

Crowd & Crisis Management – Onboard Exercises & Checklist

Please enter Company and Candidates information completely (in blue or black ink):

Company Name:

(Please print clearly)

Company Address

(Street/City/Country)

Company Contact Person

(Name/email)

Candidates Name:

(Please print clearly)

Position:

Date of birth:

Nationality:

Passport Number:

Expiration Date

Issuing Country

IMPORTANT: Send all completed documentation via email to: STCW@mintra.com with the Subject Line: Crowd and Crisis Management Certification

- 1) Send an electronic photo (passport style for placement on the certificate) and include a scanned copy of the candidate's signature.
- 2) Send a scanned copy of this completed and signed Checklist and Assessor Certification
- 3) Send a Copy of the end of course "Certificate of Completion" found at the end of the completed eLearning "Crisis and Crowd Management" course.

A copy of all documentation should be retained by candidate.

Checklist & Assessment Certification

We hereby certify that the candidate has demonstrated knowledge and proficiency in Crisis and Crowd Management.

We request that this completed checklist is logged in the customers internal systems, documenting that the training has been satisfactory of completed.

We request that the certificate for Crisis and Crowd Management is issued to the candidate.

Signature of this certification is required by either an approved Assessor or the Master / OIM

Assessor, Company Security Officer, Training Officer, or a Ship Security Officer:

Signature _____ *Date* _____

Name(print) _____

Position _____

Or

Master or OIM:

Ship Stamp

Signature _____ *Date* _____

Name (print) _____

Position _____

Ship Name _____

IMO Number _____

Candidate: *Signature* _____ *Date* _____

Name (print) _____

Mintra Trainingportal AS

Switchboard: +47 24 15 55 00

Address: I-Park, Prof. Olav Hanssens vei 7A, 4021 Stavanger

www.mintra.com

E-mail: STCW@mintra.com

Guidance

The candidate must demonstrate knowledge and satisfactory proficiency in the items on this check list to complete the assessment; and satisfactorily complete the Crisis and Crowd Management eLearning course to receive a ship Crisis and Crowd Management (Refresher) certificate in accordance with STCW Section A-V/2 para. 1-3 required training to be able to handle critical situations on board. And,

- Regulation A-V/2 Mandatory minimum requirements for the training and qualifications of masters, officers, ratings and other personnel on passenger ships.
- 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.
- 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
- 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 behavior as specified in section A-V/2, paragraph 3 of the STCW Code.

The assessor should indicate Pass or Fail, and if needed provide additional information in the comment fields. The assessor to complete this checklist may be a trained Assessor, Master, or Training Officer.

All questions and exercises are marked equally; to get full score try to answer all questions as comprehensive as possible. All exercises must be completed satisfactory to pass the course.

The following exercises will give the candidate the knowledge and familiarity to their specific duties and how to handle a crisis.

The exercises cover the requirements of table A-V/2 No. 1 required by personnel who are not on the alarm instructions. The exercises also cover the course Schedule Module 1 – passenger management.

Exercise 1 - Familiarization with evacuation planning, techniques, equipment and instructions

The candidate has sufficient knowledge and understanding of the following:

1. Individual improvement through relevant exercises.
2. The candidate can initiate appropriate actions in line with and according to established procedures.

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	The candidate has sufficient knowledge of evacuation plan, instructions and procedures.			
2.	The candidate is familiar with relevant evacuation techniques.			
3.	The candidate has knowledge of relevant evacuation and lifeboat equipment.			
4.	The candidate has sufficient knowledge of the use of Assembly and Muster instructions, lists and Passengers on Board (POB) lists.			

Exercise 2 - Assisting Passengers to Assembly - Muster Stations

The candidate has sufficient knowledge and understanding of the following:

1. The need for individual assessment through practical training and/or relevant exercises.
2. How to initiate appropriate actions according to the evacuation plan, instructions and procedures. Information given to individuals, emergency preparedness and passengers is precise, relevant and given at the right time in the evacuation situation.

