

Course code	MBS1161
Course name	Refresher Crowd- and Crisis Management
Duration	2 days
Target group	Personnel on muster lists responsible for passenger safety in emergencies. Approval STCW-78 with additions Manila 2010.
Prerequisites	Valid course certificate (i.e. not older than 5 years) for Crowd- and Crisis Management or documentation from the company on maintained competence on board during the last 5 years.
Objective	<p>Provide participants with knowledge and skills on the principles of management and organization of large gatherings of personnel in a crisis situation.</p> <p>Topics covered by the course include:</p> <ul style="list-style-type: none">- Accident potential- Alarm instructions and safety plan- Aspects of crowd management- Handling of people who need special assistance- Effective communication and crisis communication- Stress and stress management- Factors affecting human behavior- Use of internal and external resources- Effective emergency management- 8 practical exercises
Contents	The course contains lectures, group work, practical exercises/patterning. After completing the course, the certification-based exam is held in accordance with STCW A-V/2.
Exam	Written exam, multiple choice.