

Ship Agency and Port Call Operations Training Course

14 – 18 December 2026
Vienna

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Training Center

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Ref: 2177_259259 **Date:** 14 – 18 December 2026 **Location:** Vienna **Fees:** 7500 Euro

Overview

Ship Agency and Port Call Operations Training Course is a one-week professional course for shipping agents, port agents, vessel operators, husbandry coordinators and documentation teams, who leave with a Port Call Agency File. The course connects agency appointment, pre-arrival planning, clearance, berth and service coordination, husbandry, statements of facts, disbursement accounts, departure and closeout. Agile Leaders Training Center presents ship agency and port call practice.

Who Should Attend

- Teams responsible for ship and port agency appointments
- Teams responsible for vessel arrival and departure clearance
- Teams responsible for berth, cargo and service coordination
- Teams responsible for crew and vessel husbandry
- Teams responsible for disbursement accounts and agency closeout

The course assumes participants handle port calls, vessel documents, services or agency accounts; it leaves out terminal management, liner network strategy, charterparty claims and cargo stowage.

Departments and Industries

The course supports vessel calls across shipping agencies, shipowners, ports, terminals and marine-service providers.

- Ship and port agency operations teams
- Shipowner and operator marine departments
- Port and terminal vessel-service functions
- Shipping documentation and clearance teams
- Crew, husbandry and marine-service coordinators
- Agency finance and disbursement control functions

Learning Objectives

By the end of this course, participants will be able to:

- Analyze an agency appointment and port-call scope.
- Build a pre-arrival clearance and service plan.
- Coordinate berth, cargo, husbandry and stakeholder interfaces.
- Evaluate proforma and final disbursement accounts.
- Diagnose port-call disruptions and evidence gaps.
- Build a Port Call Agency File.

Course Agenda

Day 1: Establish the Agency Mandate

- Agency Appointment and Authority Matrix
- Principal, Agent and Stakeholder Responsibility Map
- Vessel Particulars and Port-Call Scope Register
- Owner, Charterer and Protective Agency Role Map
- Communication and Escalation Protocol

Day 2: Prepare Vessel Arrival

- ETA Update and Pre-Arrival Information Schedule
- Port, Customs and Immigration Clearance Checklist
- Berth, Pilotage, Towage and Mooring Plan
- Cargo and Terminal Interface Coordination Sheet
- Proforma Disbursement Account Control Review

Day 3: Control the Port Stay

- Vessel Movement and Service Coordination Board
- Crew Change and Husbandry Service Plan
- Stores, Spares, Bunkers and Water Delivery Log
- Survey, Repair and Technical Attendance Register
- Statement of Facts and Event Evidence Record

Day 4: Complete Departure and Closeout

- Departure Clearance and Sailing Readiness Checklist
- Port-Call Disruption and Incident Action Log
- Supplier Invoice and Supporting Evidence Matrix
- Final Disbursement Account Reconciliation Sheet
- Agency Closeout and Principal Reporting Pack

Day 5: Practice Port Call Agency Control

- Exercise: Confirm an Agency Appointment and Scope
- Exercise: Build a Pre-Arrival Coordination Plan
- Exercise: Manage a Disrupted Vessel Call
- Exercise: Reconcile a Final Disbursement Account
- Capstone Exercise: Complete the Port Call Agency File

Practical Exercises

The course uses suggested activities based on cargo, husbandry and technical port-call cases.

- Suggested activity: convert principal instructions and vessel particulars into a controlled port-call plan.
- Suggested activity: coordinate services, documents and stakeholders against changing arrival information.
- Suggested activity: reconcile event evidence, supplier invoices and account lines after departure.
- Suggested activity: assemble communications, clearances, services and accounts into one agency file.

FAQs

Who suits ship agency and port call operations training, and what does it assume?

Ship agency training suits agency, vessel operations, clearance, husbandry, documentation and finance teams. It assumes practical exposure to port calls, vessel documents, services or agency accounts.

How does ship agency differ from port management?

Ship agency represents a principal and coordinates one vessel call, its documents, services and accounts. Port management governs wider port infrastructure, capacity, tenants, safety and performance.

What belongs in a port call agency file?

A port call agency file records appointment authority, vessel data, notices, clearances, service orders, stakeholder communications, event times, invoices, disbursement accounts, departure evidence and unresolved actions.

How are port disbursement accounts controlled?

Port disbursement accounts are controlled by matching approved services, tariffs, supplier evidence and actual events against the proforma estimate, funds received and final account lines.

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Why is a statement of facts important in ship agency operations?

A statement of facts provides a chronological record of arrival, berth, cargo, service, interruption and departure events that supports reporting, account review and later contractual analysis.

Conclusion

Participants take back a Port Call Agency File linking authority, clearances, services, communications, event evidence and accounts. The file makes port-call decisions and responsibilities traceable. It supports coordinated execution among principals, agents, vessels, ports, terminals, suppliers and finance teams.