

## Certificate Program:

PCC currently offers a certificate for completion of the first three courses (Facility Safety, Marine Structures and Materials, and Oil Spills: Prevention, Preparedness and Response). The next certificate level will be determined by PCC and will undoubtedly include the Fire Safety and Customer Service courses and possibly another one.

## Questions?

Marian Allen  
Marian.Allen@uas.alaska.edu  
907-747-9443  
800-478-6653, ext. 9443

Mary Purvis  
UAS Sitka Campus  
1332 Seward Avenue  
Sitka, Alaska 99835  
Mary.Purvis@uas.alaska.edu  
907-747-7778  
800-478-6653, ext. 7778



UAS is an AA/EO employer and educational institution



# Career Training for Ports and Marinas

Partnership of  
University of Alaska Southeast - Sitka,  
Pacific Coast Congress of Harbormasters  
and Port Managers,  
Alaska Association of Harbormasters  
and Port Administrators,  
Harbour Authority Association  
of British Columbia and the  
Washington Sea Grant

[www.uas.alaska.edu/sitka/coed/Ports\\_Marinas.html](http://www.uas.alaska.edu/sitka/coed/Ports_Marinas.html)

**UAS** UNIVERSITY OF ALASKA  
SOUTHEAST

*learn · engage · change*

## New Courses Available October 15, 2009

### Customer Service for Ports & Marinas

If you work at a harbor or marina, customers are the reason for your business. Great customer service skills strengthen your ability to communicate successfully with harbor customers, local, state, and national agencies doing business with your harbor, as well as other stakeholders interested in your harbor's activities. This course will improve your customer service skills and help you grow your customer base. Students will learn proven techniques to ascertain what customers want and need so that harbor staff can fine tune operations to meet these expectations. The course highlights ways to know what your competition is doing and methods to stay abreast of industry standards.



### Fire Safety for Ports & Marinas

This course provides fire prevention and fire fighting training and skills development for anyone who works at a harbor or marina. While not a substitute for live practice drills, it provides valuable written information on fire theory, practice scenarios, "what if" situations to think about and react to, and quizzes to check your understanding. The course was designed to increase awareness of possible fire hazards as well as provide employees effective measures to prevent and fight fire in the harbor. The course also stresses the importance of policy and planning, providing actual examples. Employees who complete this course will also gain valuable insight into the complex and serious nature of unified fire response.

# Career Training for Ports and Marinas

## Facility Safety

Facility Safety is a course designed to teach marina employees about the major safety issues they will deal with on a day-to-day basis in the harbor. The course was designed not only to make employees aware of hazards, but to give them the necessary information to eliminate hazards in the harbors and to protect themselves, other employees and the public. Employees who complete this course will gain valuable information for their own safety on the job, and will be able to educate the public and help keep others safe as well.



## Oil Spills: Prevention, Preparedness and Response

This course focuses on the nature of oil spills and their consequent environmental and economic impacts. It describes the causes and sources of spills and provides information to assist in developing and applying spill prevention strategies. Applicable laws and regulations related to the unlawful release of oil products and the necessary preparedness and spill response measures to mitigate the effects of these spills are also covered. Completion of this course will equip employees and others to assess the potential for oil spills, reduce the risks of discharges from boats, marinas and other shoreside sources and protect valuable marine resources.

## Marine Structures and Materials

Effective operation and maintenance of harbors and marinas is dependent on employees having a solid understanding of the marine infrastructure installed at their workplace. This course will cover major marine structures and building materials found in a harbor or small port. Marine structures are built of materials designed to withstand use in a marine environment. Understanding the advantages and disadvantages inherent in using each marine building material will help harbor employees make good choices in their maintenance activities.



## Online Training for Employees in Ports, Marinas, and Harbors

- Improve your skills in the comfort of your own community
- No excessive travel costs
- Approximately 15-20 hours, with a 3 month time period to complete work

## What you will need to take the course:

- a computer with internet access
- either speakers or headphones
- an e-mail address that is your own, not shared (We can help you with this if necessary)

## Future Courses:

- Harbor Administration
- Operations and Maintenance Planning

## Still Pending:

- Hazardous Materials and Waste: Risks and Controls
- Dockside Cranes and Straddle Hoists
- Electrical and Water Systems
- Future Developments in Harbor Operations



**\$150 per course**

These courses are made possible through a Title III Grant from the U.S. Department of Education

## How to Register:

1. Use the course names listed above
2. Call 1-800-478-6653 and ask for extension 9943 (Marian) or 7778 (Mary)
3. Provide registration and credit card information
4. Log-on information will be sent to you shortly after registering
5. Registration and payment can also be mailed to the address on the back panel