

Crisis and Crowd Management Workbook

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1. Introduction to Crisis and Crowd management training

The target group is seafarers designated on muster lists to assist passengers in emergency situations on board passenger ships.

STCW Requirements

Regulation A-V/2

Mandatory minimum requirements for the training and qualifications of masters, officers, ratings and other personnel on passenger ships

1. Masters, officers and other personnel designated on muster lists to assist passengers in emergency situations on board passenger ships shall have completed training in crowd management as specified in section A-V/2, paragraph 1 of the STCW Code.
2. Personnel providing direct service to passengers in passenger spaces on board passenger ships shall have completed the safety training specified in section A-V/2, paragraph 2 of the STCW Code
3. Masters, chief engineer officers, chief mates, second engineer officers and any person designated on muster lists as having responsibility for the safety of passengers in emergency situations on board passenger ships shall have completed approved training in crisis management and human behaviour as specified in section A-V/2, paragraph 3 of the STCW Code.

Learning objectives

The objective is to provide competence, enhance knowledge and to enable the candidates to perform designated duties in assisting passengers in emergency situations on board passenger ships in accordance with the STCW Convention Section A-V/2 paragraph 1-3.

Relevant legislation and references

The STCW Convention with 2010 Manila amendments Regulation A-V/2, Section A-V/2 and Table A-V/2 and the NMA Syllabus (“Emneplan for passasjer- og krisehåndtering”).

The course also covers IMO model course 1.28 and 1.29, excluding requirements for crew working on board Ro-ro passenger ships.

Assessment

On this course, you are assessed in two ways:

Assessment	Delivery	Min Pass mark
1. Final Test	Closed questions - onscreen	75%
2. Module Assignments	Open questions - completed offline	Grade A

- You must achieve at least 75% in the final test and Grade A or higher in all module assignments. If you do not achieve this result in any one element, you will be required to review the course material and re-attempt that element. Note that a re-assessment fee may be payable.
- All onscreen tests are automatically marked and the result displayed onscreen. You will be required to print your final test result immediately after you complete it. The course documentation checklist refers.
- Criteria marking is used to mark all workbook questions. The marking scheme used is provided in **Annex A**.
- A grading sheet will be completed by the course assessor when your module assignments are marked. Where necessary the course assessor will provide feedback or notes for your attention.

Module assignments should be completed electronically (font size 12) or by hand in clear handwriting.

Where required or as appropriate, you may provide diagrams or sketches to illustrate your answers. SMS procedures and documents are accepted as scans/attachments. The course assessor reserves the right to reject work that is not presented clearly and legibly.

You are reminded that all onscreen tests and module assignments **must** be completed under ‘exam conditions’. This means under the direct supervision of an authenticating person who will attest that your assessments have been completed unaided and solely by you. You are strongly advised to keep a back-up of all your work before sending it to us for

assessment. Anything you quote or paraphrase from a publication or other source must be referenced in your work, by giving the following information:

- Author's name
- Title of Publication
- Year (and day/month if a newspaper article or magazine) published
- Page reference
- Name of Publisher
- Place of Publication

Method of acknowledging other's work

- a) Use "quotation marks" round the actual words you have copied and insert a brief reference in brackets () at the end. The brief reference should contain author's name and publication year only.
- b) Supply the full reference in a list at the end of your answer.
 - i. Example
"Crude Oil is any oil occurring naturally in the earth whether or not treated to render it suitable for transportation and includes:..." (SOLAS 1997 p148)

and then, at the end of the answer, supply the full reference thus:

SOLAS, Consolidated Edition 1997, Ch II-2 Para 28, International Maritime Organization, London.

If you need assistance or clarification on the contents of this workbook, do not hesitate to contact us at courses@oceantg.com

ANNEX A - GRADE CRITERIA FOR MODULE ASSIGNMENTS

Notes

- Percentage marks shown under each grade are for guidance only. The assessor will only issue a grade for each module assignment.
- All module assignments must achieve a pass grade for a course certificate to be issued.

MARKING CRITERIA:	GRADE CRITERIA				
	Grade D Refer (0-24%)	Grade C Refer (25-49%)	Grade B Refer (50-74%)	Grade A Pass (75-85%)	Grade A+ Pass (86-100%)
Submitted answer fully addresses the assignment question	Poor, significant missing or inaccurate information	Unsatisfactory, mostly inaccurate or missing information	Satisfactory, planning and structure but key elements missing or inaccurate	Good, any errors or omissions are within acceptable limits	Excellent, all key criteria included with no factual errors
Comprehensive knowledge of relevant taught material has been demonstrated	Poor, core modules information missing or superficial coverage	Unsatisfactory, superficial, inaccurate or weak description of taught content	Mainly satisfactory, but some elements of relevant content missing	Good description of relevant content appropriate to question. Some use of additional information sources used	Excellent description of relevant content appropriate to question. Additional information sources used to good effect
Knowledge of industry best practice, Codes and/or Regulations has been demonstrated where applicable	Token attempt. Poor, missing or inaccurate information	Incorrect or limited application of Codes or regulations used. Little use of best practice applied to question	Answer is satisfactory with some limited use of Codes, regulations or best practice in answering the question	Good knowledge of relevant industry best practice, Codes and/or Regulations demonstrated	Thorough knowledge of relevant industry best practice, Codes and/or Regulations fully demonstrated
Work shows evidence of further reading beyond the taught content	Poor, little or none is evident	Some evidence shown	Satisfactory in some respects, but limited in scope	Good use of further reading shown in answer	Excellent, consistent evidence of further reading has been used

2. Assignments

It is of utmost importance that all personnel involved in and having responsibility for passengers are able to understand the reactions and how they will act when they are in a critical situation. The following exercises will give personnel on board knowledge and understanding for the contingency plan, specific duties on board and how to handle a situation.

