



ISF Group
Since 2000



ISF MS is ISO 9001:2015 certified

Innovative, Strategic, & Futuristic Solutions

*for
transforming work culture,
enhancing talents, and
boosting performance*

We Serve... We Care...

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Our Comprehensive Portfolio

Maritime and Offshore Training

(Engineering, Nautical, HSSEQ, HR)

Value-addition courses | E-learning | Distance learning

Management and Soft-skills Training

Academic Partnerships

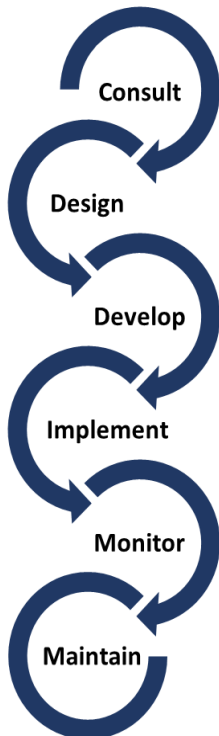
Research and Publications

Digital Solutions

Management Consultancy

Audits and Inspections

ISF Group's Unique Transformational Methodology



Consulting your organization in its future ventures, vision and dream work culture. Understanding your organization and diagnosing the problems by the way of audits, inspections, surveys and investigation.

Designing knowledge solutions that are tailor made to suit your organization and bridge the gaps and problems.

Developing solutions in the form of training, consultancy, digital in close association with your organization.

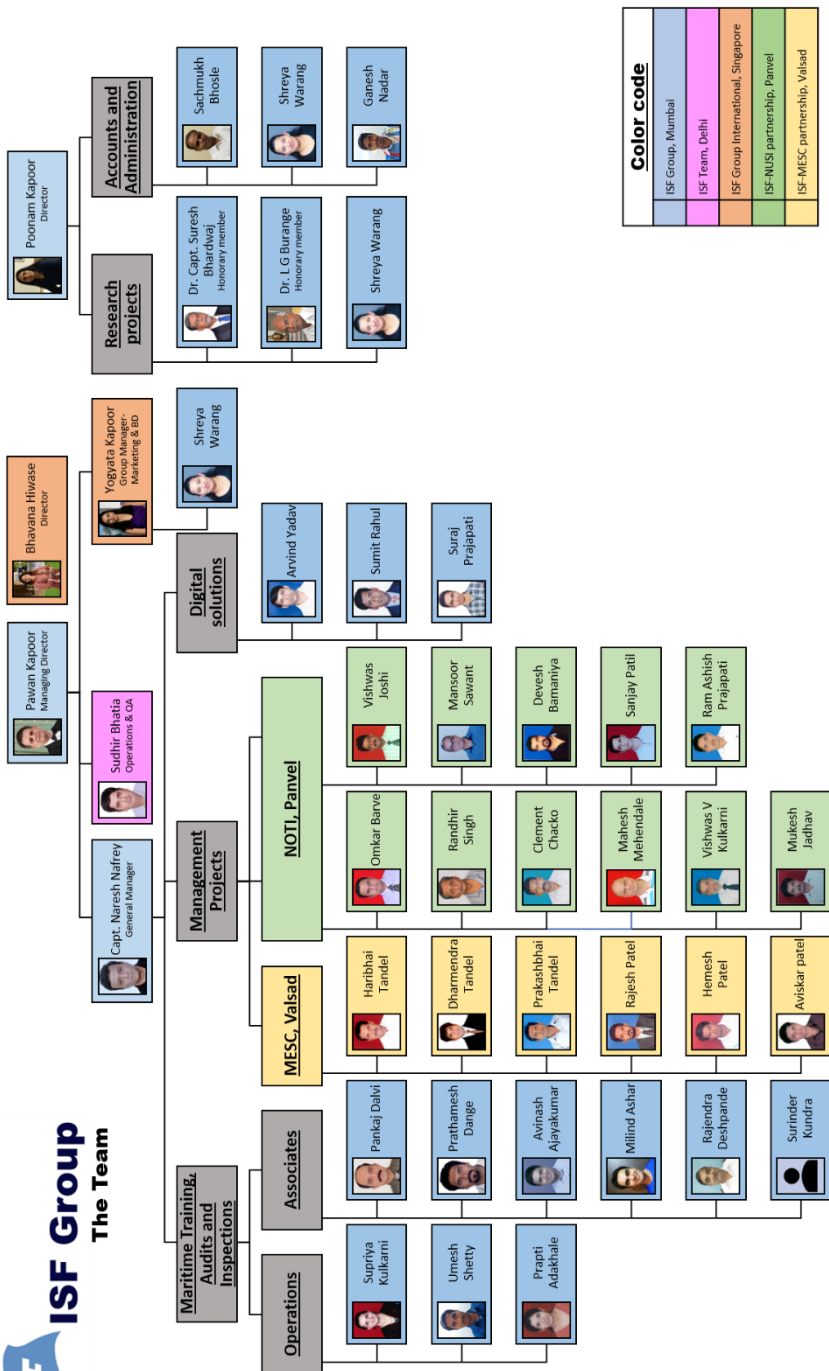
Implementing the custom-made solutions to the organization to transform business, workforce productivity and work culture.

