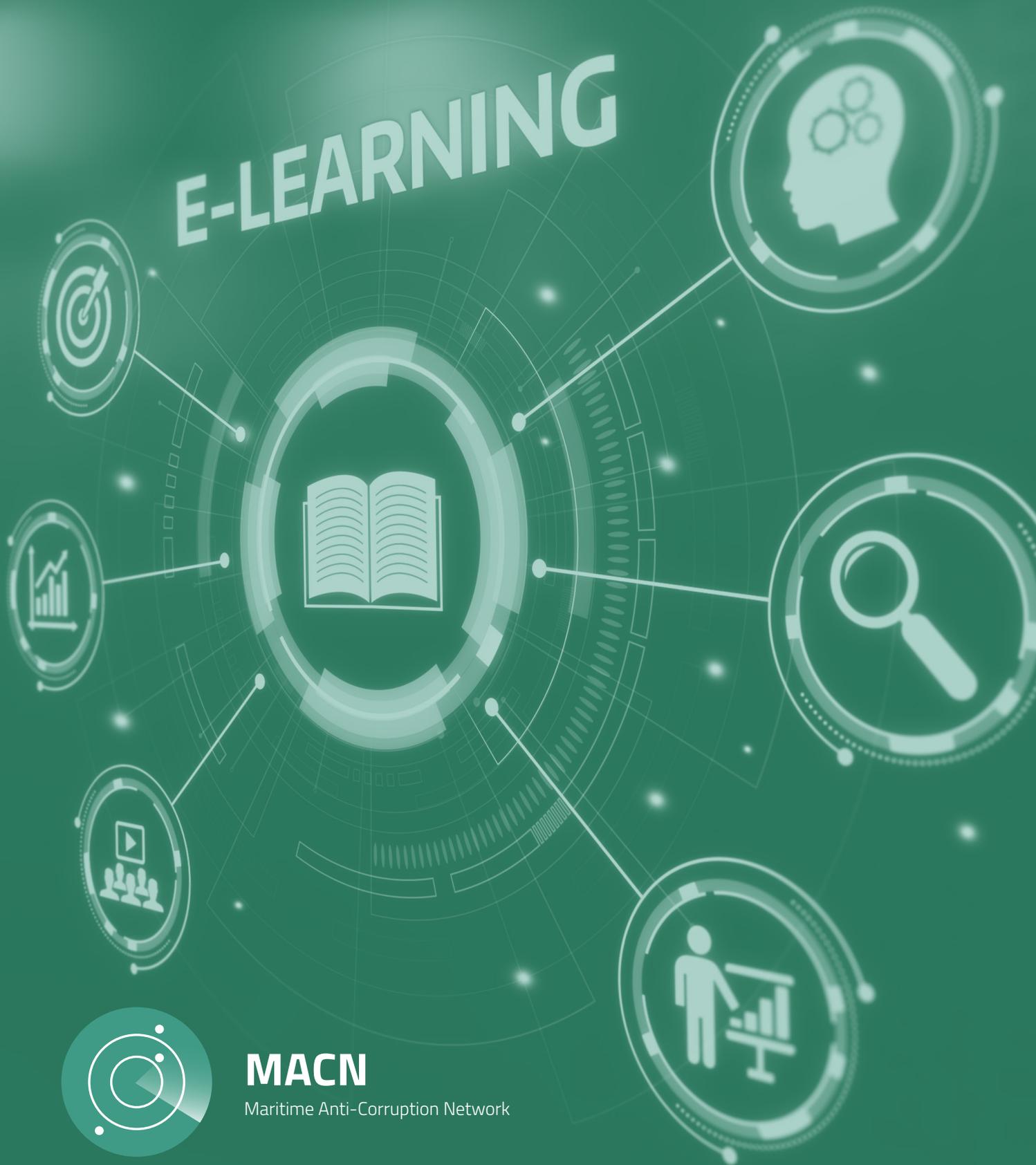


MACN e-Learning

User Guide and FAQs

E-LEARNING



MACN

Maritime Anti-Corruption Network

MACN e-Learning User Guide and FAQs

Introduction

The purpose of this guide is to provide instructions on how to use MACN's e-learning course "Stand Your Ground, Be A Leader" and to clarify what learners should expect from the course.

The course can be accessed in three different ways:

1. If you are an existing customer of either **Videotel** or **Seagull (Ocean Technologies Group)** you can add the course to your current training library provision. How to access:
 - Please contact the MACN Secretariat to arrange access: macn@bsr.org
2. If you are **not a customer of Videotel or Seagull (Ocean Technologies Group)** the course will be hosted on their platform free of charge for you. How to access:
 - Please contact the MACN Secretariat for onboarding through this survey link.
 - This option requires the Ocean Technologies Group to manage your company's data and, due to GDPR, your company will need to sign a data processing agreement. You will receive this agreement after completing the survey.
3. If you have your **own learning management system** and would like to receive the course in a SCORM format you have the option of downloading the course and uploading it to your own system. How to access:
 - You need to sign the attached User Agreement with MACN.

All ways listed above are a service under your MACN membership and no additional costs occur.

