



# Rushing Marine Service, L.L.C.

## Frequently Asked Questions

### General Questions about Rushing Marine

*What is Rushing Marine's online training services?*

Rushing Marine's online training provides safety and security training specifically for the maritime industry.

*Who is Rushing Marine? Where are they located?*

Rushing Marine was established in 1995 by Captain Michael W. Rushing to provide safety consulting to the maritime industry. Since then it has grown to provide safety and security consulting, auditing and training. Rushing Marine also publishes three U.S. Coast Guard Regulations Handbooks. They are located in Jackson, Missouri.

*Why should I use Rushing Marine's online training services?*

Our online training services allow both large corporations and small business owners to provide safety and security training to their employees as the training is needed as opposed to when training is available. It also allows managers and supervisors to train their employees without having to find the time to train them themselves. It is cost effective, consistent and user friendly.

*Who uses Rushing Marine's online training services?*

Almost anyone working in the maritime industry can benefit from our online training services, including Captains, Pilots, deckhands, engineers, leadmen, facility operators, facility security officers, company security officers, vessel security officers, etc. Our training covers the USCG, OSHA, and MSHA requirements that pertain to operations on the inland rivers. Please visit our Course Catalog of a complete listing of courses available.

*What do the courses include?*

Although some of the courses are different, most courses include an instructions manual, training materials, an online training course with audio, animation and text, at least one review exercise, a certificate of completion and score report for your records. Free technical support is available with all of our online training courses.

*Do you provide customer specific training?*

We are capable of creating company specific training upon request. Please call us at (573) 243-8504 today for a quote.

*I don't own a home computer, does this mean I can't take a course?*

Absolutely not, however, you will need access to a computer that has a high-speed internet connection. Most of our courses include audio, so it may also need speakers or headphones. Most public libraries have high-speed internet access available for their patrons, or your employer may request that you complete the course at your office or facility.

*Do I have to be an expert in computers to take the online training?*

No. You can successfully complete a course without much prior computer experience. We provide a Training Packet that includes a detailed tutorial how to login, view the training, how to complete the review exercise and print your certificate. If you have any questions, you may also contact a Rushing Marine representative.

*Why is enrollment different for security courses than safety courses?*

Security courses include training involving Sensitive Security Information (SSI). Due to the Sensitive Security Information involved, supervisors must read and sign a Security Training Purchaser Agreement, then send it to Rushing Marine via fax or standard mail before they can enroll students in our security courses.

## **Pricing**

*How much does it cost?*

Each course is specially priced depending on the content and level of training it provides. Please refer to our Course Catalog for more information.

*Is there a discount for government agencies?*

No. We currently do not provide discounts to government agencies.

*How do you purchase a course?*

Rushing Marine provides safety and security training, which involve different enrollment procedures as follows.

### **Security Training**

To enroll in our security training your company's security officer must first contact Rushing Marine to request a Security Training Purchaser Agreement. They must read the agreement, sign and date it, then fax or mail via standard mail to Rushing Marine. Once the agreement is received and approved by Rushing Marine, you may choose one of two purchasing options:

Option One: You may purchase multiple user accounts, "seats", for a course with a check or credit card before access to course is activated. This allows you to manually enroll students at your own convenience without the burden of paying for a user account every time a student is enrolled. With this option, you are required to purchase a minimum of 5 users per course at one time.

Option Two: You may purchase one user account, as needed, at the time of enrollment with your company credit card. With this option, they will be given a course access code. When you enroll a student, you will enter the access code to log in to the course's registration. From there you can enroll the student and pay for the course online with a credit card.

### **General and Safety Training**

General and safety training enrollment does not require prior approval from Rushing Marine. Simply go to [www.rushingmarine.coursehost.com](http://www.rushingmarine.coursehost.com) and select Course Catalog. Choose the course you wish to enroll in and follow the prompts to register using a credit card to pay online.

You may also purchase multiple user accounts, "seats" for generic or safety training at one time with a check or credit card. This option allows you to enroll students at your own convenience without the burden of paying for a user account every time a student is enrolled. With this option, you are required to purchase a minimum of 5 users per course at one time.

*Can students purchase more than one course at a time?*

If you choose to purchase only one course, you may do it online with your credit card. You can also enroll in several courses with one credit card transaction by calling a Rushing Marine representative and enrolling over the phone.

*How do I pay for the training?*

You may purchase a course online using a credit card or by contacting a Rushing Marine representative by calling (573) 243-8504, Monday through Friday (with the exception of holidays), 8:00 a.m. to 5:00 p.m. CST. You may purchase an online training course with a check by contacting a Rushing Marine representative. Please note, if you choose to purchase a course by check, you will not be enrolled in the course until Rushing Marine receives payment.

*Does Rushing Marine accept credit cards?*

Yes, we accept Visa, MasterCard, American Express, and Discover.

