

Passenger Safety Familiarization e-Learning Course for Crew

Background:

In line with the latest amendments of the STCW Code, Silversea is implementing with the support of its current training provider (V.Ships Leisure) an e-Learning course on Passenger Safety Familiarization.

The course and related procedures have been approved by the Flag administration / Bahamas.

This course is applicable to ALL new crew from ALL departments including officers joining a ship, including expedition staff and concessionaires.

We will further update the VMS in the next due revision accordingly as per this Bulletin.

References:

- 1) VMS: [2.0 HSEQ](#) > 2.4/6 On-Board Training (OBT)
- 2) VMS: [Crew > 1.0 Crewing - Onboard procedures > 1.3 Crew Employment](#) > 1.3.29 Company Crew Certification Requirements
- 3) Forms: SAF16 "Record of Crew Induction e-Learning Familiarization and Safety Tour"; SA22 "Monthly Drills and Training Return"; C601D "Crew Certification Guidelines"

ACTIONS REQUIRED

The Crew (Assistant) Manager ashore:

- 1) Send to the joining crew member the details on how to access the Passenger Safety e-learning familiarization course as part of the initial documentation process
- 2) Highlight that without completion of the above course the crew member will not be approved to embark onboard

Note: Refer to the FAQ (Frequently Asked Questions) Annex attached for various scenarios

- 3) Receive evidence / proof of completion of the course by the crew member

Pass mark is 100% with a certificate printout. There are three additional attempts to do the course. For crew with PCNumber the results are transferrable to Shipsure. A separate access for concessionaires (crew without PCN) exists

Responsible or Assigned Officer onboard for training:

- 1) Check that all joining crew members have evidence/certificate (valid for one year) of successful completion of the Passenger Safety e-Learning familiarization course
 - a) If a joining crew member have such evidence, there is no need to do the relevant presentation session with him/her on the subject
 - b) If a crew member joins without such evidence, provide a face-to-face familiarization prior to his/her assignment with safety duties

- 2) At the completion of the welcome onboard and emergency card distribution events, conduct a practical safety tour (procedure already in place) to include but not be limited to:
 - a) Fire Screen Doors (FSD)
 - b) Water Tight Doors (WTD)
 - c) Emergency Escapes
 - d) Safety Signage
 - e) Low Location Lighting
 - f) Muster Stations
 - g) Life Saving Appliances (LSA)
 - h) Fire Fighting Equipment)



- 3) Assess (might be verbally) the effectiveness of the safety tour and prior e-learning

Note: Example questions could be:
“How many muster stations are there?”
“How many lifeboats are there?”
“How do you operate a FSD / WTD?”
“How do you report an emergency / fire?”
“What actions shall you take if you find a fire?”
etc

- 4) Record the above in form SAF16 “Record of Crew e-Learning Familiarization and Safety Tour” [new updated form (version 5) attached to this Bulletin]

Senior onboard management: Captain and/or Staff Captain:

- 1) Discuss the Bulletin at the next Safety Committee Meeting
- 2) Assist the responsible or assigned Officer onboard for training for the implementation of the above
- 3) Emphasize the importance of safety training
- 4) Reinforce teamwork and leadership with other heads of departments onboard

 Completed 

Attachments:

- 1) Annex 1 “Pre-joining e-Learning Pax Safety Familiarization FAQ” ed.1
- 2) Annex 2 – Access details / Step by Step to the Learning Management System (LMS) for the course

Note: A separate process flow exists for concessionaires (crew without PCN) and will be sent separately to them

- 3) Updated form SAF16 “Record of Crew e-learning Familiarization and Safety Tour” version 5, 12/19
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Pre joining eLearning ship familiarization 2019 Edition 1 FAQ (Frequently Asked Questions)

LMS is tailored interactive eLearning for cruise ship staff that engages the learner and allows them to study at their own pace.

The full course and related procedures has been fully reviewed by the Bahamas Maritime Authority STCW department obtaining as result an official approval.

What new on the eLearning Familiarization training?

We value your feedback and have made improvements on:

- Eliminate disruption to the vessel operations by cutting down the time spent onboard attending familiarization training.
- Ensure that all crew have adequate time to absorb the information by studying at their own pace and in their own time.
- Ensure consistent delivery of the mandatory STCW content.

How can my crew access eLearning courses when home?

LMS courses are accessed home using any regular PC

Crew can do LMS courses online at any time using V.Ships Learning Management System

(see <https://learn.vships.com/login/index.php>) with PCN.

Crew members must use their Personal Crew Number (PCN) to access the application.

What if the crew is not aware or do not have a PCN number yet?

The Personal Crew Number (PCN) is usually stated and indicated as part of the joining documentation however, If the crew is not aware or in doubts he/she, should contact the Crew Dept. for more info and clarification.

