



QforScan

Global Port Training

Auditor: Sonja Truyen

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Information about Qfor: <http://www.Qfor.org>*



DataScan

Date of certification: 10-01-2019

Presentation of the organisation

Official name of the organisation:	Global Port Training
Registered office:	Korte Wielenstraat 10 2030 Antwerp - Belgium
Contact address:	Korte Wielenstraat 10 2030 Antwerp - Belgium
Telephone:	03 544 71 07
Email address:	info@globalporttraining.com
Web site:	www.globalporttraining.com
Start year of audited activities:	2008
Current legal form:	nv - 2009
Name of director, position:	Lode De Bock - CEO
Contact person, position:	Jan De Swert - Office Manager
Audit date:	13-12-2018
Audit responsible:	Jan De Swert
Recognised by:	KMO-Portefeuille - Chèques-Formation
Company number:	BTW BE 0896.073.528
Place(s) of business:	2030 Antwerp - Belgium

General presentation

Global Port Training offers in-company training courses to companies where logistics processes play a significant role. It primarily focuses on the port and transport sectors, and its training courses are customized to the client's needs. Participants are trained in their own familiar working environment, and the regulations they are required to operate under are taken into account. The courses are given in their own company and country, so that they are able to work with the equipment they use on a daily basis. Global Port Training also has simulators that can be used during training. Courses are given in Dutch, English, French and German. The organisation has one in-house permanent trainer, and also relies on freelance trainers with over ten years of operational experience.

Activities

- Learning: in-company training for professionals in the port and logistics sector concerning logistics equipment operations, safety procedures and communication skills.

Assets of the organisation

Comprehensive intake process to identify the client's objectives - fully customised training courses - training courses take place in the participants' company and country - training courses can be given in several languages - significant flexibility - experienced and expert trainers with operational experience of at least ten years in the equipment for which they provide training - clear reporting per training programme and for each participant - has equipment training simulators at its disposal.

History and structure

Alain Roels, Lode De Bock, Erik Ost and Patrick Verresen founded Global Port Training in 2008. At the time, each of the partners had already accumulated several years of operational experience at the Port of Antwerp. The organisation was established under the legal status of a private limited company.

By founding Global Port Training they wanted to create added value for the logistics and transport sector. By offering customised training courses, where the trainer goes to the client's business and not the other way around, the organisation aims to distinguish itself from what the competition has on offer.

In 2009, Global Port Training expanded to include the Buysse and Partners Invest group and changed its legal status to that of a public limited company. Patrick Verresen resigned from the organisation in 2012.

Over time, Global Port Training has begun expanding its range of services. In addition to training, clients can now rely on the organisation for advice, manager and operator sourcing, and screening during the recruitment process of operators or managers. Global Port Training also has a research department. Only the customised training

courses are included in the scope of this audit.

The operational manager is Lode De Bock, CEO of GPT. He is assisted by one office manager, one administrative assistant and one trainer. These three are employed full-time at the organisation under permanent contract. Global Port Training also draws from a pool of around 20 freelance trainers who are responsible for teaching the training courses in Belgium and abroad.

Future developments

In the years to come, Global Port Training will continue pursuing the expansion of its range of training courses, to include adding more in-depth courses to this range on behalf of its domestic and foreign clients. During this process, the focus will primarily be on foreign port companies.

The organisation has developed special software to support traffic management systems at terminals. Using vehicle positioning, a proposal was made to increase safety at the terminal and reduce potential bottlenecks during loading and unloading of cargo. This software will continue to be optimised by Global Port Training. There is also an update planned in the near future for the 3-D operator selection test used by the organisation, which will lead to the launch of the next version.

In the coming years, the design and development of a Virtual Reality Simulator will become one of company's key priorities.

Global Port Training also aims to simplify its administrative processes and seeks to make them less labour-intensive. To make this a reality, new software will be commissioned in the period ahead. To provide the team with additional reinforcement, Global Port Training will recruit another administrative assistant and a French-speaking trainer.

There are also plans to launch a new website in the near future that will boost the organisation's external communications.

Size of the audited activities

Size of the activities expressed in number of days

Fields	in-company courses	Total
Communication skills	14	14
Presentation skills	10	10
Managing conflicts	4	4
Security, Environment and Quality	12	12
Safety	12	12
<i>Prevention and intervention</i>	12	12
Production and Logistics	910	910
Transport and logistics	910	910
Total	936	936

Client base

Number of different clients

2018:	S (26 - 60)
2017:	S (26 - 60)
2016:	S (26 - 60)

Language

expressed in: number of days or hours

English:	62 %
Dutch:	29 %
French:	8 %
German:	1 %

Comments

The language used during the courses is often English.

