USER MANUAL

GUIDE FOR ADMINISTRATORS

a brand of **Safebridge**

CAT 3S

Softskills for
Seafarers

CAT is the latest product out of the Safebridge portfolio. Safebridge is one of the leaders in the field of Human Resource Competence Management to the maritime industry and beyond.

Our expertise in supplying cutting edge IT solutions for e-learning, e-assessment and e-certification as well as our close working relationship with both international and regional public authorities has earned us a high calibre client list within the maritime community. Safebridge follows the strictest industry standards and legal regulations, thus ensuring the high quality of our products while keeping them cost effective and easily accessible.

Safebridge has been awarded by different public and private bodies for its innovative solutions.

For more information about our products, visit our website www.safebridge.net
or
Contact our Sales team:

E-mail: sales@safebridge.net

Phone: +49 40 55 56 579-20

Technical requirements for the browser-based app:

Operational system:	▶ Windows
	▶ macOS
Browsers:	▶ Chrome
	▶ MS Edge
	▶ Mozilla Firefox
	▶ Opera

NOTE: Internet Explorer is not supported

Screen size:	▶ min. 10 inch
Internet connectivity:	▶ required

Content

1.1 ABOUT THE CAT – SOFT SKILLS FOR SEAFARERS (CAT-3S)

CAT-3S was developed together with industry partners to address the need of companies to assess the soft, non-technical skills of their crews. The key requirement for the test was to assess the soft skills specifically required onboard, to be reliable, affordable and easy to administer across the diverse population of seafarers. Consistently, a robust methodology was used to analyse the specific job requirements for the various ranks onboard. Based on the results, the content of CAT-3S was developed.

1.1.1. Versions

Currently, Safebridge offers two versions of the test: CAT-3S (Operational Level Deck Officers) and CAT-3S (Management Level Deck Officers).

CAT-3S (Operational Level Engine Officers) and CAT-3S (Management Level Engine Officer) are under development.

The test consists of the following skill scales clustered in three groups:

COPING UNDER PRESSURE	SELF-MANAGEMENT	INTERPERSONAL SKILLS
• Coordination • Self-control • Decision making • Resilience • Perseverence	• Achivement striving • Self-sufficiency* • Dependability • Flexibility • Openness to experience**	• Assertiveness* • Negotiations* • Social confidence • Social conformity • Agreeableness** • Social sensivity**

Additionally, it conducts an attitude check and informs on the hazardous attitudes and the social desirability tendencies of the assessed individuals. The reliability of the test was assessed employing the test-retest methodology, yielding consistent response patterns over a one month period. Furthermore, the internal consistency of the scales was found to be very good to excellent. Neither CAT nor any other psychometric tool must be used as an exclusive source of information regarding individual competences. Human performance is a function of multiple factors, therefore multiple methods of assessment must be used. The test results must be taken as a starting point to assess further or provide intervention.
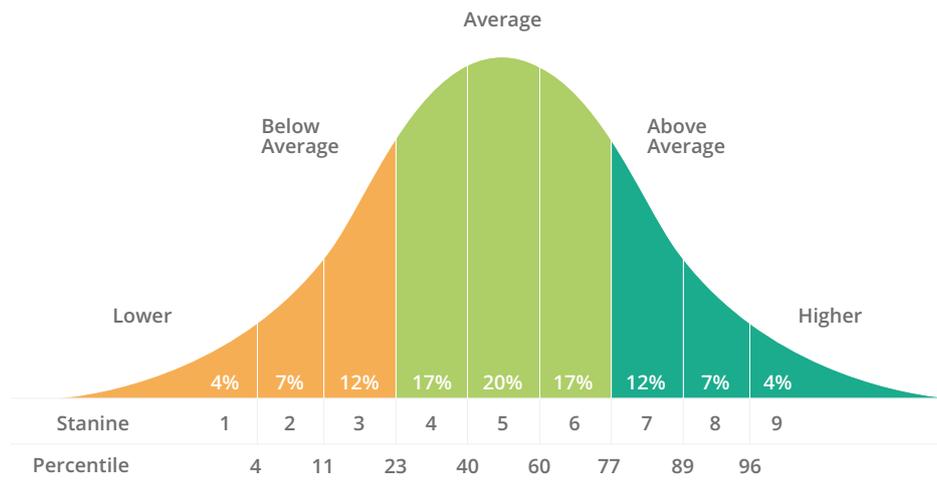
1.1.2 Validity of the test

CAT-3S is valid for 24 months and should be retaken afterwards to reflect the current level of the soft skills of the seafarer.

* These skill scales are included only in Deck Officers tests.
** These skill scales are included only in Engine Officers tests.