### **Customer Service & Technical Support**

*Is technical support included in the price of the training?*

Yes, technical support is included in the price of the training. We strive to provide our customers with the best possible customer service. We have several ways to help our customers get the Technical Support that meets their needs.

First, all students will receive a training instructions packet with their training materials. This packet includes instructions and useful tips to help you get the most from our training services. You download it from the Digital Library, located under the Reference Material tab on your course homepage or by going to [www.rushingmarine.com/instructions.pdf](http://www.rushingmarine.com/instructions.pdf).

Second, all courses will include a tutorial to help you get acquainted with the training environment. This tutorial includes step by step guides to navigation, downloading training materials, contacting technical support, and printing your certificate of completion.

We have also developed a Frequently Asked Question section with answers to commonly asked questions and problems. You can access it by selecting the Frequently Asked Questions link under the Reference Materials tab on your course homepage, or by going to <http://www.rushingmarine.com/faq.htm>.

For a solution to a specific problem, you may contact the course instructor via e-mail by selecting the Messages link below the Communication Menu option. The Course Instructor will respond to your e-mail address, usually within the same day, with the exception of weekends and holidays. Please DO NOT contact technical support by selecting the Help & Support link.

Lastly, if you are in need of immediate support, you may contact Technical Support by phone at (573) 243-8504, between the hours of 8:00 a.m. to 5:00 p.m., CST, Monday through Friday, with the exception of holidays. Please note, Rushing Marine is NOT responsible for ensuring your computer or other equipment is suitable for gaining access to its online training courses. Please contact your company's computer technician if you have any technical problems with your computer, or if you are unsure if your computer meets the system requirements stated on the first page of your instructions packet.

*How do I enroll a user that I have already purchased?*

If you choose to purchase multiple user accounts, "seats", for a course, you will receive an enrollment verification e-mail including Promo and Course Access codes and Promo/Access Code Course Enrollment Instructions.

In the address bar of your web browser enter the following address:

<http://www.rushingmarine.coursehost.com/promo/XXXXX> (enter your Promo access code in the place of the X's).

In the Access Code box, enter your Course Access Code, and select "SUBMIT." Follow the prompts for information and select "Register." Your employee will have 30 days from the day of enrollment to complete this course before it expires.

## **Course Information**

*How do I login?*

Open your web browser (i.e. Internet Explorer, Netscape, etc.) and enter in the address bar [www.rushingmarine.coursehost.com](http://www.rushingmarine.coursehost.com). To login, enter the user name and password given to you at the time of enrollment in the space provided. If you have already read the Purchaser Agreement, check the box acknowledging you agree to its terms, and select GO.

*What happens if I forget my username or password?*

If you forget your username or password, you may contact a Rushing Marine representative at (573) 243-8504, between the hours of 8:00 a.m. to 5:00 p.m., CST, Monday through Friday, with the exception of holidays.

*How do I begin my course?*

Once you are logged in a listing of the courses that you are enrolled in will appear. Select the course you choose to take at this time. This will take you to the course home page.

From your course homepage, select the first lesson listed (i.e. Lesson One). A new screen will load containing the first slide of the training content. The audio and animation will play automatically. When the slide is done the "Select the 'Next' button to proceed" icon will appear in the lower right corner of the slide. If you wish to replay the audio and animation, select the "Replay" button in the lower right corner. To visit the previous slide, select the "Previous" button, and to proceed to the next slide, select the "Next" button.

*What is the difference between a course, lesson, part and lesson topics?*

Courses may be broken up into different lessons. Each lesson may include several parts. These parts will include the lesson content, a lesson summary, and at least one review exercise. These parts are indicated on your lesson tool bar. Most lessons require you to finish each part before it can be considered complete. The lesson content is made up of the lesson topics, the content page, and navigation buttons. Please refer to the *Cheat Sheet* for further assistance.

A slide, also known as a content page, contains the training material in the lesson content. Please refer to our *Cheat Sheet* for further assistance.

*Do I have to take the lessons in order?*

Each course is different. Most courses require the lessons to be taken in the order they are listed. However, some courses will give you the option to select a specific lesson. Once a lesson is complete, you may go back to it at any time. For learn what your course options are, please refer to the Requirements tab on your course home page.

*What is considered a passing score on the review exercises?*

Most courses require at least at 60% or better on a review exercise to pass. For more information, your score requirements can be found under the Requirements tab on your course homepage.

*What if I do not pass the review exercise?*

After submitting a review exercise, the results will automatically show, including the score and any incorrect answers. If any answers are incorrect, the correct answer will be indicated below the question, as well as information indicating where in the lesson it was discussed. It is recommended that you go back through the training and review each incorrect answer in the lesson before taking the test again. Most courses will allow you two chances to pass the review exercise.

### *How long does a course take?*

The length of a course depends on the level of training involved and the students, themselves. Please refer the course catalog to view the approximate time to take a certain course. The approximation is based on an average of the time it has taken to complete the course per student.