Note: All seafarers can do Marlins' approved STCW courses at www.marlins.co.uk, however, except where otherwise stated, these costs are not covered by the Training Fund.

How to log-in for the first time?

Upon entering into the LMS portal you will be asked to provide Username and password.

Your user name is your PCN number (see your joining email or ask your crew manager)

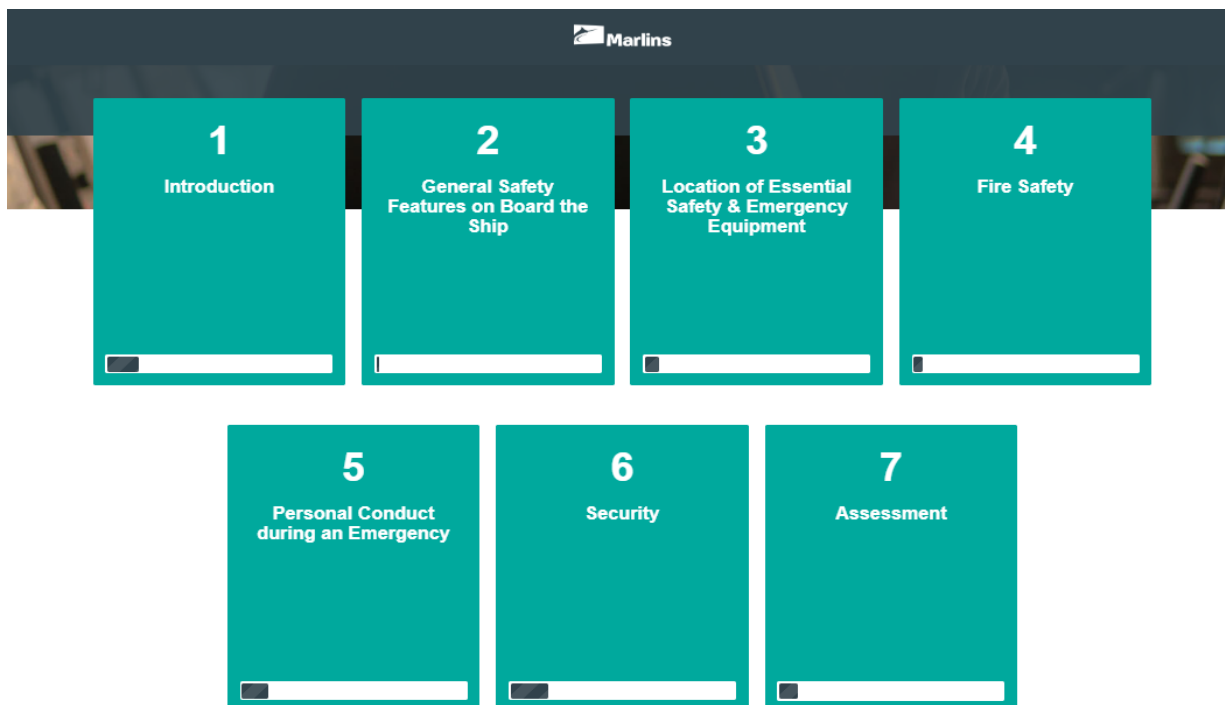
Your initial password is: changeme

Follow the instructions and change your password from changeme

Create a new password that only you know

How many modules does the course contain?

Introduction and welcome followed by 5 basic modules with online assessment and prove of study



Is there an assessment for every course? What is the pass mark?

Being the Familiarization an approved STCW eLearning courses, part of the process is to verify your knowledge by means of a final assessment. The Pass marks is 100% and the course is only recorded in Shipsure if the pass mark is achieved.

What happen if I do not get the pass mark?

You will be given with a max of three attempt to achieve your pass mark, should you not be able to pass the test, you will be asked to complete the course again to gain additional three attempt. Should you not be able to complete the test again, your embarkation will be reconsidered and re evaluated

Will the results be in Shipsure?

Provided the crew are logged in with PCN, and have achieved the course pass mark, the result will be transferable to Shipsure.

Will the crew receive certificate after completed the course?

A certificate of achievement / completion called prove of study will be available to be printed or saved only if the pass mark is achieved.

There are two ways to view and print the certificate:

1. Within the individual course screen, the crew can click on the "Save Certificate" icon under Results and Certificates.
2. All certificates can also be viewed and printed via Administration Tool.
3. The certificate will be valid for one (1) year from the issued date

How can the Managers view the training records on board?

The Managers can access certificates from the Administration Tool.

The shore-based managers and superintendents can also see a crewmember's results in Shipsure.

Will the familiarization course restrict my joining on board?

The Familiarization is a compulsory course required by Company, Administration and International Regulation and as such you will not be approve to join without having satisfactory complete the course

What happens if a crew is requested to join in a short time or for emergency?