1.1.3 How to interpret stanine scales

This is a norm-referenced test, which provides scoring using a standardised nine scale (STANINE). This means, that each participant will receive a stanine score for each skill scale, which will be in the range from one to nine. Each stanine score indicates how well the participant performed, in comparison to the rest of the participants in terms of percentile. For example, a stanine of 9 indicates a performance that is better than 96% of the people in the same group. Stanines can also be categorised as below average (1-3), average (4-6) and above average (7-9).

Norm-referenced tests, plot the test takers on a "bell curve", a graph of a normal (Gaussian) distribution, where a small percentage of them perform well, most perform average, and a small percentage perform poorly.

				Average					
	Below Average					Above Average			
Lower								Higher	
	4%	7%	12%	17%	20%	17%	12%	7%	4%
Stanine	1	2	3	4	5	6	7	8	9
Percentile		4	11	23	40	60	77	89	96

Stanine scores are not absolute scores, they reflect how the particular individual performed in comparison to the rest of the individuals of the same group (the norming group). This is why, depending on the norming group, the scores change. The scoring of CAT-3S (Management level Deck officers) is based on a norming sample (norming group) of seafarers with diverse background, collected in 2016-2017.

The scoring of CAT-3S (Operational level Deck officers) is based on a norming sample (norming group) of seafarers with diverse background, collected in 2017.

The norming data collected is referred to as the industry norm.Furthermore, CAT allows companies to build their own norms, given that their sample of participants exceeds 1000 valid tests. Industry norms are useful for benchmarking performance of the company crew, while Company norms accentuate performance differences within the crew.

1.1.4 Scale definitions, interpretations and consistency statistics

Scale	Definition	Number of questions
Coordination	Coordination is the ability to organise and structure work plans and activities, to coincide with others schedules, style and pace and to accommodate necessary changes to schedules. It involves effective management of time and materials, in order to synchronise actions with others. **Interpretation:** ▲ Candidates who show complex organising and structuring of work tasks. They feel comfortable to coordinate activities and schedules with many individuals. ▼ Candidates who show rather little planning and scheduling abilities. They coordinate activities rather with only a few individuals.	8
Self-control	Self-control is the ability to remain calm and levelheaded in difficult or stressful situations aboard. It involves maintaining composure by keeping emotions in check, in the presence of irritating, unexpected or stressful stimuli. It constitutes of emotional control and being tolerant of stress imposed by other people or circumstances. **Interpretation:** ▲ Candidates who can control their emotions during difficult situations. They are tolerant of stress imposed by other people or circumstances. ▼ Candidates being calm during rather less stressful situations and being tolerant of small annoyances at work.	10
Decision making	Decision making is the ability to withhold final decisions until the important facts have been collected and evaluated. It involves careful thought rather than jumping to conclusions prior to making a decision. It constitutes of planned, structured and organised actions in response to a given task or problem. It also covers the tendency to check actions carefully in order to avoid mistakes or unnecessary risks due to mistakes. **Interpretation:** ▲ Candidates who show a thorough evaluation of all important and available facts, options and risks, before making a decision. ▼ Candidates who show rather little evaluation of only a few available facts, options or risks before making a decision.	12
Resilience	Resilience is the ability to recover normal energy and enthusiasm following a discouraging situation. It constitutes of several psychological resources that lead to a stable and healthy psyche. Aspects assessed are the tendency to resignation, a tendency to active problem solving and among others, the tendency to optimism or pessimism. It is also influenced by external factors such as social support and, the use of such in case of stress. **Interpretation:** ▲ Candidates who can recover normal energy and enthusiasm rapidly, after several major failures have occurred. ▼ Candidates who can recover some energy and enthusiasm after a minor setback.	12
Perseverance	Perseverance is the ability to maintain an optimal level of effort, until works are successfully completed. It involves having the mental energy to persist for a long period of time despite obstacles such as fatigue, boredom or distractions. **Interpretation:** ▲ Candidates who show intense concentration over a long period of time to complete tasks despite of fatigue, boredom or distractions. ▼ Candidates who show a low level of concentration over a rather short period of time to complete tasks. Fatigue, boredom and distractions may have a stronger impact.	12
Achievement striving	Achievement striving is the ability to set high standards to do the best possible job aboard. It involves exerting extra effort to meet personally challenging goals. It constitutes behaviours that are related to consistent efforts and investing of energy to set and achieve goals. It also addresses the attitude to face obstacles in order to achieve one's own goals. **Interpretation:** ▲ Candidates who show a great and consistent effort in setting and achieving personal work goals. ▼ Candidates who show a rather low level of effort to achieve assigned work goals.	12
Self sufficiency	Self sufficiency is the ability to work with little direction or supervision. This involves being resourceful and able to make decisions without consulting others. **Interpretation:** ▲ Candidates working independently with little guidance or advice from others to get the job done. ▼ Candidates who need specific direction or information from others to get the job done.	12
Dependability	Dependability is the ability to be reliable and responsible to others (subordinates or superiors) in the working environment. This involves being disciplined, conscientious, and trustworthy in fulfilling obligations and tasks aboard, which are expected by others. **Interpretation:** ▲ Candidates who show consistently reliable and responsible work behaviour in order to fulfil the obligations of work and others (subordinates or superiors). ▼ Candidates who show a small degree of reliable and responsible work behaviour in order to fulfil the obligations of work and others (subordinates or superiors).	12