Type of clients

expressed in: number of days or hours

Direct final clients:	81 %
Clients for whom the organisation works as subcontractor:	19 %

Profile of persons

expressed in: number of days or hours

VSE business managers:	5 %
White collar workers:	3 %
Blue collar workers:	92 %

Activity sector

expressed in: number of days or hours

Industry:	22 %
Transport:	28 %
Others:	50 %

Comments

Global Port is mainly active at port companies. These were registered under the category 'Other'

Size of businesses/bodies

expressed in: number of days or hours

fewer than 50 employees:	2 %
50 or more but less than 250 employees:	42 %
250 employees or more:	56 %

Recent references mentioned by the organisation:

Kone Cranes Port Solutions - De Coninck - Vinçotte Academy - Consortium Antwerp Port - Boels Training - Bolloré - CFL-Multimodal - Gosselin - Renory SA

Human resources

Summary table of staff members

	Permanent staff members		Regular and occasional staff members		Total
	#	fte	#	fte	fte
Consultants	1	1,00	21	3,00	4,00
Non-Consultants	3	3,00	0	0,00	3,00

Legend: #: number of different individuals; FTE: number of full time equivalent

Stability of the team of permanent consultants

Average seniority of consultants (in years):	5,00
Number of consultants who have left over the last 12 months:	2
Number of consultants recruited over the last 12 months:	2

Overview of consultants' learning and professional background

Most instructors have at least ten years of operational work experience at the Port of Antwerp, while the other trainers have accumulated a minimum of five years of operational experience in logistics and lifting activities. All trainers are VCA-VOL certified and have followed an (internal) "train the trainer" course. All GPT trainers regularly receive additional training in the latest techniques.

Internal quality monitoring

To ensure that knowledge is kept up to date, Global Port Training organises 'train the trainer' and communication training courses for both internal and freelance trainers alike. Information sessions are held on a regular basis. These sessions inform them about the necessary updates and changes to their specific jobs.

At the end of each day of training, the trainer draws up a training report for each of the participants. Once a training programme has finished, these reports are then delivered to the client.

Participants are also given the opportunity to assess the training by filling out an assessment form. These forms will be reviewed by the organisation and, if necessary, any adjustments or action required will be taken. For training courses involving more than three trainers, a coordinator responsible for the administrative follow-up is always present on site. This enables the client to monitor its employees and their training in real time. After the course, Global Port Training provides the client with a comprehensive report.

Qfor ClientScan

Learning

This summary is based on the answers of a sample survey selected by the auditor out of a complete list of clients for the period of 01-11-2017 to 31-10-2018.

During the audit visit, the auditor has verified by random sampling the completeness of the client list on which the client survey is based.

Number of clients selected and questioned by the auditor: 8.

Client satisfaction survey period: from 28-11-2018 to 05-12-2018 inclusive.

From contacts with clients it emerges that clients are satisfied to very satisfied with the organisation and services that it provides.

The organisation and its learning activities meet the Qfor ClientScan version 4 standard.

Results

Scores	n/a	1	2	3	4	5	6	7	Averages
General impression	-	-	-	-	-	1	4	3	6,25/7
Preparation	-	-	-	-	-	3	5	-	5,63/7
Implementation	-	-	-	-	-	5	2	1	5,50/7
Project management	-	-	-	-	-	3	4	1	5,75/7
Tools & reporting	1	-	-	-	-	5	2	-	5,29/7
Trainers / consultants	-	-	-	-	-	1	7	-	5,88/7
Project monitoring	-	-	-	-	-	2	6	-	5,75/7
Organisation contact	-	-	-	-	-	1	6	1	6,00/7
Logistics & administration	-	-	-	-	-	7	-	1	5,25/7
Quality-price	-	-	-	1	-	5	2	-	5,00/7

Legend

Observations have revealed that for this point the organization is:

- very weak
- weak
- nor good, nor bad
- good given a few remarks
- good without remarks or very good with remarks
- very good without remarks or enthusiast with remarks
- so good, that it is beyond the expectations
- non applicable

Percentage general satisfaction : 99%

Percentage of interviewed customers whom satisfaction is minimum 4/7.

The above-mentioned percentage is comparable to the percentage of the version 3 of Qfor.

The percentages mentioned hereunder correspond to the version 4 of Qfor and do not exist in version 3. A comparison is not possible.

Global satisfaction: 82%

Weighted average that expresses the global satisfaction

Level of homogeneity: 90%

Level of cohesion of the results of the individual customers with the global satisfaction

Qfor Score: 81%

Revised score based on measurement type, calibration and type of service.

