Frequently asked questions
Frequently asked questions about our Offshore, Maritime and Wind courses.
Falck Safety Services in the Netherlands

GENERAL

Availabilities trainings and prices
We have introduced an online booking tool recently in which you can check the availability and prices of our trainings. For more information, please go to the online booking tool.

Is it possible to fail the offshore survival training, or any other training?
Yes, very rarely, participants do not meet the requirements to receive their certificate at the end of a training. However, due to the quality and professional attitude of our instructors, we aim to guide you through the training and show competence, as opposed to making it a 'challenge'. All courses include an assessment process, related to the training input and you will be required to demonstrate your understanding of what you have learned. It is fairly unlikely that you will fail. If it so happens that you fail a training, it is possible to do a part of the training again within a period of three months.

Will my training finish early?
Although some trainings may finish ahead of schedule, we do not recommend booking any travel prior to the end time of the training.

I may need to cancel my training, will I still have to pay for it?
Please be aware that when you cancel a training, we have to charge a cancellation fee in line with our general terms and conditions.

<table>
<thead>
<tr>
<th>Days before start date course</th>
<th>Cancellation/Rebook</th>
<th>Charges cancellation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 5 working days</td>
<td>Cancellation or rebooked</td>
<td>Full charge</td>
</tr>
<tr>
<td>6 - 9 working days</td>
<td>Cancellation</td>
<td>Full charge</td>
</tr>
<tr>
<td>6 - 9 working days</td>
<td>Rebooked</td>
<td>€ 250,-</td>
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<tr>
<td>10 - 15 working days</td>
<td>Cancellation</td>
<td>€ 250,-</td>
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<tr>
<td>10 - 15 working days</td>
<td>Rebooked</td>
<td>Full refund</td>
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<tr>
<td>16 working days or more</td>
<td>Cancellation</td>
<td>Full refund</td>
</tr>
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<td>Rebooked</td>
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</tbody>
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There is no cancellation fee, if you are replaced by another delegate.

In case of cancellation or rebooking please give notice to Falck in writing before the start of the training.
OFFSHORE

What do I need to work offshore?
You are allowed to work offshore if you have a valid BOSIET certificate [Basic Offshore Safety Induction Emergency Training] and a valid offshore medical certificate. The BOSIET certificate is valid for 4 years. You have to renew this training before the expiration date by either a one day OPITO FOET or a NOGEPA 0.5B.

Do I need to do a medical examination before I start the offshore survival training?
To participate in the BOSIET training, you must have a valid offshore medical certificate. Contact information of the medical centres in the Netherlands recommended by Falck can be found on our medical examination page. A list of medical centres with Oil & Gas UK registered examination doctors can be found here.

I am attending an OPITO approved refresher training before the expiration date. Will the certificate be post-dated?
If attending within 3 months before your expiration date your certificate will be post-dated from the existing expiration date. If you attend the refresher training more than 3 months in advance of the expiration date, your certificate will be dated from the day of the training.

My NOGEPA certificate isn't valid any more, can I join a refresher training?
No, when your certificate is expired you are not allowed to join a refresher training. Dispensation can be given but this isn't customary. You need to have done a refresher training before and to have a valid reason why you were unable to follow a refresher training before the expiry date. You can ask NOGEPA dispensation with the following form: NOGEPA Request for Dispensation.doc Before you apply for dispensation, this form needs to be signed by your manager. The approval of NOGEPA needs to be attached to your application for the refresher training.

I attended my last training at one of your competitors. Can I refresh my training at a Falck centre?
Yes, you can refresh your training at a Falck centre. You are not obliged to refresh a training at the same accredited centre where you participated in the initial training.

What is the difference between FOET (OPITO) and 0.5B (NOGEPA) refresher for the BOSIET?
From the 1st of January 2013 there are two different refreshers for the BOSIET training:
- NOGEPA-refresher
- OPITO-refresher

As far as content goes, both trainings are the same. However, the NOGEPA 0.5B includes the S-Cape training whereas the FOET does not. Falck offers separate S-Cape training in case it is required for your work i.e. working on board a SHELL/NAM platform operating on the Dutch Continental shelf.
The OPITO FOET and the NOGEPA 0.5A come at the same price (2017: € 699,- ex VAT). For NOGEPA certificates you need to pay an additional fee of €9,- (2017). OPITO certificates are accepted in many parts of the world. NOGEPA certificates are initially restricted to the Dutch Continental shelf. However, under the mutual acceptance agreement, OPITO and NOGEPA certificates are accepted for work on the Dutch, British, Danish and Norwegian Continental shelves. Working on the Norwegian Continental shelf requires an additional OLF supplement. You will receive this certificate with your BOSIET/0.5A and FOET/0.5B certificate. Please contact our Customer Services Department for more detailed information.