▲ Above average   ▼ Below average

| Scale	Definition	Number of questions
Flexibility	Behaviour flexibility is the ability to adapt one's behaviour to changing circumstances in the work environment. It involves willingness and flexibility in meeting changing requirements of others (e.g. superiors). **Interpretation:** ▲ Candidates with a highly flexible and adaptive behaviour to fit frequent changes in work environments. ▼ Candidates with a rather small amount of flexible and adaptive behaviour to fit minor changes in work requirements.	8
Openness to experience	Openness to experience associated with open-mindedness and willingness to go out of one's comfort zone. It involves seeking out new experiences and being curious about new ideas, cultures, and activities. Also, it is related to showing tolerance and understanding of differences in views. **Interpretation:** ▲ Candidates who seek out new experiences, travel eagerly to new destinations and embrace new cultures. They embrace new ideas and are willing to try out new practices and activities. ▼ Candidates who like predictability, structure and routine. They choose familiar routines over new opportunities and experiences.	TBD
Assertiveness	Assertiveness is the ability to express one's beliefs and opinions boldly and actively aboard. It involves speaking up and taking initiative when working with others. It constitutes a confident and self-assured behaviour. **Interpretation:** ▲ Candidates who can express their beliefs or opinions in an active manner in order to contribute significantly to the work group. ▼ Candidates who can express their beliefs or opinions only when called upon by other members of the work group.	8
Negotiations	(Conflict) negotiation is the ability to bargain with others with the aim to resolve conflicts. It involves settling differences through mutual concession to ensure an acceptable outcome of the parties involved. It includes conferring with others with a view to compromise or agreement. **Interpretation:** ▲ Candidates who bargain intensely to reach a favourable solution on a complicated issue where both sides have much to gain or to lose. ▼ Candidates who can express their beliefs or opinions only when called upon by other members of the work group.	11
Social confidence	Social confidence is the ability to display self-confidence in social situations. It involves communicating an appropriate level of assurance and optimism when interacting with others. It constitutes a strong sense of certainty when presenting oneself or communicating with others. **Interpretation:** ▲ Candidates who show a strong sense of certainty and assurance when presenting themselves or communicating with others in a group. ▼ Candidates who show a low level of certainty when presenting themselves and communicating with others in a group.	10
Social conformity	Social conformity is the ability to adhere to rules and policies of social behaviour, written or implied. It includes the tendency to align attitudes, beliefs and behaviours with others aboard. It involves respecting social standards or norms in the work environment. **Interpretation:** ▲ Candidates who completely follow social rules or norms when working with others. ▼ Candidates who follow social rules or norms only sometimes when working with others.	12
Agree-ableness	Agreeableness is the ability to be friendly, kind, sympathetic and willing to work with others. This involves the tendency to get along with others, seek social harmony and hold an optimistic view of human nature. **Interpretation:** ▲ Candidates who are warm, friendly, empathetic, helpful and have a positive view of human nature. They tend to put others' interest before their own. ▼ Candidates who may have the tendency to manipulate and compete with others rather than cooperate. They may lack empathy or show signs of self-centered behaviour.	TBD
Social sensitivity	Social sensitivity is the ability to perceive and understand cues and contexts in social interactions appropriately. It involves the ability to understand and respect the views and feelings of others as well as the existing social norms. It also involves the ability to assess the consequences of one's own behaviour towards others. **Interpretation:** ▲ Candidates who are warm, friendly, empathetic, helpful and have a positive view of human nature. They tend to put others' interest before their own. ▼ Candidates who may prefer to talk about themselves and may interrupt others in social interactions. They may have a tendency to ignore social cues.	TBD
Hazardous Attitudes	Hazardous attitudes are wrongful mindsets that can influence decision making and impact safety. The attitudes are Anti-Authority (neglecting of rules, regulations, procedures and instructions), Impulsiveness (spontaneous and quick decision making instead going in-depth), Invulnerability (dangerous situations do occur, but only to others, accompanied by a tendency to take risky actions), Macho (willingness to compete and prove oneself or others) and Resignation (low level of self-confidence and orientation toward external locus of control: outcomes depend on chance and/or (bad) luck). **Safe zone**: Candidates with little or no risk of possessing hazardous attitudes. **Warning**: Candidates with a higher risk of possessing hazardous attitudes.	9
Social desirability bias	A type of response bias when respondents tend to answer questions in a manner that will be viewed favourably by others. It can take the form of over-reporting "good behaviour" or under-reporting "bad" or undesirable behaviour. **Safe zone**: Candidates who are open-minded and show no tendency to answer in a biased way. **Warning**: Candidates who show a tendency to answer in a manner that will be viewed favourably by others.	8