Different Versions of the Course

For the purpose of benefitting all MACN members, both those who have been on the anti-corruption journey for a long time and those new to the road, MACN will be launching two versions of the "Stand Your Ground, Be A Leader" e-learning course:

- A. Zero-tolerance to facilitation payments and bribes.
- B. Zero-tolerance to bribes and working towards full elimination of facilitation payments.

It is up to each member company to choose the version they find most suitable in terms of internal policies and where they find themselves on this journey towards full elimination of all forms of corruption (bribes and facilitation payments). The two versions do not differ in content but include distinct sections related to your company's policies and approaches towards maritime corruption.

MACN acknowledges that it takes time to fully eliminate demands for facilitation payments and has, therefore, designed two versions of this course. Both versions have a firm commitment towards elimination of bribery and include commitments to address, reject, tackle, and eventually eliminate facilitation payments. It is important to note that version B. is not an acceptance or approval for facilitation payments – instead, it recognizes the time and effort needed to achieve full elimination which is in line with international guidelines for anti-corruption compliance, and the fact that different members are at different stages of this journey.

Course Description

MACN members will receive access to three distinct courses developed specifically for captains, agents, and operations teams and other onshore staff. Each course is designed to address the specific challenges with a focus on port operations and vessel clearance.

Learning ambitions

- The course will provide stakeholders with a better understanding of corruption risks and key concepts outlined in international anti-corruption laws.
- The course showcases some typical scenarios they might encounter in their daily job and provide guidance on how to act e.g. by providing tips on how to counter demands, increase bargaining power, and help them to stand their ground.
- The course touches upon matters related to:
 - Enhancing bargaining power.
 - Mitigating and preventing situations leading to corrupt demands.
 - Situations of duress.
 - Case study scenarios of typical engagement with port officials and other stakeholders.

The aim of the course is to give stakeholders tools to better address challenging situations and to come closer to achieving a maritime industry free of corruption.

The course will take approximately 25 minutes to complete and ends with a short test.

FAQ

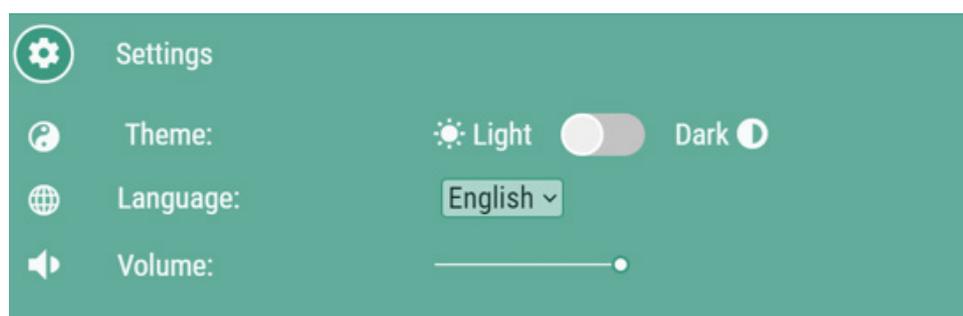
For companies

Will the e-learning be available in languages other than English?

- The e-learning courses are available in all six official UN languages.

How can I choose between the different languages in the course?

- In the settings menu inside the course, you have the option to choose your preferred language option in a drop-down menu.



How can I get access to the MACN e-learning?

- Please take a moment to fill out [this survey](#) to show your interest in receiving access to the course. After completing the survey, the MACN Secretariat will revert with next steps of the onboarding process.

How can we distribute the e-learning to agents?

- The course CANNOT be distributed to agents. The course is open to MACN member companies only. Agents can be onboarded separately at an additional minor cost to them. This service will be made available when the course has been fully launched and open to the membership.

How do we ensure that we have the latest and correct e-learning deployed in our organization?

- The MACN Secretariat will communicate any updates to the courses to all users. Please feel free to reach out if you have any questions or comments relating to the courses on macn@bsr.org.

What is the difference between the zero-tolerance and the non-zero-tolerance versions?

- Please see more information above.

Is there a limit to the number of accounts for MACN members?

- MACN has purchased a certain number of accounts from Videotel and Seagull platform. MACN estimates that the number of users will go up over time.

Who do we contact for IT support in case of incidents?

- For any technical or crew queries please feel free to reach out to:
 - For queries relating to the Videotel Service support@videotel.com
 - For queries relating to the Seagull Service – support@sgull.com

Is there a possibility to customize the course to include e.g. our logo?

- Members will bear any of the additional costs for minor modifications.

Is this training free to use or do you have to be an existing customer of Videotel/Seagull?

- The training is free to use for MACN members only – whether you are an existing customer of Ocean Technologies or not.

For users

If I'm not a captain, agent, or operator, which version should I choose?

- The course focus on typical engagement with port officials and other stakeholders, but if it is relevant for you to know more about the risks in this situation, we recommend the Operator version.

Contacts:

For any content related questions and feedback about the course, please reach out to MACN@bsr.org

For any queries relating to the onboarding and generic questions, please reach out to Claire Chapman at claire.chapman@oceantg.com



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www.maritime-acn.org