S-CAPE training
We always offer this training on request only. Please contact our Customer Service Department. They can help you to plan the S-CAPE training on the date you prefer.

What is a Tropical BOSIET? Can I do a FOET to refresh the Tropical BOSIET? The Tropical BOSIET (T-BOSIET) is an OPITO approved training that is intended for all personnel working on offshore installations in tropical regions. It is possible to refresh your Tropical BOSIET by doing a standard FOET. You will then receive a certificate/stamp for a standard OPITO FOET.

Additional CA EBS training
To travel offshore with a helicopter in the Dutch or UK sector, you must be in the possession of a CA EBS certificate. The CA EBS training is an additional training, since it was decided to use another type of life-jacket in helicopters. This training is an addition to the BOSIET or FOET training. The costs are € 118, - excluding VAT.(2017)

Why is there no expiration date on my CA EBS certificate? At the moment it is decided that the validity of your CA EBS certificate will be the same as your current BOSIET, FOET or HUET.

Do you offer the HUET training? Yes, it is possible to book the HUET training. We run this training in combination with the BOSIET training. Please check our online booking tool for availability.

What do I need to take with me to the training? You will need to show your identification (passport, driving license, ID card). For your offshore survival training (BOSIET, HUET, FOET), you need swimwear to wear underneath your survival suit. We provide all necessary personal protective equipment (PPE) for the trainings we run.

Can I do parts of my BOSIET online? Unfortunately, we do not provide any of the modules of our trainings online. As our trainings are a blend of theory and practice together with an assessment, we consider that a hands-on, face to face approach adds more value.
Will I have to pay for my lunch and accommodation?
Lunch is included in the price of all of our full day trainings. Falck Safety Services provides lunches in well-equipped canteen facilities. If you have special diet requirements, please inform our Customer Service Department.

I have already done my BOSIET. Do I need additional training to work in other offshore sectors?
We offers various trainings. Your employer may decide that additional training is needed for your job.

My current certificate has just expired. Do I need to attend to the entire training again?
When your certificate is expired you are not allowed to join a refresher training. Dispensation can be given but this isn't customary. You need to have done a refresher training before and to have a valid reason why you were unable to follow a refresher training before the expiry date. You can ask NOGEPA dispensation with the following form: [NOGEPA Request for Dispensation.doc](#). Before you apply for dispensation, this form needs to be signed by your manager. The approval of NOGEPA needs to be attached to your application for the refresher training.

To avoid interruption of your work, we recommend you attend the refresher training before the expire date of your current certificate.

Do you provide the MIST training?
Unfortunately, we do not offer the MIST training at our centres in the Netherlands. You can however attend the MIST training with our colleagues in Aberdeen. Please contact them for more information at [bookings@uk.falcksafety.com](mailto:bookings@uk.falcksafety.com) or by phone at +44 [0]8444 142 142.
Do I need a medical certificate for a STCW training?
Yes, to participate in a STCW training we need you to provide us with your valid seafarers medical certificate before you can attend the training. Click [here](#) for a list of approved medical doctors.

Do I have to follow the STCW Basic Training again?
Yes, according to the guidelines of the STCW 2010 Manila Amendments all licenses for basic safety training in the maritime sector need to be renewed every five years. This change was implemented on May 3, 2014 with the introduction of the new “Bemanningswet” with its underlying decisions.

For any questions about the maritime training and refresher training in relation to the STCW 2010 Manila Amendments, please visit our [special website](#).

What are the prerequisites for a STCW refresher training?
To participate in a STCW refresher training, you need to hand over training documentation, such as a the valid initial certificates. Without this documentation you will not be allowed to attend a training.

I have attended the BOSIET training. Is this the same as the STCW Basic Training?
No, the BOSIET training is valid for the offshore sector and the content is tailored to this sector. STCW Basic Training is geared to practical examples from the seafaring sector.
Do I need a medical examination to participate in a GWO training?
No. However, because safety is at the top of our priorities we prefer that you hand over a medical examination. It is also possible to fill out a self-declaration form in which you declare to be medically fit to participate in the training. The 'Working at Heights' training is subject to a weight limitation of 124 kilo.

Do I have to register myself at WINDA for a GWO training?
On the 17th of October 2016 the Global Wind Organisation (GWO) launched WINDA, a global database. All participants in a GWO training course will no longer be issued paper certificates. Falck Safety Services will upload a digital record of the GWO certificate in WINDA. If you are participating in a GWO training you need to register a delegate profile in WINDA. After registration you will receive a WINDA ID, which you need to hand over to us before participating in the training.
To register a delegate or organization profile, please visit: [WINDA](#).

I have attended the BOSIET training. Do I still need to attend GWO trainings?
Yes. Although there are similarities between these trainings, the training content is tailored to the offshore wind sector. The BOSIET training is valid for the offshore sector.