Respect for cultural and religious diversity is shown in communication and interaction with the ship's crew 	

3. Core Competencies – 50 Hours

Learning Objectives			Hours
3.1	PERFORM MESS HALL SERVICE		16.00
	3.1.1	Set up table	3.00
		<ol style="list-style-type: none"> 1. Tableware is set-up according to ship's table setting standards. 2. Tables and chairs are cleaned and checked for damages and functionality 3. Condiments are set up in according to ship's table setting standards 	
	3.1.2	Serve food	4.00
		<ol style="list-style-type: none"> 1. Officers and/or visitors are greeted and assisted in sitting 2. Prepared food are checked for completeness and correctness before serving 3. Prepared food are served according to ship's service standard 4. Officers/visitors needs are checked from time to time until they moved out 5. Hot holding food equipment are monitored during service time 	
	3.1.3	Clear table	3.00
		<ol style="list-style-type: none"> 1. Unused/Soiled plates/ flat wares are bussed out 2. Condiments / shakers are removed from the tables and returned to designated storage 3. Tables and chairs are cleaned according ship's standard 	
	3.1.4	Wash used table ware and dispose waste	3.00
		<ol style="list-style-type: none"> 1. Table ware are scraped, sorted and stocked 2. Table ware are cleaned and dried according to ship's sanitation standards 3. Cleaned table ware are secured in designated storage area 4. Waste are disposed according to relevant regulations MARPOL requirements 	
	3.1.5	Prepare pantry area for service	3.00
		<ol style="list-style-type: none"> 1. Pantry area is cleaned all the time as per ship's sanitation standards 	

		<ol style="list-style-type: none"> 2. Availability of beverages, condiments and table ware in the pantry area is monitored daily 3. Pantry equipment is used properly in accordance with manufacturer's instruction or manual. 	
3.2	PERFORM HOUSEKEEPING SERVICE		27.00
	3.2.1	Perform cabin services <ol style="list-style-type: none"> 1. Linens and towels are changed as per ship's standard 2. Headboard, furniture, appliances and port holes are dusted as per ship's standard practice 3. Glasses, coffee cups, ash trays and utensils are cleaned, dried and stored 4. Cabin and toilets are cleaned as per ship's standard procedures 5. Vacuum cleaning is performed on all carpeted areas in the cabin 6. Bed setting is performed as per ship's standard 7. Cabin and toilet amenities are replenished as per ship's standard 8. Garbage are collected and disposed as per garbage disposal regulations 9. Soiled linens and towels are collected and sorted accordingly and readied for laundry 10. Furniture, appliances, light, and air vents are checked for defects and reported to concerned personnel 	8.00
	3.2.2	Clean assigned areas <ol style="list-style-type: none"> 1. Appropriate cleaning materials and equipment are prepared as per ship's cleaning procedures 2. Assigned areas and its contents are cleaned using appropriate cleaning equipment 3. Stripping and waxing of deck is applied according to ship's schedule 4. Air ducts, lights, walls and ceilings are cleaned as per cleaning schedule 5. Cleaning equipment are cleaned after use as per manufacturers' instruction 6. Toilet amenities are replenished as per ship's standard 7. Safety signage are placed in the areas to be cleaned 8. Garbage are collected and disposed as per garbage disposal regulations 	6.00
	3.2.3	Handle and dispose garbage <ol style="list-style-type: none"> 1. Garbage collected are secured and transported to designated garbage collection area 2. Garbage is segregated and stored according to type 3. Garbage disposal procedures is applied according to type 4. Garbage containers are checked for damages and cleaned and sanitized in designated garbage cleaning area 	4.00
	3.2.4	Launder soiled linen/special laundry items <ol style="list-style-type: none"> 1. Soiled linen/special laundry items are collected and sorted according to ship's laundry schedule. 2. Laundry equipment is checked before operation and used in accordance with manufacturer's instructions 3. Sorted soiled linen/special laundry items is washed using designated washing machine 4. Washed linen/special laundry items are checked for stains and damages and appropriate action is applied to remove stains 5. Linen/special laundry items are pressed/ironed, folded and stored according to type or delivered to owner 6. Any damage arising from the laundering process is recorded/reported to concerned personnel/ supervisor 	6.00

	3.2.5	Store cleaning materials and equipment	3.00
		<ol style="list-style-type: none"> 1. Cleaning materials and equipment are stored in the designated areas as per ship's standard 2. Cleaning materials are kept labeled with its original container 3. Usage of cleaning materials is monitored and recorded/reported to the supervisor 	
3.3	PROVIDE ASSISTANCE IN RECEIVING AND STORING PROVISIONS AND SUPPLIES		7.00
	3.3.1	Provide assistance in receiving provision and supplies	3.00
		<ol style="list-style-type: none"> 1. Trolley is prepared to transport provision and supplies as per standard operating procedures 2. Weighing scale is prepared and used in accordance with manufacturer's instructions 3. Inspected provisions and supplies are received in accordance with ship's standard 	
	3.3.2	Provide assistance in storing provision and supplies	4.00
		<ol style="list-style-type: none"> 1. Storeroom are kept clean and freed from obstruction 2. Provisions and supplies are transported and arranged in First In First Out (FIFO) order 3. Stocks Control System is identified and applied in accordance with industry practice 4. Task is performed using prescribed PPEs 	

6. Entry Standard, Selection Criteria of Students:

Passed secondary School Certificate
Age limits: 16-20 years.

7. Intake limitation, with specific mention Instructor-student ratio:

For practical Exercises student/teacher ration should not exceed 10:1

8. Qualification and experience of instructors:

Bachelor Degree with Training certificate on Catering (Steward) from any approved institute and at least 2(two) year service experience from any internationally recognized Hotel.

