

14-18 January 2013 AFPVE Course Scorecard

Course makeup: 15 Active Duty and Civilian Coast Guard, 9 cruise industry stakeholders (cruise lines, class societies)

Course critique summary: Responses are from 1 (lowest) to 5 (highest). For each course date red denotes lowest rating(s), green the highest rating(s)

Course Date	Jan 13	Apr 12	Mar 12	Jan-12	Jan-11
Critique response rate	96%	100%	87.0%	82.6%	91.7%
Quality fill	78%	77.3%	84%	89.9%	90.9%
Class critique overall average	4.3	4.5	4.53	4.27	4.54
Class critique overall median	4.5	5	5	4	5
Class critique overall standard deviation	0.67	0.67	0.54	0.69	0.57
Average # FPV exams by CG attendees	22.3	12.9	29.7	20.9	29.2
Average time in Marine Safety field by CG attendees	6.9	7.3	12.5	12.1	10.4
How well course prepared for FPV exams**	4.32	4.5	4.45	4.14	4.45
Training environment	4.68	4.5	4.65	4.41	4.36
Usefulness	4.41	4.79	4.70	4.55	4.64
Training materials	3.82	4.33	4.30	4.05	4.27
Material presentation	4.41	4.33	4.40	4.23	4.50
Instructor knowledge & preparation	4.41	4.71	4.55	4.38	4.68
Usefulness of cruise ship visits	4.14	4.46	4.55	4.05	4.64
Time allotted	4.23	4.38	4.65	4.33	4.77

Critique response rate is the % of attendees that provided written course feedback.

Quality fill measures how successful we were at targeting CG students (qualified, from active cruise ship port, conduct FPV exams or supervises/manages those that do, from a unit short of people that have attended the course).

*Course delivery was modified and lessons repackaged starting with Oct 2010 course.

** The wording of this question was changed into two parts (CG and non-CG) for the Dec 2010 course.

Comments: Each comment that identifies a gap or positive, or suggests an alternative method or process is documented and evaluated. We're not able to include all comments here; however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Excellent explanation using assessments to practically exercise course concepts /materials	Thank You
MSC Rep excellent addition to course, his knowledge and ability to explain technical concepts provided an easy to understand basis for regs.	Thank You
CD of reference material excellent addition	Thank You
Course was well organized, instructors were able to answer question, and provided excellent insight based upon experience.	Thank You
Excellent use of PowerPoint examples, etc	Thank You
Information in this course specifically the focus on Holistic approach and consistency were helpful and effective	Thank You
Excellent use of technology well organized kept on schedule	Thank You
If possible break groups into four teams for ship visits.	We have tried however, with time constraints and minimizing ship burden with additional escorts, we have found 2 groups is best.
Recommend spending at least 2 hours discussing simulated exam to reinforce a standard order of events and areas where teams need to coordinate. Create assessment based on this to make students think through inspection.	This is what Lesson Plan 2 is intended to cover. Setting up exam process and execution of the examination plan.
Recommend adding regulations cites to student guides	The student guide is given as a reference and is not intended to be a cite guide.
Instructors were knowledgeable and well prepared	Thank You

