

Line Manager guidance: Maritime Rating appraisal form

We're focused on driving a performance-led culture, creating the conditions for us to deliver the best possible outcomes for the business. Appraisal conversations with team members on how they have performed during their tour is a very important part of the performance process.

Holding an appraisal performance conversation

- ✓ The conversation is confidential and should be held in a place where you cannot be overheard by others.
- ✓ Book a time and place in advance with your team member so they can prepare any thoughts they have about their performance and achievement of tasks. You should also both think about any development targets they may have.
- ✓ During your conversation you must talk through the team member's behaviours, skills and how they have performed against the technical aspects of their role. A performance rating is applied after this conversation.

Completing the online appraisal performance form

Please note:

The form can't be saved and then reopened later. If you close it before it's submitted your input will be wiped and you'll have to start again.

- Ensure the correct personal details and crew member's email address is added to the form.

Please note: The crew member's substantive rank will be used to direct the appraisal to the second level sign-off, based on the tables listed in the appendix. If you are unsure, please consult Mistral with the help of the deck/tech clerk. The department should be that which the rank is usually assigned eg a Fitter Mechanic will always sit within the Engine department, even if they have worked with the deck department for the trip.

For a crew member that has been acting up for more than 30% of the contract then this should be placed in the 'Functional Rank' field.

For those in a Riding Team, their Riding Team role must be entered in the substantive rank in order to ensure it is fed to the correct approvers. Riding Team members should only have an appraisal completed at the end of their full tour of duty by the supervisor of their team, and the supervisor's appraisal should be completed by the relevant riding team manager. The ship's management should complete a feedback form for each tour onboard a vessel to provide the Superintendent, Riding Squads with the required feedback for their time on each vessel.

If a crew member is trans-shipping mid contract, the line manager should forward comments to the new line manager, and the final appraisal should be completed by the new line manager.

If a crew member is having an appraisal completed following a period of cross-training in consultation with the relevant career manager, the substantive rank of 'other' can be used. 'Deck' should be used for those wishing to enter the deck department from outside of maritime and 'Technical' for those wishing to enter the technical department.

- Crew members should have goals from their previous tour of duty already set, and those on their first trip should have had these set at the start of their tour of duty.

If a crew member does not have goals, or has forgotten to bring their previous appraisal, this should be reflected.

- The following assessments must be completed using the below rating scale.

Rating Heading:	Description:
Needs Improvement	Has areas for improvement in how they perform their role
Successful	Achieves performance expectations consistently. Accomplished the right results with the right behaviours. A reliable contributor to the team and Carnival UK
Exceptional	Significantly exceeds performance expectations with broad impact. Drives exceptional results and models the right behaviours

- Living our Culture Essentials:

	Successful	Needs Improvement	Exceptional
Speak Up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respect & Protect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listen & Learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Empower	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Brand behaviours should reference SHINE on a P&O Cruises vessel or White Star Service on a Cunard vessel. Remember that these can reference the way we treat our colleagues as well as guests
 - [P&O Cruises SHINE](#)
 - [Cunard White Star](#)

	Successful	Needs Improvement	Exceptional
Brand Behaviors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Use the relevant Professional Skills Table for the criteria on how to assess the individual's technical skills. This should be completed with reference to the 'substantive rank'.

	Successful	Needs Improvement	Exceptional
Skills Criteria 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills Criteria 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills Criteria 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills Criteria 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills Criteria 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

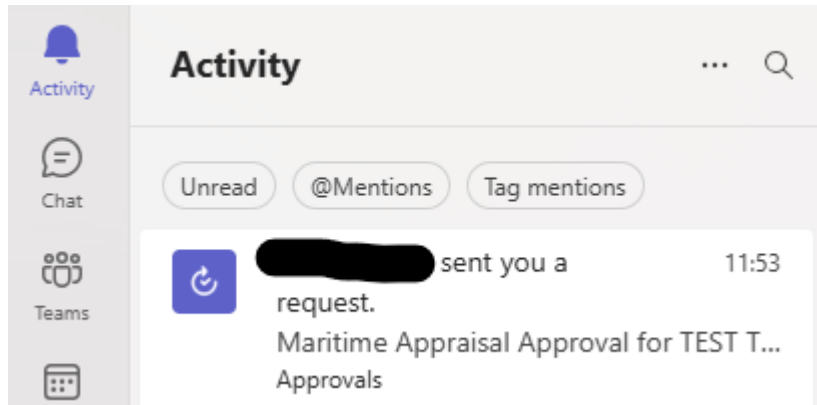
- There should be an overall summary of the discussion and the crew member should be given the opportunity to add their comments to the form.
- If the crew member should not be offered future contracts, this should be discussed with the relevant head of department and HR manager onboard, ahead of time
- The final section allows some goals to be set for any potential future contract. Goals should be set in accordance with the guidance provided on the fleet performance hub and should not be tied to any particular ship or itinerary.
- Once submitted, the form will be sent to the relevant senior manager for review, which should be completed within 48 hours. Once completed, a copy will be sent to the crew member's personal email address, as entered previously.
- The crew member should ensure they receive a copy prior to disembark as they will require this should they embark on any future tours of duty.

If you submit the form and then later need to change it, you must advise your HR Manager. They'll instruct the previous form to be deleted so you can send a new form. In this instance, your team member will be emailed a new copy if the appraisal.

Senior Manager Approval

Senior Managers will receive a notification within their MS Teams account under the 'activity' section. From here, it can be viewed, comments added and then approved.

Note that whilst an email is received, the approval process is only possible when using MS Teams.



Once approved, the crew member will receive a copy to their personal email address, including the senior manager's comments. Note that once approved, neither the line manager, nor senior manager can view the appraisal.

If rejected, the appraisal data is stored and viewable ashore, however the crew member will not receive a copy. If rejecting, the senior manager must discuss the issues with the line manager and a new appraisal will need to be submitted. It is advised to take note of the contents of the appraisal before rejecting, as once rejected, neither the line manager, nor senior manager can view the appraisal.

Promotion Recommendation

If the crew member should be considered for promotion, the manager should complete the relevant promotion recommendation form, in consultation with the senior manager, and ensure the crew member is aware of this recommendation.

A crew member is only able to be recommended for a promotion one rank above their substantive rank, and they should already meet the minimum pre-requisites as defined within the job description.

Any crew member that has an open disciplinary or PIP should not be recommended for promotion.

Once submitted, the contents will be checked, and the crew member will be added to the succession list; any issues will be highlighted the crew member and manager by the relevant Shoreside Career Manager.