Continuously monitor the changes and solutions and continually upgrade them.

Help your organization maintain the transformation steadily and effectively.

ISF Group – Noteworthy Clients





Case studies and Innovative projects at ISF

1.	Management, HR and Soft Skills Training for the Maritime Industry	7
2.	Inhouse Technical Courses	8
3.	Initiating the Concept of Onboard Training for Operational Skill Development of Seafarers.	9
4.	Revolutionary E-Learning Products and Systems	10
5.	Conceptualization of Systems for Academic Management of Institutes	11
a.	Academic Partners with NUSI Offshore Training Institute- NOTI, Panvel	11
b.	Academic Partners with Mohamed Ebrahim Serang Centre- MESC, Valsad.....	11
c.	Scorpio Marine Management - Engineering Training Unit	12
6.	Revolutionary Online Portals and E-Systems	13
7.	Consulting in Quality Management Systems	14
8.	Audits, Inspections & Surveys	15
9.	The Research Division of ISF - IIRE.....	16
a.	Compensation and Benefits Surveys.....	16
b.	Benchmarking of Maritime Training Institutes	16
c.	IIRE Journal of Maritime Research and Development (IJMRD)	17
d.	ISF Working Paper Series (ISFIRE).....	17
e.	Publication of Books	17
	About ISF Group	18
	Founder and CEO - ISF Group	19

1. Management, HR and Soft Skills Training for the Maritime Industry

ISF has been a pioneer and a leading expert in training the maritime industry in management skills and soft skills. The training programs are all about developing the human potential catering not only to professionals but also those who are about to enter the corporate world. ISF has an array of effective training programs developed through extensive research and valuable industry experience. The training modules have been tested and successfully delivered to middle level and senior level managers in various companies. ISF has trained over 2000 officers and corporate professionals in HR and soft skills.



ISF has designed and delivered training programs in

- Negotiation skills
- Lead generation
- Planning and organization
- Stress management
- Team building and leadership
- Emotional intelligence
- Interpersonal skills
- Time management
- Change management
- Performance improvement
- Presentation skills
- Communication skills
- Anger management
- Managing meetings

2. Inhouse Technical Courses

In 2013, ISF embarked on a new project to create a laboratory to training engineers in Electricals, Electronics, Process Control and Automation. The laboratory was created indigenously with equipment that can be used to study, create and troubleshoot. ISF has managed to train over 500 engineers successfully so far. The training focussed on many details such as successful studying of electrical and logic drawings to troubleshoot problems, wiring and troubleshooting a PLC based circuit, PID tuning, understanding electronically controlled engines and wiring, understanding of higher-level automation systems like DCS and SCADA, etc.