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Recommend better familiarity with the vessels used on ship visits to know ahead of time what you want to point out. (reaching here I was impressed by knowledge of instructors)	Noted and this has been discussed. Believe it or not this is very hard to do as we rarely if ever have the opportunity to visit the same ship and in some cases this is the only time the ships are here.
Visit to ships were extremely necessary Scott and Mike were patient and care to make sure all questions were answered.	Thank You
Too many assessments on day one before noon. Took away instruction time	Noted
Too much time spent on issue of cleaning carts in the passageways	Noted
Excellent video on Azipods, sprinklers, MES and engine room fires.	Thank you
Description of "short International voyage" was confusing. Recommend drawing a picture to show the "Round Trip:	Noted and will be addressed
Binder missing Tab 15 Handouts	Noted and will be verified in all books for the following course
Try to make the flow of the ship visit similar to the flow on an inspection. It seemed like it was more like as we went along as opportunities presented themselves.	This should have occurred, recognizing time constraints the flow of the examination is highlighted in the deck walk.
Very well done we are using your guide and doing a re-write of the job aide for our technical use as flag state	Let us know if you need anything additional
Not enough time allowed for final assessment.	Noted, however the programmed time has shown it fits for most.
Would like to have spend more time on the CVSSA	Noted and will be addressed, Lesson revision has been ordered
Scenario worksheets need to be updated for clarity	Noted and will be addressed before next session
Training present Scott and Brad 5's, 3's to a couple of the junior staff members.	Thank you
Scrub one of the ship visits and add time for call follow-up questions comments and open mike if you will.	Noted, we feel there was time for full follow up. We are compressed to fit 25 people through the ship and have reduced from 3 visits to 2
"Advanced" is sort of a misnomer, I was expecting more in detail on certain topic I wish more time had been spend on new requirements specifically, CVSSA, Annex VI, VGP, New raft servicing, Waste streams, not enough detail, NVIC 03-08 vice what is being taught no consistent. Overall I thought it was a great refresher having been through the course many years ago and instructors were a big help,. General comment; ever think of diversifying staff, i.e. class/flag surveyors, to get the other than CG angle.	Advanced is defined as the process rather than the detail. We expect all members arriving to have the prerequisite knowledge and detailed understanding of most systems. We will do a better job of describing this.
Good course not already being qualified it will help greatly in earning that qual. That being said I feel that the course should be more accessible for those that aren't qualified.	We are looking for this course of instruction to be the final step to earn the FPVE qualification. Course will be added as a new prerequisite in the coming PQS.
Much more confident. Course identified a strategic efficient approach to conducting pass vessel exam.	Thank you
Expand on space categories, Seems to be one of the key elements in exams. Holistic approach.	We have asked the MSC rep to assist with the facilitation of the lesson plan assessment for the next two courses.
Working in the groups was very valuable. Discussions with the entire class were beneficial and informative.	Thank you
CVSSA information presented was very beneficial	Thank you
Training material needs to be updated	Noted and will be addressed before next course.
Mr. Elphison presentation of Lesson Plan 7 was exceptional. Great Job	Thank you
More time needs to be spent aboard ship	Noted, but not possible with our compressed course schedule.
Witnessing the passenger drills aboard the ship for consistency would be very helpful	Noted, however the unfortunate logistics of getting 25 people off the vessel right before departure makes this very hard to accomplish.
Delete or minimize assessments, this is a course where the instructors are actively in the field and findings are more beneficial to students.	We must have assessments. The verification of ability and knowledge of the attendees is critical to the success of our course.