9. Qualification and experience of assessors: The practical exercises must be conducted and achievement of competency must be assessed under the supervision of a retained or serving fire fighter (or a person with equivalent qualifications and experience). The person conducting the practical training must be in possession of a recognized First Aid qualification. The ratio of staff to students for the practical exercises involving live fires or the use of breathing apparatus should not exceed 1:8.

10. Details Facilities & Equipment, materials and resources available for the training; Visual aids lecture Notes, Library facilities, Rental documents, Workshops Training Equipment: Navigational, Engineering, Communication, Seamanship etc:

TOOLS	EQUIPMENT	COOKING UTENSILS
Description	Description	Description
Paring knife	Reach-in freezer	Sauce pan w/ handle
Chef's knife	Reach-in refrigerator	Stock pots
Dough cutter	Burner stove top	Frying pan
Wire whisk	Oven	Colander

Can opener	Microwave oven	Cutting board
Soup Ladle	Heavy-duty dough mixer	Baking tray - small
Kitchen spoon	Exhaust hood	Utility tray - stainless
Thermometer	Blender	
Peelers		TRAINING MATERIALS/ RESOURCES
Skimmers spider	Kitchen Furniture/ Accessories	Manuals
Strainer	Working table (stainless)	Video (CD)
Tongs	Condiment cabinet	Handbook for sanitation
Turner	Hand washing Sink	Handbook for safety
Spatula	Stainless steel rack	Cleaning procedures manual
Wooden spoon	Weighing scale	
Piping bag		SAFETY
Pastry tubes	CLEANING MATERIALS	First Aid Kit
Measuring spoon	Detergent (liquid)	Fire Extinguisher
Floor Squeegee	Bleach solution (sanitizer)	Personal Protective Equipment (PPE)
Food Thermometer	Broom	
Oven Thermometer	Dust pan	TRAINING EQUIPMENT
Soup Cup	Garbage bin	Audio-video equipment
Flatware	Liquid soap dispenser	White board

11. Conduct of Training with number of classroom lectures, practical work use of simulator, video etc:

Day / Period	1 st Period 0900-0930	2 nd Period 0945-1030	3 rd Period 1030-1115	TEA BREAK 1115-1145	5 th Period 1145-1230	6 th Period 1230-1315	7 th Period 1315-1400
Sunday	ENG	ENG	SRS	TEA BREAK	SRS	SP	SP
Monday	ENG	ENG	SRS		SRS	SP	SP
Tuesday	PFC	PFC	PH		PH	SP	SP
Wednesday	PFC	PFC	PH		PH	SP	SP
Thursday	FP	FP	PH		FP	FP	FP

12. Total duration of Training; Duration of Practical's:

Theory- 156.5 hrs.

Practical- 14.5 hrs.

Assessment- 18.0 hrs.

13. Assessment procedure, whether independent of instruction or continuous performance evaluation:

Short answer, multiple choices, fills in the blanks, hot spot, true/false and brief type questions in a written test are used for assessment. Practical assessment includes direct observation, oral questioning, role-play and demonstration of ability under realistic situation.

14. Formats of certificate to be issued with correct reference to STCW and reference to approval and authorization by the Department of Shipping and contact point of the issuing institution for verifying authenticity:

Cert No : 2017.02.000135.R

DoS No :2017.02.000135.R

**PRE-SEA RATING TRAINING CERTIFICATE IN SHIP'S
CATERING SERVICES (STEWARD)**



This is to certify that,

Mr. EMDADUL HOQUE Son of **Mr. AZIZUL HOQUE** Date & Place of Birth **01-Jan-1998 & NOAKHALI** has successfully completed a course on **PRE-SEA RATING TRAINING CERTIFICATE IN SHIP'S CATERING SERVICES (STEWARD)** conducted at the **National Maritime Institute, Chittagong, Bangladesh.**

from 01-Feb-2017 to 24-Aug-2017

The course has the approval of the Department of Shipping, Government of the People's Republic of Bangladesh. The course has covered the following units of competency (in compliance to the requirements of MLC-2006).

BASIC COMPETENCIES

Receive and Respond to workplace communication.

Work with others.

Demonstrate work values.

Practice occupational health and safety procedures.

COMMON COMPETENCIES

Observe Personal Hygiene.

Practice Food Safety, Sanitation and Hygiene.

Observe Catering Health and safety Practices.

Protect Marine Environment/Waste Segregation Management.

Work With Multi-cultural and Religious environment.

CORE COMPETENCIES

Perform mess hall activities.

Perform housekeeping service.

Provide assistance in receiving and Storing provision and supplies.

Date of Issue : 28-Sep-2017



**CERTIFIED
TRAINING INSTITUTE**

15. Maintenance of records in Data-base for facilitation of checking including assessments:

NMI will maintain a data-base of all the students who have completed the course. The following records for each individual will be kept so as to ensure that the certificate is issued to a candidate who has met the requirements as laid down by the governing authority regarding issuance of a certificate on Bridge Resource Management.

- Application form
- Assessment papers after completion of course
- Attendance Sheet
- Attested Xerox copy of the issued certificates & licenses
- A registered data-base in hard copy and soft form

16. Internal Quality Standard System if any. Students Impressions, past results:

The institute maintains quality standard system ISO 9001:2008, Certified by DNV GL

17. Course notice served, course conducted as per course notice, progression report served:

Will be complied as per DOS Instruction.

18. Attendance of Students and Instructors:

Students and Instructor attendance sheet attached.



Annex- 03

NATIONAL MARITIME INSTITUTE

TRAINING RECORD

Instructor:

Venue:

Subject:

Brief description on training material:

Attendance:

Name & rank	Sign	Name & rank	Sign	Name & rank	Sign

Signature
Management Representative

Signature
Principal