ISF holds many extensive technical programs:

- Automation and controls
- Electricals
- Electronics
- Electronically controlled diesel engines
- Boiler automation system
- ME maneuvering system
- Purifier operating system

3. Initiating the Concept of Onboard Training for Operational Skill Development of Seafarers.

Considering the logistical problems associated with conduct of shore-based training programmes in times of rapid growth of the industry, ISF Maritime Services was one of the first companies to launch the concept of onboard training in 2004.

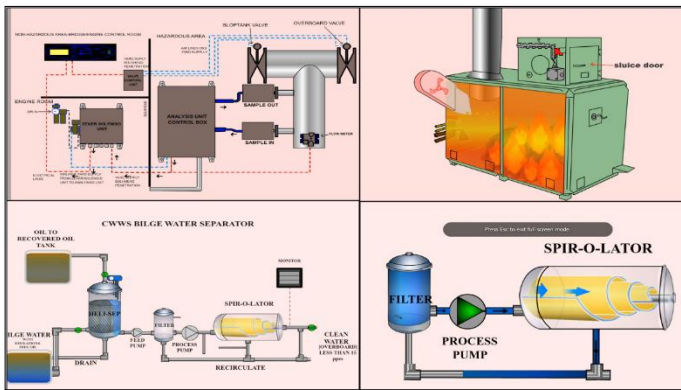


ISF has till date conducted onboard training on close to 130 ships. The modules covered have varied depending on the needs of individual client. From nautical, cargo work and engineering, to safety, security and quality related modules have been conducted on board by experienced Master and Chief Engineers.

The Onboard training modules include: Cargo Matters, Safety and Safety Management Systems, Navigation Skills, Interaction with external bodies (PSC/ Vetting/ Flag State etc.), Mooring Practices, Machinery Room (Hydraulics and Electrical), Environmental Control and Energy Conservation, Safety and Security Drills, Preparing vessels for Vetting and Inspections, Communication skills, etc.

4. Revolutionary E-Learning Products and Systems

In 2009, ISF ventured into developing a new division: to conduct training online and through computer-based systems. Today, ISF has its own e-learning portal www.ispelearning.net. The portal hosts a variety of training modules and assessments and has trained over 2000 officers from about 20 companies since then through the portal. ISF has indigenously developed interactive training modules with animation and videos. ISF also developed assessment programs for various skills for the Maritime and Offshore sector that can be used to evaluate officers of every rank.



The ISP online portal includes:

- Cadet Selection tests
- Competence assessment program (maritime and offshore)
- Aptitude tests
- Psychometric tests
- Over 50 training modules in HSSEQ, Marine Engineering, Nautical, and HR

5. Conceptualization of Systems for Academic Management of Institutes

ISF group has comprehensive experience and knowhow of development and operations of training and educational establishments, and has used it effectively to design framework, systems and execution and management methodologies for third party education and training management. Current clientele includes:

- a. Academic Partners with NUSI Offshore Training Institute- NOTI, Panvel (*biggest offshore institute in India*)
- b. Academic Partners with Mohamed Ebrahim Serang Centre- MESC, Valsad (*leading non-profit training centre*)

ISF group has been an academic partner with NOTI since 2013. ISF later also partnered with MESC in 2016. ISF has been the designer and implementer for academia and knowledge for both the institutes. ISF has identified training needs and industry requirements in the future to develop training matrices and to design, develop and implement training programs for

NOTI and MESC. ISF also assists in procurement of training aids and by continual support through monitoring processes and tracking.

