



Computer Based Training in the Familiarization and Basic Safety Training of Hotel and Catering Personnel aboard Cruise Ships

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Abstract

On modern cruise liners nowadays there are several hundred up to a few thousand passengers aboard. In case of an emergency, it is impossible to assemble and evacuate all these passengers only by means of the deck and engine crew, who have sufficient safety training. Hence, it is necessary to include the hotel, catering and cruise staff in the respective safety and security plans.

This personnel needs to be familiarized with their duties defined in the safety plans, in accordance with the valid legislation. Their training also has to include basic safety and security knowledge, which can be assumed to be known to deck and engine crew. A substantial part of the hotel, catering and cruise staff to be trained serves aboard a seagoing ship for the first time. The familiarization, safety and security training of these crew members may therefore not presume any maritime knowledge. In fact all knowledge necessary to accomplish the crew members' designated tasks has to be taught.

In practice, this is a most challenging task. The economic pressure is high. In most cases it is therefore not possible to provide a sound and thorough shore based training.

On-board training is an option, but only to a certain extent. For legal and safety reasons, on-board training has to be completed before the vessels first departure. The available time for crew training during a port stay is limited, as are the training resources on board. While the available time and resources are restricted, the knowledge to be taught is extensive.

The training problem is made worse by the noticeable fluctuation of hotel, catering and cruise personnel aboard cruise ships. Experienced and well trained crew members leave the vessels, while inexperienced employees, who need familiarization and training, sign on.

The use of modern, computer based training methods could be a possible solution to this training challenge.

This paper will analyse the current training situation and arising problems and try to develop possible solutions. Implementation, legal, didactical and technical aspects of the issue will be considered.