It might happen that a crew member is called for an urgent embarkation with a very short notice, thus limiting his availability to complete the pre joining course. In agreement with Marine Managers and Crew department, the crew shall be granted the possibility to board without the course and complete it as soon as joined the vessel and before being assigned to any safety and pollution duties.

Who do I contact if I have more queries?

Contact support@marlins.co.uk regarding problems accessing LMS courses, stating the name of the crew and including a screenshot of the problem encountered.

Welcome to the V.Ships Learning Management System

Go to <http://learn.vships.com>

1. Log in using below details Username:

Password:

PCN

changeme (default password)

2. Set new password
3. Once logged-in, click
4. "Browse Categories" panel

Find Courses

- 1 Browse Categories
- 2 Advanced Search
- 3 Classroom Courses


Available Course Categories:

- V.Ships Leisure (Leisure/Passenger Vessel)

4. Select the course to be taken under the correct category

Your progress ?

Course

 Ship Familiarisation for Silversea Vessels

This course covers the requirements laid down in section A-VI/2, paragraph 1 and paragraph 2 of the STCW Code and includes:

- general safety features on board
- location of essential safety and emergency equipment, including life-saving appliances
- importance of personal conduct during an emergency
- restrictions on the use of elevators during emergencies
- effective communication with passengers during an emergency.


6. Click on the Enter  to proceed.

Ship Familiarisation for Silversea Vessels

This course covers the requirements laid down in section A-VI/2, paragraph 1 and paragraph 2 of the STCW Code and includes:

- general safety features on board
- location of essential safety and emergency equipment, including life-saving appliances
- importance of personal conduct during an emergency
- restrictions on the use of elevators during emergencies
- effective communication with passengers during an emergency.


Number of attempts allowed: Unlimited
 Number of attempts you have made: 1
 Grade for attempt 1: 0%
 Grading method: Highest attempt
 Grade reported: 0%





7. To view certificate

Course

 Ship Familiarisation for Silversea Vessels

This course covers the requirements laid down in section A-VI/2, paragraph 1 and paragraph 2 of the STCW Code and includes:

- general safety features on board
- location of essential safety and emergency equipment, including life-saving appliances
- importance of personal conduct during an emergency
- restrictions on the use of elevators during emergencies
- effective communication with passengers during an emergency.

Certificate

Feedback

Your feedback is important to us to help improve our courses. Please complete this short questionnaire after you have completed the training.

IMPORTANT NOTE/S:

1. Course Acceptable level / Passing Rates
100%
2. To ensure crew welfare and eradicate training fatigue, it is recommended to complete a maximum of 6 trainings per day.
3. All trainings completed via LMS will reflect on Crew Ship sure account within 24 hrs.
4. Should you have any queries or concerns, please send an e-mail to below:

- lms.support@vships.com
- Support@marlins.co.uk cc: Training.Global@vships.com

Crew Record of Training

Passenger ship emergency Familiarisation & Safety Training for personnel providing direct service to a passenger in passenger spaces

Vessel: _____ Officer Conducting Safety Tour Onboard and assessment: _____ Date: _____

Crew Number	Muster No:	NAME	Rank	I hereby acknowledge that I have completed the eLearning course, achieved the prove of study and understood the training in Passenger ship emergency familiarization Signature	Ship's Safety Tour and verbal assessment Date

Crew Record of Training

Passenger ship emergency Familiarisation &

Safety Training for personnel providing direct service to a passenger in passenger spaces

NEW CREW:

Prior Joining or Day of joining (prior to being assigned duties)

RE- JOINERS:

To be completed every 12 months from last induction.
Ship's Safety Tour shall be completed at any embarkation regardless if new or re-joiner and if have been on board during the last contract

Training Note:

Ensure that each crew have his/her prove of study along with them.
SAF16 must be signed by Crewmember & Officer giving the Course

Training Requirement:

Before being assigned to shipboard duties, all personnel serving on board passenger ships and personnel provide direct service in passenger spaces, engaged on international voyages shall have attained the abilities that are appropriate to their duties and responsibilities as follows:

Familiar with:

- General safety features aboard ship;
- Location of essential safety and emergency equipment, including life-saving appliances;
- Importance of personal conduct during an emergency and restrictions on the use of elevators during emergencies.
- Contribute to the effective communication with passengers during an emergency

Ability to

- Identify muster and embarkation stations and emergency escape routes;
- Locate LSA, Assembly station and Lifejackets
- Know what to do if the fire or abandon ship signal is sounded.
- Action on detecting fire/smoke know what to do if fire or smoke is detected
- Raise the alarm and have a basic knowledge of the use of portable fire extinguishers
- Embarking and disembarking passengers, with special attention to disabled persons and persons needing assistance.
- Close & Open Fire & Watertight Doors
- Occupational Health & Safety
- Ability to report a security concerns and take initial action