Maersk Training offers state-of-the-art facilities and specialises in training for the Offshore Wind, Oil & Gas and Maritime sectors. As an independent company within the Maersk Group, Maersk Training has UK training centres in Aberdeen and Newcastle, alongside global training centres in Denmark, Norway, India, Dubai, North and South America.

We offer a complete training solution for customers looking to plan for offshore training for their delegates. We provide classroom based, practical and on-site training depending on our customer requests. We are flexible with a ‘customer first’ approach. We have a wide range of industry accreditations and are approved by the majority of the major turbine manufacturers and maritime companies. For the Wind industry, we offer a wide range of courses including: NEBOSH National General Certificate in Occupational Health & Safety, QCF First Aid at Work and IOSH Managing Safety for Offshore Renewables. As the first training centre in the UK to be accredited by the Global Wind Organisation (GWO), we offer all 5 modules of the GWO Basic Safety Training (BST) and the GWO Basic Safety Training Refresher (BSTR), alongside RenewableUK training.

Project Overview

As the wind industry continues to expand, huge emphasis is being placed on continually reviewing health & safety practices and identifying the correct level of training available to those working in the industry. A major consideration is the correct level of first aid training, as delayed response times can prove to be a fatal factor in life-threatening scenarios, meaning direct intervention by those on the scene is critical. Maersk Training considers that a higher level of training is of paramount importance to the industry.

As wind farms continue to be constructed further offshore, and in remote onshore locations, it is clear that the individuals who work in these locations will be the first responders in the event of an incident and will play a key role in casualty management until the emergency services arrive.

As a result of simulated offshore emergency response exercises, MVOW identified that their team needed a higher level of first aid training, as well as a full review of the first aid equipment available offshore and selected Maersk Training to address this challenge on their behalf. This kick started the project to develop and deliver a tailored Advanced First Aid Training course for Wind Turbine Technicians, coupled with a new Wind Turbine Trauma Pack.

“As part of an ongoing focus on rapid and lifesaving response to potential accidents offshore, all MHI Vestas service technicians will undergo an Advanced First Aid training programme, developed by Maersk Training. This programme will provide our service technicians with training to treat a greater range of potential injuries which may occur offshore.

Advanced First Aid skills are critical to personnel working in offshore wind, any sites are over 20 km from land and transit times mean medical assistance can take longer to arrive than working onshore. Therefore it is critical that our service technicians are able to administer a higher level of first aid treatment as soon as possible after a potential injury.”

Wayne Mulhall, Service Director, MHI Vestas Offshore Wind

Development and Delivery of Advanced First Aid Training and Wind Turbine Trauma Pack

This was a multi-stage project conducted over an 18 month period. The individual stages are listed below:

Risk Assessment

To fully understand the key risks faced in the working environment, the Maersk Training team conducted sites visits to the Barrow offshore wind farm. This visit involved conducting a risk assessment of the hazards faced when travelling to and accessing the turbine, while working on the turbine, and the equipment available in the event of a medical emergency. This process involved close collaboration with the technicians to identify not only their existing level of training, but their feedback on what they would feel confident in tackling in the event of an incident, being the first responder.

Course Development

Using the data from the risk assessment, Maersk Training started the process of developing the new Advanced First Aid course. Firstly, it was important that the course be developed at the appropriate level for the workforce it was intended for. Appreciating that the industry workforce are primarily Technicians and not Paramedics, it had to be easily understood by non-medical professionals and provide them with the confidence needed in the event of an emergency.

Maersk Training completed a review of the first aid training currently available in the marketplace, looking to consolidate best practice into the Advanced First Aid course. Utilising various levels of expertise within the business (ex-emergency services, active RNLI members, ex-Armed Forces), alongside partner organisations. Specifically, it was also important to understand the existing RenewableUK and GWO First Aid training standards, and how these could be included in the development of the course. As a result Maersk Training drafted a 4 day Advanced First Aid training course. MVOW were consulted throughout the process and in December 2014 attended the 4 day Advanced First Aid pilot course. This course was attended by various levels of staff from MVOW, from Directors and Department Heads through to Technicians. As a result of this pilot, the 3 day Advanced First Aid training course was finalised for the MVOW employees.