### *Are the courses self-paced?*

Yes. All of Rushing Marine's online training courses are available 24 hours a day. You may work at your own pace through all of the material in the course. However, most courses expire 30 days from the day of enrollment. You must complete the course before it expires.

### *Can I stop in the middle of a lesson?*

You may complete the course at one time, or stop in between lessons. You may stop in the middle of a lesson, however, it is recommended to complete the lesson before stopping. If you stop in the middle of a lesson, the training will not automatically begin at the topic where you left off when you restart the training. To proceed to the topic where you left off, you may select that topic's link from the list in the upper right corner of the lesson content.

### *What if I have a question about the training during the course?*

If you have any questions or comments, you may contact the course instructor by selecting the Messages link under the Communication Tab. The course instructor will contact you via e-mail usually within a few minutes up to 24 hours between the hours of 8:00 a.m. to 5:00 p.m, with the exception of weekends and holidays.

### *Who is the Course Instructor?*

The course instructor is the person who has created and is facilitating the online training. Questions can be sent to the course instructor by selecting the "Messages" link under the Communication tab on your course homepage.

### *How long do I have to complete and/or access the course?*

For most courses you will have 30 days from the first day of enrollment to complete the course. The course homepage will display to you the date by which you must complete the course. It is important to remember that if your company or supervisor requests a copy of your Certificate of Completion and/or Score Report, you **MUST** access these before your course enrollment expires. After 30 days, you will not be able to access your Certificate of Completion or Score Report.

### *What happens if I don't finish my course before my enrollment expires?*

If you do not finish your course before your enrollment expires, you must purchase the course again to complete it. Your course home page will indicate how many days you have remaining to finish the course under the Requirements tab. We apologize for any inconvenience, but we cannot make exceptions to this rule.

### *What is a Certificate of Completion?*

A Certificate of Completion is awarded when a learner meets all course requirements. It will indicate the learner's name, the course completed and the date of completion. Your supervisor may request a copy of this certificate for recordkeeping purposes. If so, it is important to access it and your Score Report before your enrollment expires. After your enrollment expires you will not be allowed to access the course, the Certificate of Completion or your Score Report. Rushing Marine will not be able to retrieve this information after your enrollment has expired.

### *How do I print my certificate?*

When you have successfully completed all requirements for a course, you will be given the option to view and print your Certificate of Completion. To print it at a later date, it can be accessed on the course homepage, under the Requirements tab, at any time before your enrollment expires.

When printing your certificate select the File menu at the top left of your screen, and then select the Print option. Please note, in order for your Certificate of Completion to print properly, you should change your printer settings to print in landscape.

#### *What is a Score Report?*

A Score Report lists each lesson, the score you received on each review exercise and the time spent on each lesson. Your supervisor may request a copy of this report for recordkeeping purposes. If so, it is important to access it and your Certificate of Completion before your enrollment expires. After your enrollment expires you will not be allowed to access the course, the Score Report or your Certificate of Completion. Rushing Marine will not be able to retrieve this information after your enrollment has expired.

#### *How do I print my Score Report?*

When you have successfully completed all requirements for a course, you will be able to access your Score Report on the course homepage, under the Requirements tab, at any time before your enrollment expires.

#### *Will I get to comment on the course?*

Yes. If you have any questions or comments, you may contact the course instructor by selecting the Messages link under the Communication Tab. You may also contact the web administrator by going to [www.rushingmarine.com/question.asp](http://www.rushingmarine.com/question.asp)

### **System Requirements**

#### *Do I need to install anything?*

No, you will not need to install or download any new software to view this training. However, please refer to the training System Requirements to ensure your computer has the capabilities to view the training before you enroll in a course.

#### *What are the system requirements for viewing the training?*

In order for the training to work properly, your computer must have the following operating requirements:

Windows 98 Operating System or higher or MAC OS X, Unix/Linux **and** one of the following Web Browsers:

Internet Explorer 5.0 or higher, using the default security settings. To change your security settings, go to Tools >> Internet Options >> Security >> Default Level >> Apply >> OK. To download a free version of Internet Explorer 6.0, go to <http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.msp>

Netscape 7.0 or higher, using the default security settings. To change your security settings, go to Edit >> Preferences >> Advanced >> Select Enable Java Script >> OK. To download a free version of Netscape 7.2, go to <http://channels.netscape.com/ns/browsers/download.jsp>.

Mozilla 1.2.1 or higher, using the default security settings. To change your security settings, go to Edit >> Preferences >> Advanced >> Scripts & Plugins >> Select Enable Java Script for Navigator >> OK. To download a free version of Mozilla 1.8a4, go to <http://www.mozilla.org/releases>

**Please Note:** Due to the large file size of some lessons, it may take a few moments for the lessons to load and begin playing. If you are using a dial up modem, the training may not work properly. To shorten download time and get the highest possible quality, it is recommended that you to use a DSL or cable modem to view the training.

Courses include training content in both text and audio. For the training to work properly, you must have either headphones or speakers when viewing the training programs.