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	Ability to provide clear orders and instructions.			
2.	Ability to direct passengers in corridors, stairs and passageways during emergencies.			
3.	Understands the importance of keeping escape routes, corridors, and passageways clear and unobstructed.			
4.	Demonstrate and understand of the methods to evacuate persons with disabilities and special needs and how to provide assistance.			
5.	Demonstrate and understand methods for passenger searches in cabins and public spaces.			

Exercise 3 - Organizing emergency procedures on board and optimizing the use of resources

The candidate has sufficient knowledge and understanding of the following:

1. The importance of individual assessment through practical training and/or relevant exercises.
2. Knowledge of the alarms and emergency instructions and ability to describe the main points to a group. Learning objectives A-V/2-2 row 1

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	The ship's design and layout.			
2.	Ship safety regulations.			
3.	Evacuation plans and procedures.			
4.	The importance of realistic exercises and drills.			
5.	The importance that all crew and passengers are familiar with, and act according to the evacuation procedures.			

Exercise 4 - Emergency instructions and preparedness plans

The candidate has sufficient knowledge and understanding of the following:

1. Be able to carry out a group (tabletop) exercise using (one) emergency alarm and use the contingency plan to demonstrate one specific evacuation situation.
2. Exercises are best conducted using different methods of communication and language. Use passenger rescue appliances (lifeboats and rafts) and equipment to demonstrate and conduct an exercise focusing on communication and boarding procedures.
3. Demonstrate the understanding and have control of the principals of the alarm instructions and emergency procedures and plans.

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	Alarm instructions and emergency procedures.			
2.	Emergency exits and escape routes.			
3.	Restrictions and dangers of using the elevator(s) or lift(s) during emergencies.			
4.	The importance of preparing ship-specific emergency and evacuation plans.			
5.	The importance of preparing proper contingency and emergency plans, and be able to demonstrate how to use these in realistic drills and exercises.			

Exercise 5 - Communication and boarding procedures

The candidate has sufficient knowledge and understanding of the following:

1. Exercises are conducted using different forms of communication and language. Wear rescue equipment and appliances and conduct a safety briefing focusing on communication and boarding procedures.
2. Use rescue equipment and appliances and conduct a safety briefing focusing on communication and boarding procedures. The candidates shall be able to carry out a safety briefing.

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	Ability to demonstrate to passengers how to use personal safety and rescue equipment.			
2.	Ability to communicate with passengers in an emergency.			
3.	Ability to speak the language or languages of the nationalities that make up the largest groups of passengers on the current route.			
4.	Ability to use basic English to provide clear instructions when communicating with a passenger in need of assistance, regardless of whether the passenger and crew member share a common language.			
5.	Be able to communicate, in an emergency situation, by demonstration through body language, hand signals, giving information of where to find instructions, muster stations, rescue equipment and evacuation routes, when oral communication is not practical.			
6.	Take into account the extent to which complete safety instructions has been given to passengers in their native tongue or language.			
7.	Listen to messages on the PA (public announcement) in an emergency or in an exercise to be able to convey the necessary guidance to passengers as well as facilitating the crew members assisting passengers.			
8.	Understand the importance of creating clear and tangible status reports to the bridge.			
9.	Understand the need to obtain situational information from passengers and other personnel.			

Exercise 6 - Ability to direct passengers to muster and lifeboat stations

The candidate has sufficient knowledge and understanding of the following:

1. Conduct a drill or exercise for the evacuation of a minimum of 4 people.
2. The candidate is assessed against learning objectives.

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	Communicate clear and sufficiently detailed information, orders, and instruction.			
2.	Take control to lead or direct passengers through corridors and passageways, to stairs and ladders, as part of the evacuation.			
3.	Keeping escape routes free of obstacles.			
4.	Know the evacuation methods for persons with disabilities and persons in need of special assistance.			
5.	Know how to complete an accommodation search.			
6.	Understand the importance of keeping order and reducing confusion.			
7.	Ability to use clear procedures to reduce and avoid panic.			
8.	Ability to use, where appropriate, the passenger lists for (passenger) counting during an evacuation.			
9.	Ability to ensure that passengers are suitably dressed and wear their life jacket correctly.			

