



training | development | competence

a specialist provider  
of training, qualifications  
& consultancy



**Polaris Learning Ltd** provides specialist training and consultancy services, designed to assist with the development of people in the oil and gas industry, and aiding organisations to achieve a competent and motivated workforce.

The company works with growing and established enterprises across production, drilling, services and marine operations.

**Polaris Learning Ltd** comprises a core team providing specialist knowledge and experience to the industry.

The company takes pride in maintaining close, long-term partnerships with clients, delivering added quality and value to the customer.

Key services are about the development and competence of people:

- Competence Assurance
- Management & Leadership
- Learning & Development

Value is added by offering:

- Tailored solutions to meet the needs of the client
- Highly experienced consultants from the sector
- Flexible approach to learning
- Making personal change happen in the workplace
- Delivering onsite, on time and on price

Client Feedback:

“Uncompromising dedication to quality”

“Quickly understood our business”

“Flexible enough to work within our timeframes and around our operation”

“The current needs of the industry”



“We support our clients by providing tailored solutions, both onshore and offshore, at a time most suited to organisational requirements.”



"We were looking for a consultant who could provide us with expert advice during the evaluation of our Competency Assurance System. After reviewing the options, we chose **Polaris Learning Ltd** and have been working with them during 2007 to evaluate our approach to competency. The advice and support provided has been second to none and **Polaris Learning Ltd** have coached and encouraged us to approach each phase of our evaluation with confidence and clear direction."

Pamela Stewart  
Training & Competence Team Leader  
ConocoPhillips UK, Ltd

# Competence Assurance

**Polaris Learning Ltd** offers a range of unique services and solutions from simple advice and consultancy to the development and implementation of full competency frameworks.

We have consistently delivered the most innovative solutions to competency to the industry and have maintained long term relationships with our clients.

Our goal is to provide your organisation with confidence in your approach to developing and demonstrating the competence of your people through the following services:

- Advice & Consultancy
- Competency Frameworks & Standards
- Policy & Procedures
- Training & Implementation
- Audit

## Developing Competency Frameworks and Standards

From a legislative perspective, the key objective is to ensure that individuals are competent in relation to the main risks associated with your organisation's operations.

### How can this be achieved?

The main options are to go back to basics and identify competencies from your safety case and/or safety management system; or to use the technical expertise of your personnel.

### Advice & Consultancy

We have provided many organisations with advice when they are faced with making difficult decisions on competency issues.

### Audit

**Polaris Learning Ltd** provides an audit service that supports and sustains established competency systems. This is a highly effective way of sharing our expertise and providing confidence to our clients about their competency systems.

# Case Study

## Competence Assurance : Seadrill

Seadrill set out on an ambitious initiative to develop a competency programme around their working procedures and implement this using the latest technology. The organisation wanted to move away from the traditional 2 step approach of “Not Yet Competent/Competent” to introduce intermediary steps. This approach is highly consistent with the organisation’s strive to “Set the Standard in Drilling”.

**Polaris Learning Ltd** was selected by Seadrill to achieve this ambitious project.

**Polaris Learning Ltd’s** role has been to work alongside Seadrill personnel to develop competency statements that sit alongside the relevant operating procedures.

Together, we have developed guidance pages for the identification of technical and behavioural competencies as well as procedures for the implementation of these offshore.

**Polaris Learning Ltd** designed and implemented a specific Competency Training workshop for Seadrill’s offshore management team which approached competency training in an alternative way to the standard Assessor Training workshop.

This encompassed a detailed review of how people learn, the role of coaching within the development of people’s competence and how this related to the organisation’s Competency Procedures and Database. Seadrill have since requested **Polaris Learning Ltd’s** assistance to provide external audit against the system.



The Seadrill logo, featuring the word "Seadrill" in a bold, dark blue sans-serif font. A yellow five-pointed star is positioned above the letter 'i'.

“Polaris Learning Ltd has provided Seadrill with invaluable support in training and advice to allow the effective development and rollout of the Seadrill Competence Database which was well received, easily accessible and user-friendly for all our employees. The database assists and encourages the development of our employees by identifying requirements for succession within the company. It allows Seadrill to effectively monitor the competence of employees and to efficiently transfer all relevant information from between installations.”

Kenny Dey  
Operations Manager  
Seadrill Limited



# Management & Leadership

There is no question that an organisation's supervisory, management and leadership team makes a key contribution to the success of a company.

Many organisations within the Oil Industry demonstrate the worth of these individuals by selecting a professional organisation to partner with in the development of its key personnel. **Polaris Learning Ltd** is the chosen partner for many organisations and we are one of the largest private providers of in-house management and leadership solutions in Scotland.