Summary:

In most cases, clients have already been working with Global Port Training for a number of years. One client has only entered into a collaboration for the first time. Clients are introduced to Global Port Training through a web search, a positive reference, or because they know one of the managers. Prior to the start of a new course, there are usually one or more exchanges between the client and Global Port Training. During these conversations, the content, practical terms and conditions and the specific needs of the client are mapped out. The input derived from these discussions forms the basis of how Global Port Training will customise the training course. As a result, the client receives a clear proposal and a corresponding price quote. Clients who repeatedly order a specific training course indicate that they primarily maintain contact by e-mail to schedule a training course. The reply and confirmation they receive by e-mail usually takes place in a reasonable amount of time.

The training's approach to content has been assessed as satisfactory to very satisfactory. The courses contain a combination of theory and practice. However, the emphasis is mainly on the practical application of what has been learnt. This practical application primarily involves working with real equipment or simulators. In most cases training courses are fully customised to the needs and preferences of its client and its employees. Sometimes a training course consists of standard modules. The training courses are interactive and leave sufficient room for questions.

The practical arrangements go according to plan. The duration of the courses ranges from one day to several days or weeks. The duration of the training and the group size have been assessed as satisfactory. Some of the clients surveyed appreciate that the organisation also provides interim feedback on the course's progression where longer training courses are involved. Global Port Training is highly flexible when it comes to scheduling dates. The company quickly adapts to any requested changes and creates a new schedule accordingly on these changes. It respects agreements that have been made.

As a rule, the material used is regarded as satisfactory. The trainer uses a PowerPoint presentation and based on the feedback of some clients, participants also receive a copy of this. Some training courses also use a manual or a syllabus. The latter is fully customised by Global Port Training.

Global Port Training trainers are able to count on a satisfactory to very satisfactory assessment. They possess the knowledge and experience required. A big point in the trainers' favour, and one which is highly appreciated, is their consistent ability to successfully adapt to the target audience and the specific situation. They are perceived to be competent, professional, open to feedback and committed.

The evaluation of the training courses along with the follow-up by Global Port Training are regarded as satisfactory to very satisfactory. The participants receive satisfaction surveys from the organisation, which are also delivered to the client once the training is over. Some clients mention that they receive reports at the end of the course. In these reports, the trainer traces the participants' development, and if an exam has been taken, these results are also included. If the participants pass, the client will also receive certificates to this effect. Normally participants also receive the trainer's contact details should they have any questions after the training is done. As a rule, the clients and Global Port Training meet annually and/or at the end of a training cycle to discuss the training or the collaboration in general.

Communication with the organisation is good to excellent. The clients have, depending on the question they are dealing with, one or more contact persons. E-mails or telephone calls are quickly responded to. The communication is evaluated as professional and pleasant.

The administrative follow-up meets expectations. The training courses take place at the client's premises, both in Belgium and abroad. Invoicing is correct and in accordance with the agreements made. Customers receive attendance lists, assessment forms, certificates and reports fairly quickly after completion of the course.

With one exception, all clients surveyed expressed a favourable to very favourable opinion on the price-quality ratio. The quality that clients receive is proportional to the price paid. One person agrees that the organisation does provide high-quality training but thinks that the courses could be offered at a lower price as well.

Global Port Training leaves a favourable to very favourable impression. The organisation offers high-quality training courses that are customisable. It offers proper service and follow-up and also demonstrates considerable flexibility with regard to scheduling the dates of training. Open communication and the trainers' competence and experience, along with their willingness to think along with the client are also seen as a serious advantage. One client suggested that more English-speaking trainers ought to be hired, while another said it would be helpful if the organisation also had its own training centre. All clients would be willing to recommend Global Port Training. Some have already done so.

General

Audit scope

The audit relates to the following services:

- Learning: in-company training for professionals in the port and logistics sector concerning logistics equipment operations, safety procedures and communication skills.

Visit to the organisation

During the visit, the auditor has verified by random sampling the information that is written in this audit report.

Qfor Certification

On the basis of controls conducted by the auditor, the Certification Commission has decided that the audited organisation and its activities meet the Qfor ClientScan standard version 4.

Date of certification: 10-01-2019

Validity period: from 10-01-2019 to 10-01-2022.

Comments

The organisation has a public training course selection and also offers training as part of the compulsory in-service training of professional drivers. It also provides advice, carries screening out in the context of recruitment assignments for managers and operators and makes the option of insourcing managers and operators available. None of the activities listed above are part of the scope of this audit.

The validity period is the maximum duration of validity.

Auditor

Sonja Truyen