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Course should be given as a basic course to new FPVE	A basic distributed learning course is under development to match the new PQS
Room was a little cold	We know, it is somewhat difficult to turn the AC off in Fort Lauderdale but will continue to address with hotel.
Having industry and CG personnel is useful to get both sides perspectives	Agreed
Instructors seemed a bit defensive when challenged by students	Interesting comment. We will discuss this. Thank you
It would help to clarify the holistic inspection technique	Noted, this was defined on the morning of day 1, I will reinforce this to make sure it is clear
Different instructors presented a different view of completing a COC-CVE exam	Noted and will be addressed before next course.
I would have liked for more time and detail into the fires suppression systems.	Noted
Assessment information was not complete	Noted and will be addressed before next course.
Engine room information was interesting but too much detail for scope of examination.	The scope of the exam is what drives content and the detail of the examination process is what we must achieve. We have actually removed much of the detail and now just use NVIC 03-08 as the primary guide.
Groups on ship visits were too large.	We are compressed to fit 25 people through the ship and have reduced from 3 visits to 2. With time constraints and minimizing ship burden with additional escorts, we have found 2 groups is best.
The course has been developed to a much higher standard than it was 10 years ago. Much better well done.	Thank You
Enjoyed ship visits, Useful to apply methods taught in a real environment.	Thank You
For the end of lesson exercise, having the staff update "vessel documents" with real time dates would help remove confusion from lessons/intent of exercises.	The dates are left 20XX just for this purpose it is stated the dates are current.
Life saving equipment, the lesson was too quick and could have allowed for more discussion. Also would have been good to have students reference Policy Letter 06-08 to avoid the pitfalls of reducing PAX count by too many. It was in our binder but we never opened to it nor was it mentioned in class.	06-08 is a reference and should have been used. We will make sure this is done in the future.
Also more discussion on RB vs FRB. Most folks assume all cruise ships need an FRB and it's not the case. Discuss the differences and who needs to carry what.	This was covered and will be reinforced in upcoming sessions
Gas Meters - Probably wouldn't be the worst idea to have the instructor in the engineering spaces bring a gas meter. Although we're not going into confined spaces, they are below decks with a host of possibilities that could affect the atmosphere. They are required to be worn for exams and considering we are taking class and industry reps with us, we'd look pretty silly if anything happened and we weren't properly outfitted.	We try to adhere to the guidelines set forth in the Marine Safety Manual for use of the gas meters as needed for specific spaces. The scope of the ship visits are carefully setup so we do not have to take the students into any spaces that require the need for a gas meter (confined spaces, sewage treatment rooms). We feel that the remaining spaces are adequately ventilated to ensure a safe environment for all participants.
Answers on the instructor sheets. During class review it seemed that the answers the instructors had were not always right. Perhaps prior to the first class of the year a staff review?	Noted and will be addressed for future courses to reduce confusion. We do a review prior to the first class of the year but missed some of these issues.

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<p>We had a great opportunity to board 2 ships. It wasn't until mid way through one of the ships that we learned the build date. Since the school sets up these ships, I think there would be great value added in reviewing the PSSC's and CoCs in class prior to our visits. For any older ships it would allow for discussion on different SFP requirements and such.</p>	<p>We will see if we can better brief the ships before we actually visit them.</p>
<p>A session on "case studies" would be a great addition. Talk about come of the bigger MISHAPs and casualties in the past 10 years and any detentions.</p>	<p>We try and keep course non-attributional. Hopefully the lab at the end of the course provides some excellent pictures to stimulate discussion. Check out the FPVE learning section on our website for some good real case studies, we just can't fit all into our compressed course.</p>
<p>Space categorization lesson was well taught and well presented. It's often a difficult concept but Brad did a great job.</p>	<p>Thank you</p>
<p>Ship visits. It was great to get on the ships, but being as this is advanced, most folks have been on a cruise ship. The engineering portion was complete in about 2 hours. I'd recommend a 5 hour block, each team does 2.5 hours in each space and rotate, do one ship and save a 4 hour block of time for instruction.</p>	<p>The immediately thought is that it may limit exposure and variety of system encountered and it becomes a large data dump board. Over the years two visits has proven to be ideal.</p>
<p>Radios for engineering spaces. We used them for about 2 minutes after that they were more cumbersome to drag around than useful. Recommend considering not using.</p>	<p>We have been back and forth on this one. It seems some ships are louder than others and when you can't hear, we hear about it.</p>
<p>Dryers-At no point did we discuss problems with dryers and ventilation/fire issues. This has been an issue for several boats in the past. It would be good to at least touch on.</p>	<p>Noted, will be addressed in future courses.</p>
<p>"Top 10 findings" I know the SPV community puts this out but as we are now documenting everything, this would be a great addition to identify what examiners are seeing CG wide.</p>	<p>We have a top 10 deficiencies identified in 2011 report which is available on our Coast Guard Internal Site. This is available to anyone else upon request.</p>
<p>Size of liferaft to deploy on an annual. Still clear as mud. One instructor said follow the NVIC (has to be same size) another said as long as it's rigged the same we can accept a smaller one. At the end of the day it's up the examiner however a clear stance would help members as they return to their units.</p>	<p>Sorry for the confusion. This will be addressed for the next course. The CSNCOE created a FPVE learning session on this please visit: http://www.uscg.mil/hq/cg5/csncoe/fpveknowledge.asp and select Life Saving Apparatus and Drills to clarify any confusion.</p>