Overall the Advanced First Aid course builds on the skills acquired at the basic first aid level, enabling rapid intervention in the event of severe or life threatening trauma or illness by equipping wind turbine technicians with the skills required to quickly stabilise a casualty. It also allows personnel to effectively monitor the casualty until specialist medical treatment arrives or they can be safely moved to appropriate medical facilities. The course supports delegates in taking a proactive approach to incident management and covers an extensive range of practical skills including: advanced airway management techniques, control of catastrophic bleeding, CPR protocols including the use of AED’s and administration of gasses in medical emergencies including Oxygen and Entonox.
Development of the Wind Turbine Trauma Pack
In parallel to the Advanced First Aid course, Maersk Training developed a bespoke Wind Turbine Trauma Pack. In designing the pack for MVOW it was considered important that it was transportable, durable, lightweight, easily identifiable in the event of an emergency, consistent with existing first aid equipment.

Through constant consultation with MVOW various iterations of the Wind Turbine Trauma Pack were manufactured and trialled by the MVOW technicians. During trials it was considered how the Wind Turbine Trauma Pack could be moved around the turbine between decks, considering the physical capabilities of the technicians. The Wind Turbine Trauma Pack has been designed to be lifted using the “T-piece” davit, nacelle crane or an internal hoisting system and ensures that technicians in the field have ready access to the emergency medical equipment they have used during training.

Maersk Training Staff Development
To ensure consistent, high level of delivery of the Advanced First Aid course, Maersk Training invested highly in enhanced levels of training for their first aid instructors. This involved external industry stakeholders and scrutiny from third party experts and delivery of numerous pilot courses to the Maersk Training team and external participants. This ongoing third party support ensures Maersk Training have the clinical governance, knowledge and skills required to deliver this higher level of first aid training.

Visibility to the Wider Wind Industry
At the outset of the project both Maersk Training and MVOW agreed that the key to the success and longevity of this project would be wider industry adoption of the Advanced First Aid course. Throughout the development of the course industry and accrediting bodies were kept apprised of how the project was progressing. Maersk Training have delivered numerous presentations, publically and privately to industry stakeholders, submitted press releases to industry publications and in late 2015 delivered demonstration courses to the wider industry, for wind farm owners, operators, OEMs & major industry subcontractors. The response has been phenomenal and we feel confident the course has been pitched at exactly right level, which is substantiated by the feedback received below.

Course Feedback

“The really enjoyed the course and look forward to adopting it at Gwynt y Mor.”
John Porter, Operations & Maintenance Manager, Gwynt y Môr Offshore Wind Farm Ltd, RWE Innogy Ltd

“I really enjoyed the course and took away some pointers that we can perhaps include in our procedures. I thought the course content was excellent, well thought through and delivered professionally by experienced people who knew what they were talking about. I thought that that first aid kits used during the training, blue and red bags, were an excellent idea and will be pushing to have them.”
Barry Inglis, Health & Safety Supervisor, Gamesa Wind UK Ltd

“It’s good to experience a course at Maersk first hand and appreciate where we are sending our techs for training, I can say I was not disappointed. I found the course thoroughly enjoyable and a real eye opener, it was well structured and professionally delivered. I can see in the fullness of time this being a mandatory requirement, but it will be driven top down i.e. owner/operator/manufacturer to Subcontractor.”
Will Calderbank, Port Manager, Port of Mostyn

“Would like to congratulate Maersk Training on the successful development of their Advanced First Aid course. I would also like to thank you for inviting me to attend the course. This was a very valuable experience and a subject I have since spoken to my directors about. For once I feel competent to handle situations and provide accurate first aid.

The course structure is second to none and this coupled with the experience of the instructors, their delivery and the hands on scenarios made this course very enjoyable. You definitely walk away from this with knowledge above and beyond expectations and what you gain from standard industry training. Every one of my team and everyone working offshore would benefit and gain confidence from this training course.”
Geoff Briggs, Technical Manager, Electricity Distribution Services Ltd

Added Benefits
During this process it was an added benefit to see the industry, collaborators and competitors, coming together to debate not only the need for Advanced First Aid training, but other industry topics that again helps address wider Health & Safety issues.

Delivery of the Advanced First Aid Training course
Maersk Training have begun the delivery of the Advanced First Aid course to MVOW employees and the Wind Turbine Trauma Packs are now active offshore. To date the feedback has been excellent from the MVOW employees who have received the training. Not only do they feel they have received the correct level of training, but also that MVOW have listened to their concerns and have had a positive morale boost that action has been taken by their employer.

Maersk Training will continue to deliver the Advanced First Aid course to MVOW employees across Europe. Given the feedback received, coupled with the increased visibility of the course and trauma packs within the industry we anticipate wider industry uptake of the Advanced First Aid course. Maersk Training are committed to working with industry to aid in the adoption of a higher level of first aid training.

Special Thanks
The management of Maersk Training would like to extend their thanks and gratitude to the team at MHI Vestas Offshore Wind for firstly choosing Maersk Training to be a partner on this project and their continued support throughout.