The Offshore courses developed include Handling, Oilfield Navigation, Offshore Anchor Handling, Offshore Crane Operations, Propulsion and Electrical Systems Induction Training, Dynamic Positioning, Remotely Operated Vehicle Pilot Training, *etc.* The Skills Development Programs



NOTI Dynamic Positioning Simulator



NOTI Bridge Simulator

include Pumpman's Skills, Lathe and Welding, programs tailored for deck and engine ratings, *etc.* Other than the academic management, ISF also supports HR functions for equipping the institute with trained faculty and academic support staff, and conducts training the trainer programs.

c. **Scorpio Marine Management - Engineering Training Unit**
(Scorpio is a leading ship owning and management company)














In 2017, ISF Group collaborated with Scorpio Marine Management as academic/training partners. ISF Group has assisted to setup an inhouse training facility for training engineering staff on ME engines, Electrical, Electronics and Automation and Controls. The program developed is highly customized for meeting all the requirements of Scorpio for various levels. ISF has also developed suitable equipment, software, *etc.* for effectively supporting the theoretical aspects of the program, for developing skills in trouble shooting, *etc.*

The entire process included ISF conducting workshops to identify the wish list, training needs and training gaps. Subsequently ISF was involved in a consultant's capacity to develop the entire training material, software and support in development of the training facility.

Once the laboratory is fully ready, ISF would play the role as the Training Partner to the project for a specified period for delivering the course on regular basis and upgrading the material based on the feedback and the experiences from vessels.

6. Revolutionary Online Portals and E-Systems

Since 2009, ISF has developed innovative online web-based systems for major shipping companies which are tailor made and autonomous: pre-joining briefing, competency management, assessment management, learning management, etc.

<u>Companies</u>	<u>Custom Web Portal developed by ISF</u>
	A customised portal was developed for ABS for online assessment of candidates being recruited for ABS's Aramco project; over 400 candidates underwent testing on this system.
	A customised e learning portal with a host of learning modules, pre-joining briefing and SMS familiarization system.
	A company specific online assessment system for testing knowledge of staff joining different types of offshore vessels like AHTS, MSV, PSV, DP II, <i>etc.</i>
	A company specific online assessment system for testing knowledge of staff joining different types of offshore vessels like AHTS, MSV, PSV, DP II, <i>etc.</i>
	A comprehensive and customised online Competence Management system which covers selection, appraisals, training need analysis and online learning. Also included is the SMS familiarization system.
	A comprehensive website of the institute with a course booking system.
	A customised online assessment for testing staff applying for various jobs on board FPSOs for V ships.
	A comprehensive, company specific pre-joining briefing system which includes SMS familiarization, briefing notes familiarization and objective and descriptive tests to assess each candidate's comprehension. Only successful candidates are cleared for joining vessels.
	A company website which includes a pre-joining briefing and SMS familiarization system.
	A customised e learning portal with a host of learning modules, pre-joining briefing and SMS familiarization system.
<u>Custom smart-phone app developed by ISF</u>	
	A simple Android app to conduct audits and vessel inspections with a complete website interface and full autonomy.

7. Consulting in Quality Management Systems

Since its inception, ISF has gained vast experience in developing and implementing management systems for its clients across the globe. Following clients have been served in this area since 2004:

S.N.	Clients	Scope of work	Year Completed
1	Orient Express Ship Management – Mumbai and Kuala Lumpur Offices	Complete set of documentation in line with ISO 9001, ISM Code.	2006
2	Accord Ship Management, Mumbai	Complete set of documentation in line with ISO 9001, ISM Code.	2007
3	KC Maritime - Hong Kong	Complete set of documentation in line with ISO 9001, ISM Code, ISO 14001, 18001 OHSAS.	2009
4	Seaways International – Dubai and Singapore	Complete set of documentation in line with ISO 9001, ISM Code, ISO 14001, 18001 OHSAS.	2011
5	Western Shipping Pte. Ltd – Singapore	Complete set of documentation in line with ISO 9001, ISM Code, ISO 14001, 18001 OHSAS, MLC, TMSA.	2013
6	Thome Group – Singapore	Restructuring of documentation of 3 companies in line with ISO 9001, ISM Code, ISO 14001, 18001 OHSAS, MLC, TMSA, SEEMP.	2013
7	Triton Maritime – Mumbai	Complete set of documentation in line with ISO 9001, ISM Code, ISO 14001, 18001 OHSAS, MLC.	2013
8	NUSI Offshore Training Institute, Mumbai	Complete Set of Documentation in line with DNV MTP Rules.	2014

8. Audits, Inspections & Surveys

ISF Group, has a team of professionally qualified, experienced and dedicated staff having extensive knowledge and experience in context to the operations, upkeep and management of vessels, together with adequate knowledge and experience on the commercial aspects of merchant shipping.