## **Our People, Innovation and Flexibility**

One-to-one support enables us to understand the business situation, the individual's role and, to assist them to make personal changes in the workplace.

We provide a range of delivery options including short courses and in-house development programmes. We have established a range of innovative options with our customers to support these programmes. This includes building-in coaching and mentoring processes for senior management who then support those on development programmes.

**Our goal is to make personal development happen in the workplace.**

"Due to the continued growth of PathFinder Energy Services Limited it became clear more structure and skills were required to get the most out of the onshore workshop team. After due consideration and review with a number of training organisations, **Polaris Learning Ltd** was selected as it was felt they were in the best position to deliver the Management Development Programme required. The key to the success of the programme was the flexibility and patience the training consultant has shown over the term of the training as some of the team members were working abroad for a month at a time. **Polaris Learning Ltd** quickly understood our business and personnel in the team and as a result delivered the course content and explained requirements in a manner that was understood by all. We all continue to benefit from training received and will continue to use **Polaris Learning Ltd** for future training requirements."

Ian Finnie, Senior R&M Supervisor  
PathFinder Energy Services Limited

# Case Study

## Management & Leadership : Subsea7

Subsea 7 were looking for a learning partner to work with to deliver a long term development programme, aimed at developing the skills of its offshore supervisory team.

Following a competitive evaluation process, **Polaris Learning Ltd** was selected and worked closely with Subsea 7 management to identify the key issues faced by its offshore supervisory personnel.

The programme was piloted and closely evaluated for the first 3 groups to ensure that content, delivery arrangements and programme assignments met their needs.

During the delivery of the programme to over 200 of the organisations offshore supervisors, it was extended to include many workshop base supervisory and management personnel.

The content and objectives were revised during 2006 to take account of the fact that many supervisors were being more involved in personnel coaching, leadership and motivation.



subsea 7

"This programme has been extremely successful within Subsea 7 and has helped to establish a common standard of leadership techniques across our levels on the North Sea."

Gavin Smith  
Global Training  
Development & Competence Manager  
Subsea 7



# Learning & Development

## Are you providing effective training and development within your organisation?

Whether your organisation is starting afresh, or looking to give your in-house training programmes that professional edge, **Polaris Learning Ltd** provides a range of specialist services to help you get the best out of your workforce.

For organisations starting from scratch, we have helped many companies build and implement cost-effective training solutions including:

- Training Matrices
- Individual Training Plans
- Training Programmes & Modules
- Training Procedures & Coaching Sheets
- Skills and Competency Evaluation Tools

We have a range of general resources through which we can help to build your departmental training programmes and work with you to develop the specialist technical content. Our general training resources include, for example: Health, Safety & Environmental Topics; Overview of the Oil & Gas Industry; Introduction to Exploration and Production; Supervisory Basics and Management Essentials.

One of our unique services is to build-in your training programmes by working in partnership with your team. We can offer a range of options from undertaking Training Needs Analysis, identifying key competencies and learning outcomes, working with your personnel to design training programmes and offering constructive advice, guidance and expertise when it comes to the delivery and evaluation stages.

We provide one-to-one support and mentoring using the national standards of competence for those involved in the delivery of learning and development. Your training personnel benefit from the expert advice and coaching from **Polaris Learning Ltd** staff and build confidence and professionalism as they develop the skills of your workforce.

# Case Study

## Learning & Development : Falck Nutec

Falck Nutec are one of the UK's leading training providers. We have been working with Falck Nutec since 2000 to develop and qualify the skills of their instructors with the primary goal of these individuals achieving their Assessor and Verifier Awards.

Our relationship is a close partnership. **Polaris Learning Ltd** has established Falck Nutec as a satellite centre for a range of Learning & Development awards which are accredited by SQA.

Our role has been to devise and establish a process that allows the achievement of these awards while accrediting the instructors with appropriate Learning & Development Awards.

This has required significant adaptability on **Polaris Learning Ltd's** part as we have worked alongside Falck Nutec during various changes, including the transition from the "D" to A & V" units.

At this stage, we are currently working with Falck Nutec to make the process more developmental for the instructors involved by building in the national standards for instruction, demonstration and presentation.



**Falck Nutec**

THE CENTRE FOR SAFETY

"In our demanding training environment, we needed a company who were flexible enough to work within our timeframes and around our operation, yet still be able to address our highest level of Quality expectations. **Polaris Learning Ltd** met this requirement. We chose **Polaris Learning Ltd** as they not only understand our business and ethos for training, but also for their own uncompromising dedication to quality."

