

## Passenger Ship Crisis Management and Human Behaviour - STCW Standards (no flag state approval)

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**Duration** 90 minutes

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**Target group** Maritime Industry

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**Prerequisites** No prerequisites are required to sit this course.

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**Objective**

LO01: State the need for crisis management and human behaviour training on passenger ships.  
LO02: Identify the need for ship specific knowledge on design, layout, safety regulations, and emergency plans and procedures.  
LO03: State the importance of adherence to planned and practiced emergency procedures relevant to ship type.  
LO04: Identify potential resource limitations and the possible need for improvisation during an emergency situation.  
LO05: Implement realistic and relevant emergency training drills to maintain a state of crew readiness.  
LO06: Assess a ship emergency and apply the appropriate drills and resources.  
LO07: Employ effective leadership techniques to guide others during an emergency situation.  
LO08: Recognise the symptoms of stress on personnel and its potential implications during an emergency situation.  
LO09: Identify effective control measures that capture the potential for irrational behaviour of passengers and crew in an emergency situation.  
LO10: Describe situations which may induce panic on passengers during an emergency situation.  
LO11: State the importance of regular communications during an emergency situation which are clear, concise, and contain relevant information.  
LO12: Identify possible barriers to verbal communications during an emergency situation and alternate methods which can be utilised to resolve the issue.

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**Contents**

The course is available in the following languages: English; Danish. The aim of this course is to provide the mandatory level of knowledge required for all masters, officers and other crewmembers who are required to manage crisis situations on board passenger ships, as specified in Regulation V/2 para 8, Section A-V/2 para 3, and table A-V/2-2 of the STCW Code. This course is developed in accordance with the International Maritime Organisation (IMO) Model Course 1.42. The course or certificate is not flag state approved at this time.

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**Exam** The assessment is taken during the course and is within the expected duration.