The services are tailored to include consultation, marine surveying, appraisals and claims adjusting. We offer our expertise and assistance to Vessel Owners/Managers, Charterers, Charterer's agents, Cargo Underwriters, Shippers and Cargo owners, H&M Underwriters, Protection & Indemnity (P&I) Clubs, Maritime Solicitors, loss/average adjusters, government regulatory bodies and other parties of interest. The team also conducts inspections, statutory audits for ship owners and managers along with crew performance audits and rating services.

Since 2000, ISF has conducted over 200 audits and surveys for major companies including: Western Shipping, Fleet Management, ECM Maritime, MMS Pvt. Ltd, Tipco Maritime Co. Ltd., Oman Ship Management Company, MMSI, FMTI, etc. The key services offered are:

Audits and Inspections

- ✓ Internal ISM Audits
- ✓ ISPS Audits
- ✓ TMSA navigation audits
- ✓ ISO 9001-2015 audits for offices
- ✓ ISO 14001, 18001 OHSAS
- ✓ Third party operational audits
- ✓ MLC standards
- ✓ Navigational audit
- ✓ Environmental management system audit
- ✓ Voluntary environmental compliance program audit
- ✓ Vessel general permit audit

Surveys

- ✓ Accident / machinery damage surveys
- ✓ Vessel condition surveys
- ✓ Pre-purchase surveys
- ✓ Draft surveys
- ✓ Bunker surveys
- ✓ Cargo surveys
- ✓ Pre-shipment/delivery and trans-shipment Surveys
- ✓ Condition / damage surveys
- ✓ Pre-shipment lashing / securing Surveys
- ✓ On and off-hire surveys
- ✓ Pre-loading hold / cargo gear condition surveys
- ✓ Bulk liquid surveys
- ✓ Salvage / environment pollution damage surveys
- ✓ Pre-entry [insurance] surveys
- ✓ Risk assessments and risk management

9. The Research Division of ISF - IIRE

In 2013, ISF Group established a research institute: ISF Institute of Research and Education (IIRE). IIRE is a non-profit unit of the ISF Group dedicated to developing and delivering integrated educational and research programs. IIRE is actively involved in research programs and benchmarking surveys for the Maritime Industry. IIRE has also published peer reviewed journals, working paper series, white papers, training materials, and application notes.

a. Compensation and Benefits Surveys

One of the big research projects conducted by IIRE is the Compensation and Benefits Surveys running since 2009. The survey is a wages benchmarking survey conducted annually for the for the sailing officers in various ranks of all types of merchant vessels of foreign shipping companies. In the 2017 survey, 44 shipping companies participated. The report of the survey has become necessary for the industry players helping them in positioning themselves with regards to wages of seafarers.



b. Benchmarking of Maritime Training Institutes

IIRE recently also conducted the research and survey of benchmarking the Maritime Training Institutes. The purpose of this survey is to formally identify institutes that deliver quality education and training. These institutes form part of preferred institutes on MASSA/FOSMA websites.