**Joe Tierney**  
Manager of Special Projects  
Falck Nutec



“Polaris Learning Ltd is the preferred training supplier for various management qualifications due to their Accreditations. Their expertise around Competence is to the current needs of the industry. They have demonstrated flexibility in their approach to the organisation and the individual.”

**Andy Swinhoe**

Training & Development Manager, UK  
KCA DEUTAG Technical Support Ltd

# Key Client Summary

## KCA DEUTAG

Our relationship with KCA DEUTAG was established in 2001 when **Polaris Learning Ltd** was selected to provide advice, consultancy and mentoring for the organisation's Competence Assurance as a consequence of some succession planning within the organisation.

Our relationship has developed since to involve a broader picture of specialist services, including:

### Competence Assurance

We have worked closely with KCA DEUTAG during all major competency initiatives offering advice, development and implementation.

KCA DEUTAG has also been established as a satellite centre of **Polaris Learning Ltd** for a number of Learning & Development Awards to enable the organisation to accredit the competence of its supervisors who carry out assessments within its Global Competence System. This uses the Unit L20: “Support Competence Achieved in the Workplace”.

### Management & Leadership

The current Rig Manager Development Programme being delivered by **Polaris Learning Ltd** and supported internally is representative of our flexibility. Specialist staff from KCA DEUTAG have provided input on key topics, and senior staff are involved in the support and mentoring of individuals. Outwith this programme, we are also delivering one-to-one support and mentors for the new management standards.

### Learning & Development

For in-house specialist training staff, **Polaris Learning Ltd** has established a Train the Trainer Award, accredited by SQA. This has been taken up by training personnel based in Baku.

### Occupational Health and Safety Practice

We are the preferred provider for the organisation's health and safety professionals with a number of KCA DEUTAG personnel working towards the NVQ in Occupational Health and Safety Practice.

<b>Baker Hughes</b>	Development and implementation of Certificate for Internal Verifiers (D33 and D34) training and development programme as part of organisations Competency Programme.
<b>BP</b>	Competency Assurance Consultancy to CMAS Team.
<b>ConocoPhillips</b>	Ongoing consultancy, policy and resources development project to steer the organisation through a major change in its approach to competence as it moves away from the use of N/SVQs. Commenced in 2007.
<b>Chevron</b>	Development of Competency Policy. Implementation of Management of Change Procedure.
<b>ENSCO Offshore</b>	Updating of Competence Programme for Maintenance Crews (2006) to ensure relevance of competence programme and enable the implementation of coaching programme. Management of the Drillcrew Competence Assurance Programme.
<b>Expro Group</b>	Delivery of a Training & Development programme for Offshore Supervisors.
<b>Global Santa Fe</b>	Implementation of Competency Programme based on SVQs in Drilling Operations at Levels 1, 2 and 3 for offshore drill crews. Provision of training and consultancy services and Management of Change training.
<b>Halliburton</b>	Development programme for Training Department leading to the achievement of SVQs in Training and Development at Level 3 (1997/98). Delivery of SVQ Occupational Health and Safety Practice at Level 3.
<b>Hibernia Development Management Company</b>	Competence Assurance consultancy.
<b>International Marine Contractors Association (IMCA)</b>	Producing a Competence Assurance Policy and Strategy for world-wide implementation.
<b>Maersk Drilling Division</b>	Development of Standards of Competence for Drilling, Marine, Technical and Support Departments.
<b>Odjell Drilling (UK) Ltd</b>	Management of Competence Assurance Programme and mentoring of onshore personnel. Implementation of Competence Assurance Programme through supervisory training. External auditing of Competence Assurance Programme.
<b>OPITO / SQA</b>	Development of Assessor Guidance for SVQs in Drilling Operations at Levels 1-3.
<b>Diamond Offshore Drilling (UK)</b>	Development of Assessment Resources and offshore implementation and assessment of Competence Assurance System.
<b>Pathfinder Energy Services</b>	Delivery of in-house Management Development Programme for organisations Workshop Management Team. Linked to National Standards of Competence in Management.
<b>PSL Group</b>	Implementation of the SVQs in Well Services (Tubing Operations) at Level 2. Development and implementation of Competency Grading System. Undertake a major Skills Evaluation and Training Needs Analysis of Management.
<b>Schlumberger</b>	Development and Implementation of Competency Assessment Programme for one of the organisations divisions.
<b>Scottish Enterprise</b>	Range of specialist learning and development and management development initiatives.
<b>SPS International</b>	Development and implementation of Competence Based Training Programme.

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**Polaris Learning Ltd** is a specialist provider of training, qualifications and consultancy. We have a track record of delivering vocational qualifications and related services to the key private and public sectors within Scotland and beyond.



INVESTOR IN PEOPLE

