

# Course Information Sheet

## Ever Dreamed of Working on a Cruise Ship



Set sail for your dream career! This one-day workshop equips you with the knowledge and skills to navigate a rewarding job on a cruise ship.

### Course Description:

Have you ever harboured a secret desire to work on a cruise ship and explore the world? This exciting one-day workshop provides the compass you need to chart your course towards a fulfilling career at sea. Through interactive presentations, discussions, and industry simulations, you'll gain valuable insights into areas like: cruise ship departments and roles, essential onboard guest service skills, safety and emergency procedures, and life and culture aboard a cruise ship. Whether you're a complete beginner considering a career change, a volunteer interested in the hospitality industry, or a career seeking a dynamic work environment, this course ignites your cruise ship career dreams and equips you with the tools to set sail for success.

### What will I learn?

- Demystifying the cruise ship industry - departments, roles & career opportunities
- Developing exceptional guest service skills for a diverse clientele
- Understanding onboard safety and emergency procedures
- Life and culture aboard a cruise ship - working internationally & creating a memorable experience for guests
- Essential skills for success in the cruise ship industry

### How will I be assessed?

- **Formative assessment:** Participation in discussions, group activities, and industry simulations will allow for continuous feedback and skill development.
- **Summative assessment:** A short, scenario-based assessment will gauge your understanding of key cruise ship operations and guest service principles.

### **Who is this course for?**

This course is designed for anyone with a passion for travel and hospitality who aspires to work on a cruise ship, including those interested in a career change, volunteers in the service industry, and carers looking for an exciting work environment.

### **Progression Opportunities:**

Following this course, you can further develop your cruise ship industry expertise by enrolling in a variety of programs, such as:

- Level 2 Certificate in Hospitality Supervision (Fast Track)
- International Cruise Line Academy Programs (offered by various cruise lines)
- STCW Basic Safety Training (required for most seafaring jobs)

### **Career or Job Enhancement Pathways:**

This course can be a stepping stone towards various rewarding careers on a cruise ship, such as:

- Guest Service Representative
- Restaurant/Bar Staff
- Activities Staff (Entertainment, Excursions)
- Housekeeping/Cabin Attendant

### **How do I enrol?**

The quickest way to enrol is online at [www.oucoursesouthwest.co.uk](http://www.oucoursesouthwest.co.uk), simply create an account and select 'Enrol now'. Alternatively, if you have any questions, please call our friendly customer service team on 01752 660713.

### **How will the course be delivered?**

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

### **Will I need to practise outside the classroom?**

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

### **How will I know I'm making progress?**

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

### **What will I need?**

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

### **Please note:**

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.onscoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