11-15 February 2013 AFPVE Course Scorecard

Course makeup: 16 Active Duty and Civilian Coast Guard, 7 cruise industry stakeholders (cruise lines, class societies)

Course critique summary: Responses are from 1 (lowest) to 5 (highest). For each course date red denotes lowest rating(s), green the highest rating(s)

Course Date	Feb 13	Jan 13	Apr 12	Mar 12	Jan-12	Jan-11
Critique response rate	96%	96%	100%	87%	82.6%	91.7%
Quality fill	72%	78%	77.3%	84%	89.9%	90.9%
Class critique overall average	4.65	4.3	4.5	4.53	4.27	4.54
Class critique overall median	4.8	4.5	5	5	4	5
Class critique overall standard deviation	0.0775	0.251	0.17	0.14	0.18	0.172
Average # FPV exams by CG attendees	22.5	22.3	12.9	29.7	20.9	29.2
Average time in Marine Safety field by CG attendees	5.3	6.9	7.3	12.5	12.1	10.4
How well course prepared for FPV exams**	4.55	4.32	4.5	4.45	4.14	4.45
Training environment	4.64	4.68	4.5	4.65	4.41	4.36
Usefulness	4.73	4.41	4.79	4.70	4.55	4.64
Training materials	4.55	3.82	4.33	4.30	4.05	4.27
Material presentation	4.64	4.41	4.33	4.40	4.23	4.50
Instructor knowledge & preparation	4.77	4.41	4.71	4.55	4.38	4.68
Usefulness of cruise ship visits	4.68	4.14	4.46	4.55	4.05	4.64
Time allotted	4.64	4.23	4.38	4.65	4.33	4.77

Critique response rate is the % of attendees that provided written course feedback.

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Red highlights the lowest overall mark and green is the highest mark.

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Comments: Each comment that identifies a gap or positive, or suggests an alternative method or process is documented and evaluated. We're not able to include all comments here; however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Previously I did not see the importance of space categorization beyond initial exam. Now I see the value of understanding and implementation.	Thank You
Structural Fire protection discussions are always helpful especially the HOLISTIC approach	Thank You, HOLISTIC brings many things together.
Good approach in keeping the tempo of the exam up so you can see everything	Thank You
Course instructors do a great job explaining systems and the regulations that cover them and how they interact and relate to each other	Thank You
Room was great	Thank You
Instructors were excellent	Thank You
Interaction with industry was very informative	Thank You
Course solidified my confidence with a lot of the finite details of the exam	Thank You
Great course I wish more USCG C schools utilized the same principles of this course	Thank You
Perfect training environment	Thank You
Great Class	Thank You
Field trips were great	Thank You
Exercises were thought provoking	Thank You
No death by PowerPoint thank you	Thank You