Exercise 7 - Human behavior

The candidate has sufficient knowledge and understanding of the following:

1. Describe the principles for developing, organizing and conducting training and exercises on board and managing people in crisis in an evacuation situation.
2. Use an evacuation exercise in which candidates are exposed to individuals with different crisis behaviors. Including one who acts in various kinds of common behaviors in crisis situations
3. The exercise should deal with the entire line of evacuation from the alarm message on the PA (public announcement), wearing correct rescue equipment and assembling at the muster station.

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	Understands the principles for conducting effective training and exercises.			
2.	Describe the principals of conducting an effective drill of training and exercises. on board.			
3.	Understands and demonstrate the basics of leadership skills.			
4.	Be able to demonstrate leadership and effectively guide others during emergencies.			
5.	Understands why setting an assertive example in an emergency situation is important.			
6.	Describe the importance of leadership decision-making and the benefit of acting quickly and clearly in an emergency.			
7.	Explain why it is important to motivate and assure passengers and crew			
8.	Describe general methods of handling personal stress.			
9.	Describe the symptoms of a too high level of personal stress and the stress level amongst the crewmembers within the ship's emergency team.			
10.	Understand that stress caused by any emergency situation may influence on the crew and passengers performance ability and their ability to act according to instructions and procedures. Understand the human behavior and why of acting within emergency situations.			

11.	Be able to handle the various reactions of passengers and crew in an emergency situation			
12.	Understand the fact that some passengers will not immediately accept that there is an emergency situation and will wait to act.			
13.	Understands that some passengers may not act normally or be rational, that their comprehension can be impaired, and that they are not so susceptible to instructions in an emergency situation.			
14.	Is aware that passengers may try to search for relatives, friends and/or their possessions as a first reaction when something goes wrong.			
15.	Expect some passengers will go to their cabins or other closed areas where they can feel safe or can avoid danger.			
16.	Passengers will become disoriented and stressed by the changing ship stability or listing, and they will have a tendency to move to the upper part of the ship.			
17.	Understands that the possibility of panic increases when a family or friends are separated from each other.			

Exercise 8 - Passenger safety, securing of cargo and vessel openings

The candidate has sufficient knowledge and understanding of the following:

1. The candidates should be assembled into groups and assigned a scenario describing a generic vessel and using passenger safety equipment under conditions covering the drill objectives.
2. The candidate shall through active participation in the group demonstrate the ability to solve tasks related to the following (as applicable to the vessel):
 - Correct loading and boarding procedures.
 - Transportation of dangerous goods.
 - Securing load stability, trim, and stress calculations.
 - Opening, closing and securing of ship ports and openings.
 - Air quality on Ro-Ro decks.

Nr.	Description/requirements	Pass/ Fail	Date (d/m/y)	Assessor (initials)
1.	The procedures of loading and unloading vehicles, railroad cars, and other freight vehicles, including the correct communication procedures.			
2.	Lowering and lifting operation of ramps.			
3.	Preparing and stowing of retractable vehicle decks.			
4.	Knowledge of how to properly board and disembark passengers, with special attention to the limitations of persons with disabilities and other persons in need of assistance.			
5.	Ability to implement appropriate security measures, procedures, and safety requirements for transporting dangerous goods on board Ro-Ro ships.			
6.	Understand the correct application of the provisions of the CSS Code on vehicles, railroad cars and other freight transport vehicles.			
7.	Use of loading and securing equipment, taking into account the limitations of the equipment.			
8.	Information needed for determining ship stability and stress.			
9.	Calculating stability and trim at various loaded conditions through the use of a ship loading / stability calculator or computer program.			

10.	Calculate the cargo load impact on the deck area.			
11.	Calculate of the impact of ballast and fuel on ship stability, trim and stress.			
12.	Ability to apply the correct procedure applicable for opening, closing and securing the bow, aft and side doors, ramps, and the proper operation of the associated systems.			
13.	Inspect watertight seals using the right equipment, and when possible monitor the air quality in the Ro-Ro areas.			
14.	Ability to use the ship's procedures for proper air venting in Ro-Ro deck areas when loading and offloading vehicles, during the ship transit, and in emergency situations.			