

## Crowd- and Crisis management

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**Duration** 2 days

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**Target group** Personnel on muster lists that are responsible for passenger safety in emergencies.

The course is approved according to STCW 78 with later amendments (Manila 2010).

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**Prerequisites** None. The course is held in Norwegian.

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**Objective** Provide delegates with basic knowledge and skills regarding the principles of management and organization of large accumulations of personnel in an emergency.

The topics covered include:

- Accident potential
  - Muster and safety plan
  - Management of crowds
  - Dealing with people who need special assistance
  - Effective communication and crisis communication
  - Stress and stress management
  - Factors that influence human behavior
  - The use of internal and external resources
  - Effective management of emergency situations
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**Contents** The course includes lectures, group work and video tasks. At the end of the course there will be a written exam. Upon successful completion of the exam, the delegates will receive a certificate in accordance with the STCW A-V/2 standard.

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**Exam** Written test with multiple choice answers.