▲ Above average   ▼ Below average

2.1 THE CAT PLATFORM

CAT platform is a browser-based system with responsive design, allowing convenient access from mobile devices as well. The platform consists of two portals. One of the portals is accessible to the company representatives in order to manage users, assign tests, customise and review results, and generate reports. The company portal is available at the following link: https://hub.safebridge.net/_admin
The other portal is accessible to the end users that are taking the test at the following link: https://hub.safebridge.net/_app.

The company portal consists of two main elements:

navigation menu   content area
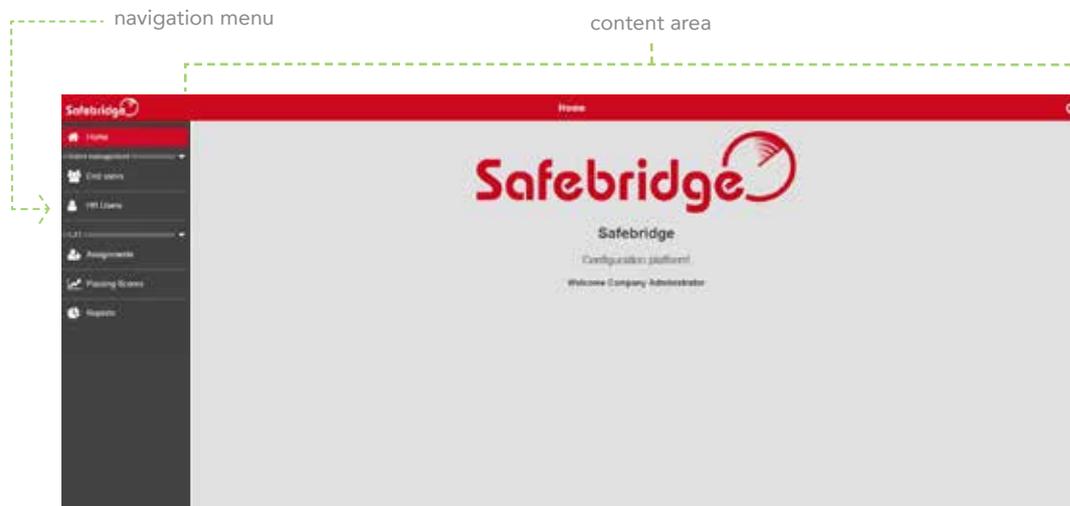
All options available to the given user are displayed in the navigation menu. Once an option is selected, it is displayed in the content area.

2.1.1 Description of roles

CAT enables the creation of three different kind of users (Company administrator, HR user and End user) with different levels of access to the functionalities of the system and the data. Once a user is created, they receive an invitation on their e-mail, which they have to accept by clicking on [ACCEPT INVITATION] and complete their registration by creating a password.

Once they create their password and click on [CONFIRM PASSWORD] they are redirected to the user's Sign in portal (see image below).

By clicking on "My products", which is located in the main wheel menu, visible when logged in, End users can access and complete the test they were assigned (See thorough instructions in section "**3.2 HOW TO START AND COMPLETE AN ASSIGNED TEST**").

2.1.1.1 Company administrator

The role of the company administrator is the one that is created once the purchase of CAT licenses is completed. Each company is entitled to have up to five company administrators, who have unrestricted access to the functionalities of the system and personal data of the users. company administrators are also able to create HR users with restricted access to the system and end users, who have made their data available.

2.1.1.2 HR user

The HR user has a restricted access to the functionalities of the system limited to assignments and reports. For directions, see the relevant sections under the company administrator.

2.1.1.3 End user

The end user is the participant, whom the test is assigned to. Regardless of the Company that assigned the test, the ultimate owner of the data is the end user. It is at end user's discretion to make their results available to the company. Once the test is initiated, it cannot be paused or retaken. If the test is interrupted the company

administrator/HR user will see it as test interrupted in the company report and its results will not be available.

