



FREQUENTLY ASKED QUESTIONS

Welcome to Royal Caribbean University

Royal Caribbean University is our most enriching educational platform ever. Grow your business and your knowledge of the Best Cruise Line Overall 17 years running with courses covering everything you need to know about our fleet, deployment and more.

General Information

1. Why did Royal Caribbean decide to refresh their travel partner training platform? And what are the notable changes to the new program?

Royal Caribbean is committed to provide the best training resources for the travel professional community to ensure a foundation of understanding of our ships, features, benefits, key selling points and more. With that, continuing education is necessary and, as a result, our new Royal Caribbean University (RCU) was designed for modern day adult learning.

The course curriculum within RCU is created with micro-learning segments that have multiple advantages such as: several bursts of key information; brief content for each topic; less navigation throughout; continuous knowledge opportunities; productive and useful communication methods making your time count.

2. What is the estimated completion time to receive the topmost certification?

The estimated time to achieve all three levels of learning is approximately 4-6 hours max.

3. What are the rewards that I, as a travel professional, will receive upon completion of the RCU coursework?

All of the reward information can be found on Royal Caribbean University Rewards page. Rewards include: CLIA credits, social media banners, Passport to Savings booklet, eligibility for bonus commission, onboard credit and complimentary VOOM, the fastest internet at sea, monthly giveaways, and more.

4. I just completed the Master level courses. How soon can I receive my rewards?

RCU Rewards must be requested 3 weeks prior to sailing to allow for internal processing.

Log In Information

1. As a travel professional, how do I log into Royal Caribbean University?

RCU can be accessed through Cruisingpower.com ~ Training & Benefits ~ Training & Certification ~ Royal Caribbean — Click on the Royal Caribbean University link and you will be automatically directed to the Royal Caribbean University home page.

2. Does RCU require a new login and password?

No. The access to RCU is obtained when logging into CruisingPower.com with your current user name and password. If you are a new travel professional, you will be granted access when registering for your Cruisingpower.com log in.

Royal Caribbean University Curriculum

1. What are the learning levels and degrees of RCU?

There are two (2) levels of education:

- Bachelor's Degree — Core curriculum courses (after completing the Bachelor's program, you will receive the degree "Bachelors of Adventure."
- Master's Degree — Continued and advanced curriculum (after completing the Master's program you will receive the degree "Masters of Adventure."

2. How is the RCU curriculum structured?

All RCU students are required to take the campus tour introductory courses first. These course overviews will provide you with a glimpse of the University Bachelor's and Master's curriculum and, once completed, will open access to the Bachelor's and Master's program.

3. Will my University of WOW - Expert/Expert Plus accreditation transfer to the new educational platform status equivalent?

RCU launched in July 2017; therefore, all travel professionals who have participated in the past, regardless of former UofWOW modules completed or levels attained, will still need to refresh their Royal Caribbean knowledge through the new courses in the Bachelor's and Master's Programs.

Transferring University Credits or Degree To Another Agency

1. How does a travel professional transfer their current credits or degree if they move to another agency?

To transfer your RCU credits or degree to a new agency, click on the Transfer Credits link located on your Profile page. Simply follow the prompts which will take you through the process of transferring information to the new agency. Please note your first and last name must be identical in both your old and new Cruisingpower.com accounts or you will receive an error message. If you experience difficulty, please contact RCU@rccl.com and provide your first and last name with new agency information and the transfer will be completed.

Re-Certification

1. Will there be on-going RCU courses available?

Yes. Throughout the year, as new courses are added, as well as enhancements to the core curriculum, you will be required to take these courses in order to receive your Bachelor or Master in Adventure rewards.

2. Once I have achieved either my Bachelor's or Master's Degree, will I need to re-certify at any time?

Yes. Throughout the year, as new courses are added as well as enhancements to the core curriculum, you will be required to take these courses in order to maintain your current status of either Bachelor or Master of Adventure in Royal Caribbean University.

In addition, there will be a RCU year-end course which will encompass a comprehensive view of all the new happenings throughout the year to remain up to date on all things Royal. Plus, it's a great refresher!

The deadline for taking the RCU year-end exam and new courses is December 31st of that year.

3. What if I'm unable to complete the year-end exam and any new courses in the RCU curriculum by December 31?

You will have a 60-day grace period to complete the course work to continue the accreditation on the Travel Agent Locator and also receiving the rewards for that level.

4. How will I know when updates have been made to existing courses or when new curriculum has been introduced on the platform?

You will be notified of new courses and other updates via the My Messages page. You can access this page by clicking on the envelope icon on the top right of the RCU home page.

Travel Agent Locator

1. Will my Travel Agent Locator accolade remain listed on the Royal Caribbean website?

As of January 1, 2018, you will need to attain the RCU Bachelor's Degree or Master's Degree, in addition to the below requirements*, in order for your accolade to be displayed.

*For either an Expert/Bachelor or Expert Plus/Master accolade to be displayed, your travel agency must already have a Travel Agent Locator listing. To qualify for this listing, your agency must have a minimum of \$5,000 in sailed revenue, for the Royal Caribbean International brand, during the previous 12 months, and reservations must be booked under your own agency phone number, not a host phone number.

2. Will the re-certification by 12/31 ensure that I am still on the Travel Agent Locator for the following year?

No. The Travel Agent Locator is based on your last 12 months revenue (\$5,000 in sailed revenue) and your yearly re-certification.

Contact Information

1. Where can I address any questions I may have regarding University of WOW or Royal Caribbean University?

Please direct your questions to RCU@rccl.com.

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