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Sometimes too much chatter from instructors and others at the back table during class	Noted and addressed. We appreciate you bringing this up.
For the most part course was just a refresher. Seemed too basic	The definition of basic and advanced is identified in the opening. The process of the exam and report out of findings is the advanced portion of the course. In other words the human performance of the examination team.
Some of the student guide content did not flow with the instructors presentations	Noted. This remains a work in progress and we will continue to correct the variances.
A few presentations seemed rushed or some instructors would get off topic.	We will work to identify and correct
Deckside ship tour was more in-depth and engineering was basic	Sometimes the ship tours vary in scope due to visiting a different ship or class makeup/questions. Hopefully, both emphasized how to perform a Holistic exam.
Questions should be clearer	Noted, however part of the exercises is to ask questions just as you would ask them to the ships officers and crew.
I know it's difficult but I would like to have live tests such as smoke extraction.	Interesting idea. We may be able to rig some static demonstrations but smoke extraction is unfortunately not possible for training on an operating cruise ship.
MSC presentation was interesting material but not too exciting kind of sleepy time	Ok
Instructors were very knowledgeable	Thank You
It would be nice to have training opportunities with ICV exams	It would but we do not see how this could be attainable given budget constraints. PQS is being updated to reflect the fact most inspectors cannot perform ICVE's.
Changed my mind on drills and I will tweak the way I do drills.	Thank You
Would be great to use the OWS mock up that TMS has	Agreed, but time and logistics prohibit during the course.
It would be nice to have industry that actually sailed on ships actively	We have and will continue to solicit for this type of industry participation. Fortunately, many of our shoreside industry participants do have underway experience.
Table space was too small for all the books and materials	We will try a different approach in next course
Outstanding instructors very knowledgeable	Thank You
More time on ship would bring better retention	This is often brought up and we have determined given our schedule we have optimized the time aboard.
More time in the course would be helpful. Lots of information for the time allotted	A exportable basic course is being developed.
Good that the training was driven by policy and regulations not legacy experience and old school ways (tribal knowledge)	Thank You
Would be nice to have an extra day aboard the ship	This is often brought up and we have determined given our schedule we have optimized the time aboard.
The top ten deficiency list should list regulation cites	We will incorporate in 2012.
Would like to see advanced course like train the trainer. 3 times a year is not enough to get everyone this training.	We would love to put on more courses, unfortunately budget limitations prevent this from happening.
Enlightening. Like the Holistic approach to exams	Thank You
You should introduce all the instructors at the beginning	Yes this was a recent change to save time and we will return to the proper introductions
Great info. Hope to change the way we conduct CV exams	Thank You
Ship visits very useful. Would like to train in the am and ship visit pm for all 5 days	This is often brought up and we have determined given our schedule we have optimized the time aboard.
Desks are too small for all the books etc	We will try a different approach in next course
I would have liked to get a clean copy of all the assessment repots with correct answers	Each team facilitator has these
Class was excellent	Thank You

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Some instruction was very scattered and did not seem to have been prepared ahead of time by the instructor	Noted and will be addressed
I would have liked more time on the ships doing the upper decks and practice SFP identification.	This is often brought up and we have determined given our schedule we have optimized the time aboard.
I liked the way the groups were set up	Thank You
95% of the assessment material was clear some was vague	This is by design to get students to ask questions

18-22 March 2013 AFPVE Course Scorecard

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Usefulness	4.65	4.73	4.41	4.79	4.70	4.55
Training materials	4.48	4.55	3.82	4.33	4.30	4.05
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Enjoyed Holistic approach	Thank you
Great to go to vessel and walk through with instructors, peers and industry	Agree
Good room and training field trip	Thank you
As planned training scenarios were not clear and instructors did a good job of acting as ships company	Thank you
Instructors were very knowledgeable and well prepared	Thank you
Training location was great having everything onsite	Agree
Days in classroom a little long for optimum concentration and attention	Noted and we understand it is quite a lot of information
Brad is a very good speaker and knowledgeable	Thank you
MSC too much historical and background information and too slowly covered	Noted, we will take a look at this
Recommend the staff make a greater effort to convey a unified front so you are all in agreement on issues.	Agree
Love the structured inspection approach should help with consistency between sectors	Agree
Training room had good acoustics and lighting.	Agree
Great refresher of international regulations Holistic approach coupled with auditor mentality versus inspections should speed up trainees around shop.	Agree
Reference DVD is great recommend sending ONE copy to each sector whenever you revise.	Agree

