



Lifeboat Assistant Course

Holland America Line is a British-owned cruise line, headquartered in Rotterdam, Netherlands. Holland America Line's fleet of 15 elegant, mid-size ships offers more than 500 sailings a year visiting all seven continents.

The challenge

HAL wanted a training program that aims to increase the knowledge of lifeboat assistants vis-à-vis operating life-saving equipment, and in the process improving performance while executing survival-skill procedures. The content had to deal with the procedures of launching and recovering a lifeboat, mustering and embarking passengers, and surviving at sea. To learn about the role as a Lifeboat Assistant.

The solution

TIS offered a course in the form of a graphic novel. The characters are the Lifeboat Assistants who played key roles after their ship *ms Slotendam* ran aground off Bermuda. The Lifeboat Assistants were tasked to evacuate all guests on the lifeboats.

The result

The training offered an insight into the characteristics of a lifeboat, the key steps of launching and recovering lifeboats, and how the engine operates. The scenarios familiarized one with the basic

CASE STUDY



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principles of crowd management, mustering, and embarking guests on to lifeboats. It also included:

- Identifying the safety precautions to be taken when operating lifeboats
- Listing all key steps in the process of mustering and embarking passengers on the lifeboat
- Recognizing basic principles of crowd management and human behavior
- Recognizing the use of all lifeboat inventory including any survival equipment