



CROWD CONTROL AND CRISIS MANAGEMENT

Introduction

The course is aimed at any person designated on muster lists with the responsibility for the safety of passengers in emergency situations on board passenger ships.

This course addresses the main factors to be aware of in a crisis and the key measures seafarers should deploy, such as how ship's crew assess and respond to a crisis using the resources available; how the crew cope with the stress involved; how ship's crew control large numbers of passengers and how the ship's crew communicate effectively with passengers. This training will assist candidates to appreciate utilise existing resources on board, such as, any other person assigned immediate responsibility for embarking and disembarking passengers, for loading, discharging or securing cargo, or for closing hull openings.

Objective

The objectives of this course is to provide the student with the knowledge and skill in controlling a crowd in an emergency situation, locate essential safety and emergency equipment on board, communicate effectively with passengers during an emergency, demonstrate the use of personal life-saving appliances and comply with the ship's safety and emergency procedures.

Course Outline

- Crowd management training
- Crew Familiarization training
- Safety training for personnel providing direct service to passengers in passenger spaces
- Loading and embarkation procedures
- Carriage of dangerous goods
- Securing cargoes
- Stability, trim and stress calculations (for Officers)
- Opening, closing and securing hull openings
- Ship design, layout, emergency plans, procedures and drills
- Optimisation of resources
- Control response to emergencies

- Human behavior and responses
- Establish and maintain effective communications

Outcomes

By the end of the course, participants will be competent in carrying out the following tasks:

- How to control the response to an emergency
- How to optimize the use of resources in an emergency
- How to control passengers and other personnel during emergency situations
- How to establish and maintain effective communications
- Understand the importance of shipboard emergency organizational procedures and drills

Assessments

In addition to a formal written assessment the candidates will be assessed through oral questioning, practical role play performance and within group workshop activities.

Certificates

Candidate for certification will be required to demonstrate competence to undertake the tasks as listed in the course areas, outlined above.

Who should attend?

- Candidates who are at least 18yrs of age can attend the course;
- Candidates who can be able to swim and must also be medically fit.

Training Cost and Details

Duration: 5 days
Time: 8.30am to 3.00pm
Course Fee: TBA
Venue: PMTC

For further information, please contact:

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