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Having several presenters was helpful. Recommend sending instructors to the "Train the Trainer" courses offered at STAR center	Thanks for the input, we will research the STAR Center courses.
I last attended the course in 1998. This course covers more items, regs, policy yet it is one day shorter	The course time was reduced since remaining on a Saturday was previously a problem/concern for many.
Ship visits with concentration on space usage and categorization is great.	Agree
Final assessment answers need to be updated to match SOLAS amendments	We will research and update.
Course should be a prerequisite for the qualification	Agree. In the upcoming PQS revision the course has been added as a pre-requisite.
My confidence has improved dramatically after this course	Great
Sometimes I could not see the presentations very well because of the projection clarity. I was in the back maybe a second screen may be needed	Noted
Thank you for a professional and thorough class. Your expertise and guidance deserves praise. I am better off after this course and hopefully as a result so is my port.	Thank You
All instructors appeared well selected for the area they taught and had good team chemistry.	Thank You
More course time would help. Maybe add a day.	The course time was reduced since remaining on a Saturday was previously a problem/concern for many.
The course was well organized, clearly presented and had a good flow. The ship visits mated the material well. Only problem may have been a few topics that were not covered well. Bridge Navigation and hull repair.	Thank You, some of these topics are covered in other CG courses and unfortunately we don't have time to address in this course.
Overall I have a much better understanding of how CG examines vessels to IMO and international conventions and also PSC.	Thank You
Too many private conversations during class and ship visits hampered hearing the instructor.	Noted
Training was well presented.	Thank You
The application of space categorization while walking the vessel is very enlightening and provides another means of inspection	Thank You
I feel confident I could carry out an exam after receiving this training	Great
Information required when to write deficiencies was confusing	Noted
Presentations were excellent. Lessons brought discussions and not "Death by PowerPoint". Best taught course I have ever been too.	Thank You
Loved having industry present and included in conversations.	Agree, that is one of the best dynamics of this course.
Excellent course one of the best C schools I have ever attended in the CG. All material was relevant and well presented. Instructors paused to discuss different topics that were complex.	Thank You
I think class has pretty crazy pre-prerequisites. I think a PSCE qual and some cruise ship experience is all that should be required. I the pre-requisites might be scaring potential students away. This course is perfect for someone trying to get the qual. It is important for people to learn the right way to conduct inspections when they are fist starting out.	Agree
The holistic approach is a great concept and something inspectors should strive to be but it would be extremely difficult to complete an exam this way without lots of experience.	Hopefully, with good prep before the exam you can do a solid holistic exam. We agree that more experience always makes things easier.
Pictures were great the more the better.	Thank You
Very good. Great discussions but maybe cut some of the "rabbit hole" conversations off a little earlier.	Noted

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The staff was well prepared the facility was nice and the schedule was well planned	Thank You
The course information was very useful but I would like the cites added to the student guide.	Thank You
I thought the course was very useful. The group assignments were also interesting and the ability to interact with industry. I would spend more time on machinery	Noted
Good job on exam consistency	Thank You
Assessments and discussions were beneficial.	Thank You
You could tell the instructors spoke from experience. Expert's not just instructors.	Thank You
This course was the best Coast Guard Training I have ever received. I think it is incredibly helpful to get this training prior to getting my qualification. I feel that it will be beneficial to start out adapting globally practiced exam technique before I develop any bad habits of fall into "tribal knowledge:	Agree. In the upcoming PQS revision the course has been added as a pre-requisite.
A big step in the right direction for the Coast Guard	Thank You
This course was extremely helpful in exposing me to the cruise ship inspection process. As a staffer it was great to get more in depth information with all aspects of the program. It was also nice to actually walk older ships and see how the crews utilize the spaces aboard. This knowledge is very helpful.	Thank You
Excellent training environment. Good to stay in same hotel as the training. Breaks were more than adequate and provided enough time to keep students awake throughout the course.	Thank You
Excellent use of visual and reading materials.	Thank You
Excellent instructors. All instructors did a fantastic job during the presentations.	Thank You
Five days was well divided between class scenarios and ship visits.	Thank You
Highly recommend inspectors that obtained the qualification more than 10 years ago and senior personnel/supervisors (CID & PD HEADS) to attend course.	Agree
Actual incidents (Sea Stories) helpful and brought real life	Agree
Tremendous amount of valid information presented	Thank You
Very professional set-up	Thank You
Bringing together the Coast Guard to bring consistency and professionalism was hammered home.	Thank You
You must resolve the consistency for written deficiencies so we can be successful in the identification and reduction of safety incident within the Cruise Ship Industry	Agree, we will focus on ensuring the latest guidance is stressed in future courses.