To attract studies from working research scholars, IIRE set up the IIRE Journal of Maritime Research and Development (IJMRD) and the IIRE Working Paper Series (ISFIRE).

c. IIRE Journal of Maritime Research and Development (IJMRD)

The IJMRD is a platform for publication peer reviewed of articles, manuscripts, technical notes, etc. on a wide range of Maritime related topics. The first IJMRD Journal was launched in MASSA Mumbai Annual Function in October 2016. Since then 4 issues have been published with high quality cutting-edge topics. The IJMRD is an ISSN registered journal.



d. ISF Working Paper Series (ISFIRE)



ISFIRE is a platform for authors in Economics to publish their research/book chapters, academic articles, reviews/notes which are under submission, or forthcoming elsewhere. The papers are reviewed by experts and eminent academicians. The first ISF Working Paper Series was published in April 2013 and its

ISSN Number was received on 7th August 2015.

e. Publication of Books



ISF has been an open and welcoming platform for authors as well. ISF supports the author by designing covers, proof reading, copy-editing and layout editing. We also have an ISBN number for publications and distribution support through our association

with online book stores. We have helped our authors by launching and showcasing their work at popular events.



About ISF Group

ISF Group International & ISF Maritime Services

Since its inception in the year 2000, the ISF Group has expanded its philanthropic activities addressing human concerns and evolved to becoming a comprehensive knowledge-based group comprising several professionally managed entities.

The group has rich experience of providing Management and Consultancy, Academic Management, Technical Management and Learning & Development solutions for addressing various needs.

ISF Group believes in creating value for its customers and stakeholders by providing innovative services and solutions that are based on cutting edge research. The R&D activities of the Group are channelized with exclusive focus on leveraging innovation and creativity of the scientific, technical and management resources across the globe. The group facilitates converting the generated body of knowledge into practical use through development of innovative products, services and solutions.

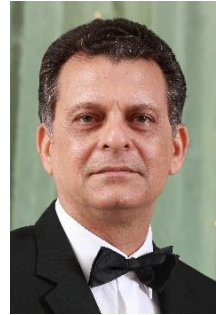
These Services are offered to the customers through its Flagship entities:

- ISF Maritime Services Pvt. Ltd. Established in 2004 and based in Mumbai, and its 100% owned subsidiary. ISF Maritime Services is an ISO 9001:2015 certified company by DNV-GI.
- ISF Group International Pte. Ltd., based in Singapore.

ISF has dealt with major ship owners and ship managers across the globe. ISF has dealt with around 5000 seafaring officers and office staff for training, consultancy, and management. ISF has set a strong foot in the maritime industry since its inception.