2.2 USER MANAGEMENT

CAT allows companies in the role of the company administrator to manage their own list of HR users and end users as well as to edit and delete their data in the CAT platform. Company administrators can access CAT platform through the following link: https://hub.safebridge.net/_admin

2.2.1 Create new HR user

1. To create a HR user, choose ⬛ HR Users from the navigation menu.

2. Choose New 🗋 and the tab "detail" appears.

3. Enter the details of the new HR user by typing the necessary information into the text fields.
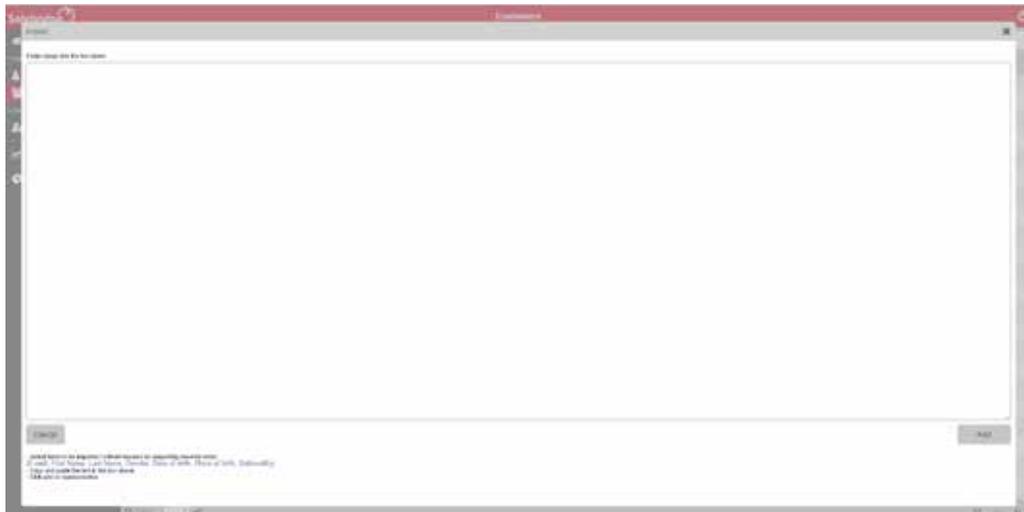
4. Choose Save 🖺 to create a new HR user.

NOTE: The highlighted fields are mandatory.

2.2.1.1 Create multiple HR users at once

The HR user area is still selected.

1. Choose [Import] to create multiple HR users at once. A text field appears.

2. Create an Excel table with their data respecting the column order of the information in the system: *E-mail, First Name, Last Name, Gender, Date of birth, Place of birth, Nationality, Rank.*

3. Paste the information (E-mail, First Name, Last Name, etc.) into the text field without including the names of the columns.

4. Choose [Add] and confirm the creation of multiple HR users.

2.2.2 Create new end users

1. To create a new end user, choose [End users] from the naviagtion menu.

2. Choose [New] . The tab "detail" appears.

3. Proceed as explained under *2.3.1 Create new HR user* (from step 3 on).

NOTE: The highlighted fields are mandatory.
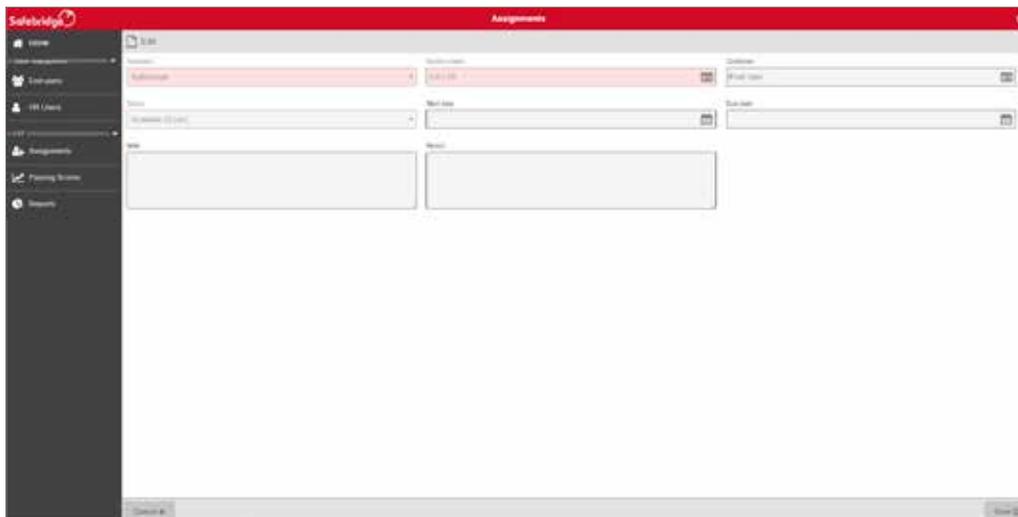
2.2.2.1 Create multiple end users at once

The end users area is still selected.

1. Choose [Import] to create multiple end users at once. A text field appears.

2. Proceed as explained under *2.3.1.1 Create multiple HR users at once* (from step 3 on).

NOTE: The highlighted fields are mandatory.

