



Carnival UK

Efficiently track and deliver employee competencies and training on-board vessels with limited connectivity.

Carnival UK, a subsidiary of the largest cruise operator in the world Carnival Corporation & plc group, owns and operates the P&O Cruises and Cunard Line cruise brands in Southampton, UK. They operate a combined fleet of 11 ships with over 25,000 employees.

Carnival UK had very specific competency management requirements due to their large workforce, multiple types of vessels and disconnected operating environment. They needed a system that could effectively track personal development records (PDRs), deliver competency-based training and work seamlessly on-board vessels with limited Internet connectivity. Carnival UK's complex organizational structure and workflows also required extensive customization and dedicated support.

Challenges:

- Digitize the process for creating, delivering, tracking and managing competency checklists (Professional Development Records) across all marine operations roles
- Document, organize and deliver a catalog of learning materials and courses on an online system
- System must work in an environment on-board vessels where Internet connectivity is limited or non-existent
- Custom user interface, configurations and workflows to match complex organizational structure: multiple vessels, departments, roles and brands under the Carnival UK umbrella



CARNIVAL UK

Industry	Cruise Operator
Location	United Kingdom
Employees	25,000
Product	MarineLMS, Remote Training Servers

Results

On-demand reports and record-keeping of crew competencies across 11 vessels with limited Internet connectivity and standardized training on-board

Marine Learning Systems at Carnival UK

Carnival UK's goal was to implement a competency management system that worked on-board vessels. Their Personal Development Records (PDRs), which are checklist records of competency, were originally tracked through various, disparate tools. With a diverse fleet of vessels and 36 PDRs for each rank, there were over 600 different PDRs across the marine operations department. A competency management tool was needed to centralize information and streamline the process of managing PDRs.

Shore-based systems were unable to provide a reliable, working solution on-board Carnival UK's vessels due to limited Internet connectivity out at sea. Based on proven success with maritime operators in delivering a system that could work seamlessly both on-board vessels and on-shore, Marine Learning Systems was chosen to provide Carnival UK with MarineLMS and Remote Training Servers (RTS) to manage their PDRs.

Marine Learning Systems relied on their extensive LMS development and implementation experience to complete numerous software customizations during the deployment phase: from generating custom registration rules and loading all PDR checklist requirements, to custom UI and auto-notification triggers that matched Carnival UK's specific processes and workflows. The professional services team consistently met all deadlines and deliverables, allowing Carnival UK to go live with their system within 3 months.

MarineLMS is now used to deliver, manage and track PDRs for all marine operations, electrical engineer, medical and environmental officers. Usage has also expanded to include online training for the Deck and Technical department, Environmental training and Onboarding training for new hires. RTSs on-board all P&O Cruises and Cunard Line vessels give system functionality and allow data to be automatically synced to the central LMS server. Crew can access their competencies, PDRs and learning content, regardless of Internet connectivity.

Results

With MarineLMS and Remote Training Servers in place, Carnival UK has:

- Digitized competency frameworks and learning programs across multiple departments
- A streamlined process for managing competency (PDRs) with automatic notifications and custom workflows for evaluation and sign-off
- Insight into trainee knowledge and capabilities through online reporting tools and analysis
- Always up-to-date competency and PDRs, allowing for timely management of promotion and pay scales
- Standardized learning across multiple vessels with limited Internet connectivity

Looking to the future

Marine Learning Systems' product suite is continually expanding within Carnival UK with new departments being added. The successful implementation has also led to Carnival UK's parent company, Carnival Corporation, to contract Marine Learning Systems for two major projects and to deploy the platform across all 11 cruise brands.

Carnival Corporation's vision involves integrating Marine Learning Systems' platform into the company's Health, Environment, Safety and Security Management System. It will become one of several best-of-breed enterprise solutions, integrating together to provide a centralized electronic management solution for operational and safety tracking.

"Identifying a solution to the accessibility of a learning management system on-board has proved difficult for a multi-vessel, worldwide location business. When looking for a provider to deliver our competency frameworks on-board, [Marine Learning Systems] have delivered above and beyond the original brief and have allowed us to develop the system to be our one stop learning management system. [They] have met some tight timelines and are always there to offer support when needed in a fast and professional manner."

Martyn Thomas

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Carnival UK*