Pawan Kapoor

Founder and CEO - ISF Group



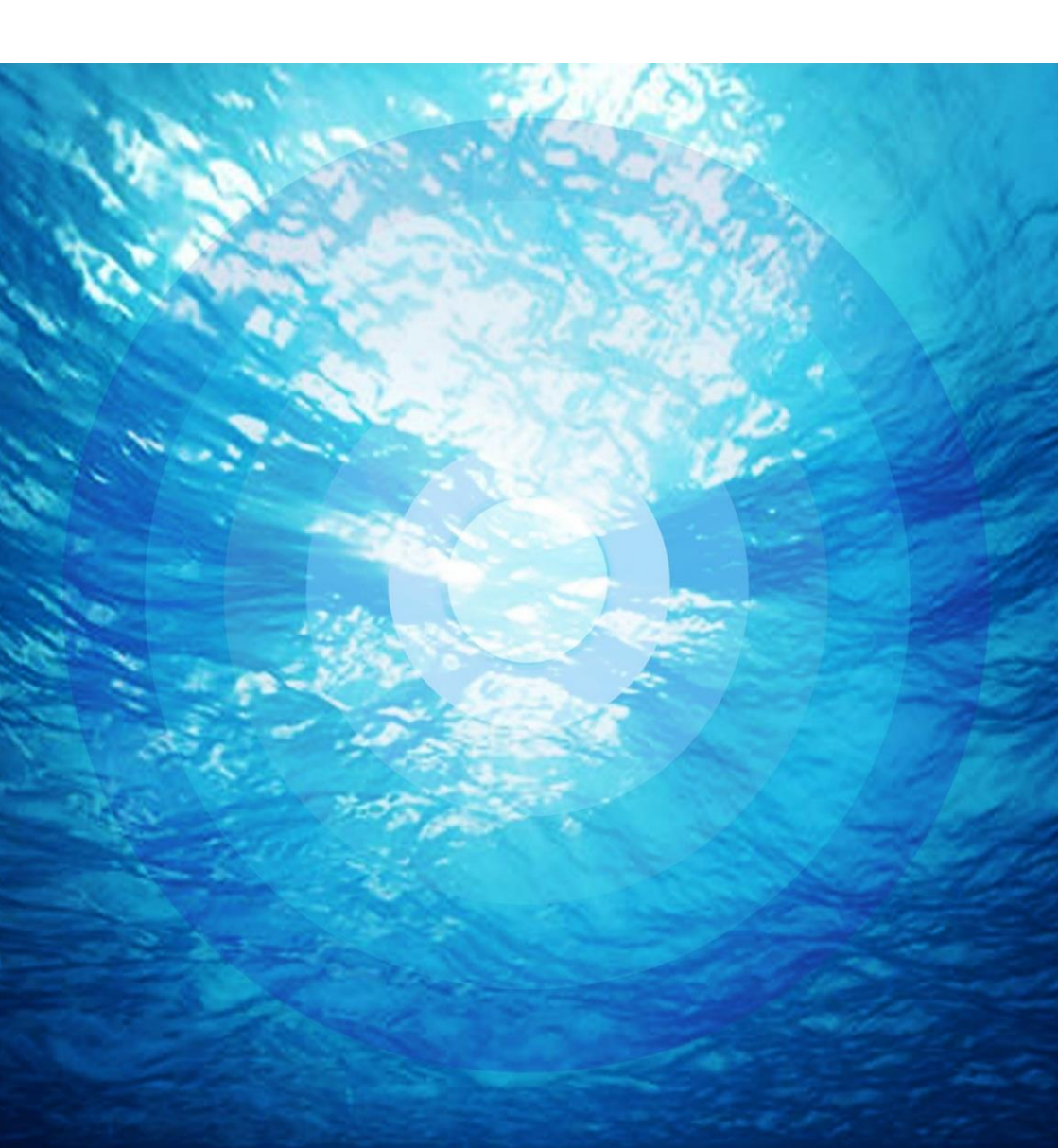
Mr. Pawan Kapoor, the Chairman and Managing Director of ISF Maritime Services Pvt. Ltd (Est: 2004), Chief Executive of ISF HR Services (Est: 2003), and Founder & Trustee of Inner Search Foundation – A charitable trust (Est: 2000), has vast and varied working experience of over 38 years in the maritime industry of which 28 years has been with maritime education, training, quality assurance, development and management of organizations and related activities. The ISF Group offers a wide range of services in the maritime and allied sectors.

The highlights of his 27 years' shore career have been the development of the International Maritime Training Centre - IMTC (formerly known as the Indian Maritime Training Centre), which he was also leading from 1998 to 2002. He was then the Chief Executive of the Tolani Maritime Institute, the premier private maritime institute in Pune, India, spread over 120 acres with over 100 staff and 700 students. Besides various academic and infrastructure developmental tasks at the institute, he spearheaded the change management program to provide the institute a university like organizational structure.

Mr. Kapoor is a certified trainer. Besides teaching marine engineering subjects, his experience of developing and running organizations, and interacting closely with management gurus of the well-known IIM Ahmedabad, has provided him with the expertise in training in management and human resource areas too.

Through various human resource and management programs in maritime and offshore sector, he has trained close to 2000 people till date. These include professionals with seafaring as well as non-seafaring backgrounds. He also continues to guide engineers for developing their competence and conducts several value addition programs for deck and engineering staff.

He is a lead auditor of ISO systems and has been consulting companies in development and restructuring of their systems to meet customer and internal requirements.



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