2.2.3 Assignments

CAT allows companies to manage the assignments of the CAT licences that were purchased, assign them to already created end users and re-assign them, if needed.

2.2.3.1 How to assign a test

1. First select [Assignments] from the navigation menu. A list with all tests appears.

All possible status a test can adopt are represented in four colour codes, shown as a coloured dot in the list of tests:

- Blue indicates the available tests to be assigned.
- Yellow indicates tests that are already assigned.
- Green indicates the already taken tests.
- Red indicates tests that have been started but disrupted.

2. To assign a test, choose any of the available tests. The screen with the editable test fields appears (see next page).

3. Choose your company and the survey name in the highlighted mandatory fields. Enter the name of the end user into the text field.

4. To apply the assignment click Save . Now the test is assigned.

2.2.3.2 How to re-assign an already assigned test

1. To re-assign an already assigned test choose a test with a yellow status.

2. Enter another end users's name and press Save .

2.2.4 Passing score

CAT allows companies to set their own passing scores in the range between the 1st and the 9th stanines, that will be visualised independent of the scoring provided by CAT. This enables a degree of customisation of the product to reflect the company's strategic goals. For example, if a company identifies that there is an overall deficiency in decision making amongst its crew in comparison to the industry norm, they may intro-

duce higher passing score for all future applicants, in order to close this skill gap. Unless a company sets their own passing score, the default passing score set by CAT will be 1.

NOTE: Read page 5 in this manual to find out how to interpret the Stanine scales.

2.2.4.1 How to set a passing score

1. Choose ![Passing Score] from the navigation menu. The passing score overview opens.

2. To enter a new passing score, choose ![New] The edit fields are now displayed.
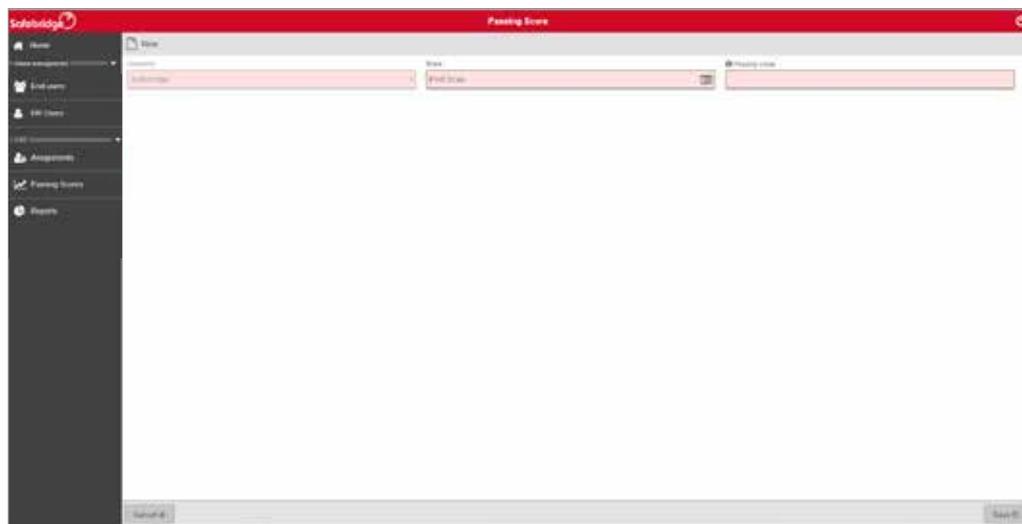
3. Choose the scale and enter the passing score into the fields.
4. Click on ![Save] to confirm the new passing score.

2.2.4.2 How to edit or delete a passing score

1. Click on the scale you want to edit or delete in the passing score overview.

2. Edit the passing score and choose Save to save your changes.

3. If you want to delete the passing score, click Delete . Its value will return to the default value, which is 1.

3.1 START AN ASSIGNED TEST

3.1.1 Assessments

When an assessment is assigned to an end user, they receive an e-mail with instructions, asking them to follow the provided link, which directs them to the 'log in' screen, in order to connect to the Safebridge Hub (end user portal) and complete their assessment test. In order to connect to the Safebridge Hub, the end users must fill their e-mail and password in the 'log in' form (see image below) and click on LOGIN button.

3.2 HOW TO START AND COMPLETE AN ASSIGNED TEST

Referring to part *2.1.1.3 End user*. Once a test is assigned to an end user, they get notification at the e-mail address they used for registrations and can access the log-in area through the password they chose.

1. The end user logs in into the Safebridge hub via https://hub.safebridge.net/_app by typing in his/her e-mail address and the password he/she chose.

