

## **Frequently Asked Questions (FAQ)**

### **What is the purpose of The Ballast Water Channel?**

– To provide education and training resources to help guide the maritime industry in the implementation of ballast water compliance requirements by providing concise and unbiased information.

### **How is information on The Ballast Water Channel presented?**

– A combination of information and communication technologies are used in a consistent delivery process. The Ballast Water Channel has topics that are presented in a 1-minute video, text transcript, source document, and other supporting materials.

### **Do I need the Internet for The Ballast Water Channel?**

– Yes, you need to be online to use The Ballast Water Channel. The information is accessed via the Internet.

### **What is the target audience for The Ballast Water Channel?**

- It is focused on the perspective and requirements of the mariner, but can be used by a wide variety of stakeholders. The titles and training are intended to help guide operations personnel. We recognize that crewmembers might have a minimum of a high school equivalent degree, and perhaps English is a second language.

### **Does The Ballast Water Channel work on Tablets and Smartphones?**

– Due to screen size limitations, and variations in the operating systems, at the present time, we can only guarantee performance on PC compatible computers and laptops, connected to the Internet.

### **Does The Ballast Water Channel have ALL the information I need for my ballast water management plan?**

– No, the education and training will assist you to be prepared for compliant ballast water operations; but you need specific training on the specifics of your vessel. This will include documentation and records.

### **Is there advertising on The Ballast Water Channel?**

– No, The Ballast Water Channel is not for advertising purposes from industry providers, there are other commercial sites that do this well.

### **Why use programmed Hosts?**

– Our programmed Hosts appeal to an international market and reduce any social or cultural bias. They are also much faster to use in producing titles.

### **Can I download the content on The Ballast Water Channel?**

– You can download the supporting documents and media on The Ballast Water Channel but we would like to remind you that the content produced is copyrighted material. If content is from a public source, we adhere to any copyright restrictions.

### **Where do I find source documents?**

– Source documents can be found at the View Media button on the title. However, often the source is at a website, not an individual document. That is the means that the source uses for that content.

### **Is The Ballast Water Channel a discussion forum?**

– No, The Ballast Water Channel is not the proper means. The objective is to provide consistent education and training for the mariner.

### **Titles and Topics of The Ballast Water Channel**

#### **How do I find a topic/answer?**

– Topics are organized by titles on the “Index” page. There are dozens now, and many more are in process of scheduling and production. Approximately 30 to 50 titles are planned.

#### **How often can I view titles?**

– Once logged in, titles are yours to view as often as desired.

#### **How often is information updated?**

– As frequently as necessary, usually weekly.

#### **How do I get information if my topic isn’t covered?**

– You can click on “Suggest Topic” and provide the necessary information on the form available for this purpose.

#### **How are the titles produced?**

– The titles address a key question or topic, from the perspective of the mariner. This topic or question is posed to a set of industry experts, and they provide an opinion or recommended answer. Their input is reviewed by a second, different set of experts before release on The Ballast Water Channel. They are compensated in this process.

#### **Can I see the topics I have already viewed?**

– No, there is no tracking of your personal viewed or “saved” history.

#### **Can I get titles in other languages?**

– Currently The Ballast Water Channel is offered in English. Over time, we will produce content and titles in other languages as appropriate.

#### **Can I see or download transcripts in other languages?**

– Currently transcripts are offered in English. Over time, we will produce content in other languages as appropriate.

#### **Can I make copies of the Ballast Water Channel?**

– No the content on The Ballast Water Channel is copyrighted material.

#### **What if I disagree with the Ballast Water Channel?**

– On our “Suggest Topic” page, there is a form for you to provide feedback.

## **Ballast Water Treatment Systems and Technologies**

### **Can I find information on ballast water treatment system (BWTS) companies?**

- Yes, we provide a section specifically for BWTS companies, a listing of their status in approvals for IMO and USCG. In the near future, we will communicate plans on how they can provide consistent content for this site.

### **Does The Ballast Water Channel suggest treatment system?**

- No, we do not recommend or promote any specific technology.

### **Does The Ballast Water Channel connect to my ship's ballast water treatment system, or control its operation.**

- No, The Ballast Water Channel does NOT connect to a vessel's ballast water treatment system or operations.