All questions and exercises that follow carry equal marks. Answer all questions as fully as possible using the information presented to you in the course plus any further recommended reading.

Ensure you answers to each question or exercise are clearly separated.

1. Exercise: General design and layout of the ship

- a. Make a **sketch** of the vessel and mark the emergency exits, escape routes (main and backup), mark the location and number of lifeboats, life rafts and life jackets. If you work on a large passenger vessel, make a sketch of the main passenger decks (decks with assembly stations and lifesaving equipment) and mark the emergency exits, passenger assembly stations and mark the location and number of lifeboats, life rafts and life jackets.
- b. What is the **maximum number** of crew and passengers your ship is certified to carry?
- c. **List** the lifesaving appliances you have on board?

2. Exercise: General/fire alarm

- a) **List** the different types of portable fire extinguishers on board and explain what kind of fires each type should be used for.
- b) **State** where the general alarm signal can be sounded from.
- c) **State** where is the nearest fire alarm call point and fire extinguishing equipment is from your cabin onboard?
- d) **State** the company's procedure for the use of elevators during an emergency?
- e) **Explain** the company's procedures for providing safety- and emergency information to passengers who do not speak the main language used on board your ship?

3. Exercise: Search in accommodation spaces

- a) **Explain** the ships procedure for searching accommodation spaces and how can you be sure that these spaces are empty once checked?
- b) **Explain** the ships procedure for evacuating disabled persons and persons needing special assistance?

4. Exercise: Muster/assembly stations

- a) **Describe** the procedures and routines for moving passengers to muster/assembly stations.
- b) **Describe** your own duties during a passenger muster.
- c) **Discuss** the importance of information and communication to passengers during a muster and throughout the life of an emergency onboard.

5. Exercise: Human behaviour

- a) **Outline** some typical reactions and responses by passengers during an emergency situation onboard.
- b) **Describe** how you will deal with the reactions and responses outlined to keep control.

6. Part task Exercise

We recommend that this activity is carried out as a workshop onboard the vessel with other crew having responsibility for passengers during an emergency.

Discuss how you will handle the following during an emergency onboard:

- a) Drunken passengers
- b) Passengers not responding to actions ordered by the crew
- c) Passengers needing wheelchairs in their accommodation

Write a summary of your discussions

7. Practical exercise 1

Demonstrate the use of personal survival equipment to your assessor / supervising officer in the same manner as you would to a passenger in case of an emergency. Use the below form to log the type of equipment demonstrated and how you demonstrated its use.

Type of equipment	Method of demonstration

8. Practical exercise 2

This exercise is split in two parts. They may be completed during the same drill, if possible, or during two different drills. The exercises must be witnessed by the assessor / supervising officer who should provide a full debriefing to you on completion.

Part I: During a drill, you must guide a group of people acting as passengers to their assembly or abandonment stations. During this exercise, you must simulate that the noise level is too high for verbal communication, and hence, you must only communicate using non-verbal signals.

Part II: During a drill, you must take charge of a group of people acting as passengers (your role will be assembly station leader, boat deck leader or similar). You must communicate with the bridge, other crew members and passengers. You must, during this exercise, give relevant information to the bridge, to passengers and other crew members, ensure that information is repeated as needed, ensure that all parties are well informed about relevant information, and that all parties at any given time are aware of which actions are needed.

You should provide a written account of the drill(s) you participated in and a summary of all key points from each debriefing with your assessor / supervising officer. Include what went well and what could be avoided in the future. Key learning points etc.

3. Document status

Issue no	Date	Author
1684 P	14.09.2005	OH
1684 A	03.11.2005	OH
1684 A1	26.02.2007	OH
1684 A2	01.01.2008	OH
1684 A3	17.08.2010	MB
1684 B1	25.06.2013	TT
1684 B2	20.11.2014	AB
1684 B3	30.05.2018	TT
1684 B4	29.08.2018	TT
1684 3.0	26.11.2020	ILG
JUNE 2022	20.06.2022	SGG

4. Changes in the document

Issue no.	Paragraph no.	Description
1684 A1	Para 1.9	Added new paragraph 1.9, Evaluation of on board courses.
1684 A2	Para 1.5-1.8	Updated with new email and text.
1684 B1	Full revision	Updated in acc. With STCW with 2010 Manila amendments
1684 B2	Para 1.9	Removed "CBT Login ID" added "Ships flag"
1684 B3	Exercise 3.8	Added new exercise in order to comply with new syllabus from the NMA
1684 B4		New template
1684 3.0		New Ocean TG course template. Split procedure and workbook, changed version numbering
June 2022		Removal of references to "verification checklist 1.1" which is no longer relevant. Other minor changes to wording / questions to provide clarity. Inclusion of new guidance to candidates on "Assessment" - which includes assessment regime, referencing and marking criteria. Removal of key words.