2. By clicking the button "My products" from the main wheel menu the end user gets one step deeper into the menu path .
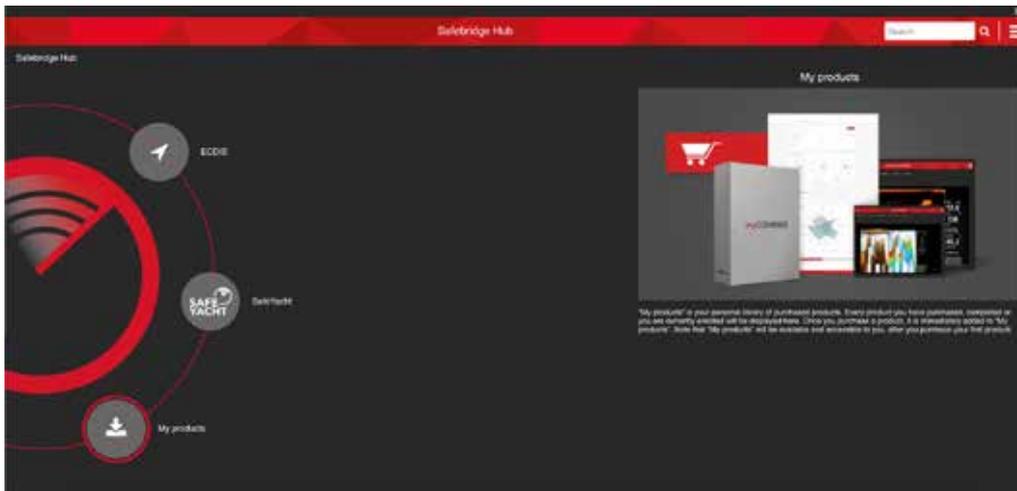
3. When selecting the purchased product ⊙ from the wheel menu the survey can be started by clicking the **START SURVEY** button.

4. The test begins with instructions (see next page).
Once agreed with **Close** it starts.

Each statement is presented together with a 5-point Likert scale, where end users must indicate to what extent they agree with the statement.

**1.▶**   The end user has to choose a response and confirm it by selecting Next ▶ .
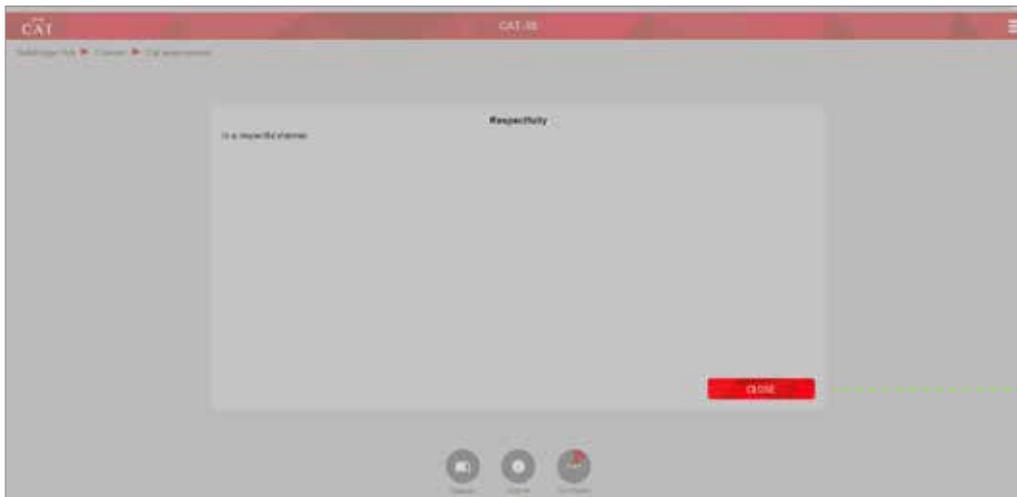
By selecting
this button
the test
continues.

During administration of
the test the Glossary is still
accessible here.

Clicking the GuideMe
shows instructions.

This button shows the
end user´s progress in
the test.

2. Upon finishing the test, the scores are recorded and a notification about completion of the survey will be sent.
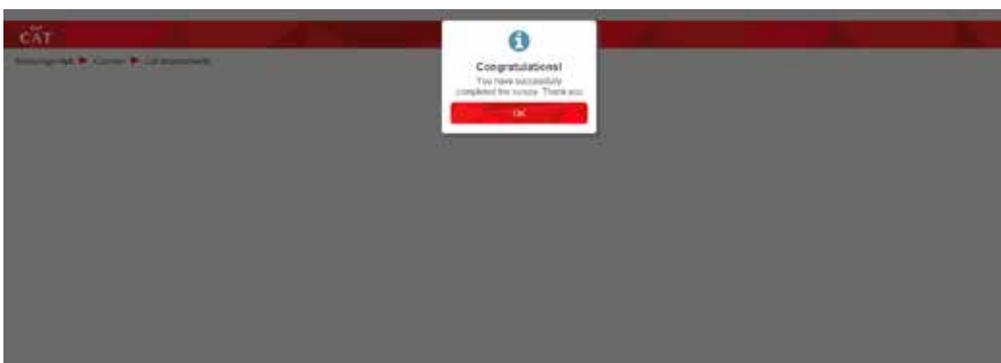
Once the test is completed it is no more accessible in the "My products" menu and

disappears from the platform. The end user has continuous access to the platform with the same e-mail address and password for new assigned tests in the future.

4.1 REPORTS

CAT provides companies with two dashboards, which visualise the results of the test takers: Company report and Individual report.

Three different colour codes are used to show references to average:
The orange colour represents the scores below average.
The light green colour represents scores that are average.
The dark green colour represents scores that are above average.
The grey colour represents the passing scores set by the company.

4.2 COMPANY REPORT

The Company report contains information about the overall performance of the company in comparison to the industry benchmark. For each of the tested skills there is a graph depicting the distribution of stanine scores against the industry norm, which is the Gaussian distribution of the scores.

A percentage of below average performers (test takers with scores between 1 and 3 stanine), which is lower than the Industry norm, will normally be considered as a positive trend. On the other hand, a percentage of below average performers, which is higher than the Industry norm, will normally be considered as a negative trend, indicating a gap of skills.

On the opposite, a percentage of above average performers (test takers with scores between 7 and 9 stanine), which is lower than the Industry norm, will normally be considered as a negative trend, which needs attention. Consistently, a percentage of above average performers, which is higher than the Industry norm, will normally be considered as a positive trend, indicating that the company managed to develop crew members with above average soft skills.

As far as the distribution of the average performers (test takers with scores between 4 and 6 stanine) is concerned, the interpretation of any distribution that is different from the Industry norm depends on whether this difference reflects increased percentage of above average or below average performers.Other available functionality is the tracking of the CAT licences, filtering of the scores, and exporting of the data.

To view a report, select a company [Safebridge ▼] and choose a survey [CAT-3S (demo) ▼] .

The company report tab is selected

Select your company and survey here

Track the number of tests available
in their different status.

Filter the results
by nationality

To export all the results
in .csv file, choose the
Export CSV button.
Choose comma (",")
for comma separated
values and semicolon
(";") for multiple co-
lumns format.

Attitude checks are
visualised in this area.

The red segments
indicate the percent
of scores that are
within the problema-
tic range.

To review the distribution
of scores for each scale,
choose Cluster details.

The orange bars represent the scores
below average, the light green bars re-
present scores that are average and the
dark green bars represent scores that
are above average.

4.3 INDIVIDUAL REPORT

The individual report contains information about the end user such as the name, surname, age, rank, etc. It also contains information about the date and the time within which the test was completed. The results are visualised according to the clusters. For Companies that have more than 1000 test takers, CAT allows recalculation of the scores based on the company-specific norms in addition to the company norms.

Select a name from the participant list when the Individual report tab is selected to view a report.

The individual report tab is selected

Switch from industry norms to company norms. *

Generate a report as .pdf. It's saved automatically.

Export CSV overview. Comma (",") for comma separated values and semicolon (";") for multiple columns format.

Sort the end users according to the date of the test or their name with these arrows.

Each cluster is coloured according to the scores of the scales, the end user obtained. Each label beyond the cluster indicates the lower score obtained for this cluster.

Choose Cluster details to review the scores for each scale in comparison to the company-set passing score.

This spider web visualises the performance of the end user in comparison to the passing score.

Review the attitude check here. Red indicates that the attitudes were identified to be in the problematic range. Otherwise, they will be coloured in grey.

* CAT only allows recalculation of the scores based on the company-specific norms in addition to the company norm, for companies with more than 1000 end users.

4.4 TROUBLE SHOOTING

If your end users ever get stuck in a process of the program – this is a compilation of procedures to solve questions that may occur during their work with the competence assessment tool.

The end user did not receive an activation e-mail.
Ask them to check the spam/junk folder. If they still can't find the activation e-mail, check if you have entered the correct e-mail of the end user when filling their data.

The end user tried to log in and got an indication "Invalid login attempt".
Ask the end users to doublecheck the e-mail and the password they entered and check for any unnecessary intervals before or after the e-mail address or the password.

The end user started the test just to see how it looks like and now it is not accessible anymore.
Inform them that once the test is started, it must not be interrupted. Interrupted tests are not accessible anymore and no results are reported.

The end user cannot access the My products section.
Inform the end user that the test assigned to them was either started and interrupted or it wasn't assigned to them yet.

CAT

If you have any further questions, please contact our Support team:

E-mail: support@safebridge.net

Phone: +49 40 55 56 57 9 - 15