



Purpose:

The e-learning module is designed for theoretical training seafarers in accordance with Chapter II of the STCW Convention in the part concerning passenger ship crisis management and human behavior.

What is an e-learning module?

E-learning module is the electronic textbook on one or more sections. Theoretical materials can be accompanied by drawings, diagrams, photos, animations and videos. There is a test for assessment of knowledge gained at the end of each section.

Contents:

- Organize shipboard emergency procedures
- Optimize the use of resources
- Control response to emergencies
- Control passengers and other personnel during emergency situations
- Establish and maintain effective communication

Target groups

Deck - Management
Deck - Operational
Deck - Support

Engine - Management
Engine - Operational
Engine - Support

Ship types

Generic

Regulations

p.4 Section A-V/2, Table A-V/2-2 STCW Code

IMO Model course 1.42

“PASSENGER SHIP CRISIS MANAGEMENT & HUMAN BEHAVIOR TRAINING”





E-learning module

PASSENGER SHIP CRISIS MANAGEMENT AND HUMAN BEHAVIOR TRAINING



Section 2: Organize shipboard emergency procedures

Version: 04/2023

Damage control

Damage control is conducted during the containment phase in order to try and prevent escalation of the incident. The amount of damage control is limited by the number of crew and/or equipment available. Damage control may involve:

- 1 maintaining stability;
- 2 extinguishing a fire sufficiently to mitigate chances of re-ignition;
- 3 pumping out flooded spaces and shoring hull breaches;
- 4 ventilating and testing atmosphere – in smoke or toxic gas environments;
- 5 isolating broken pipe lines, checking cargo stowage, and
- 6 containment and clean-up of spills.

Again, regular practice and drills will train teams to respond to and manage various incidents before they escalate into crisis situations.

Discovery

Containment

Clean up

Incident investigation and reporting

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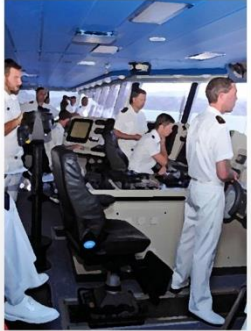
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Section 2: Organize shipboard emergency procedures

Version: 04/2023

The next sets of procedures are for the Central Command Team and provide details on how to manage an incident or multiple incidents. These are normally found in Company SMS documentations. Using the fire example again:

- 1 receive muster station reports (head count);
- 2 determine if anybody is missing;
- 3 stop ventilation, shut dampers and doors, set up smoke boundary;
- 4 identify safe work area for emergency response team;
- 5 deploy emergency response team to safe work area;
- 6 deploy emergency response team to fight fire and search for casualties – record time spent on operation;
- 7 determine emergency response team extraction time and backup plan if fire could not be extinguished;
- 8 deploy First Aid Team to safe work area to manage casualties; and
- 9 communicate with other parties and company.



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Section 4: Control response to emergencies


Version: 04/2023

The use of radios should be passed to the scribe, as they will be the ones writing down the content of conversations with the ERT.

The crisis manager should use the closed loop communication system and provide instructions to the radio operator; they should repeat back the instruction before transmitting it; when repeated back the message must be acknowledged by the crisis manager.

The trick in communicating crisis management information is to keep it short and clear.

For example, "pass to the fire team on air standby to enter XYZ compartment". When the Fire team leader hears "on air" he knows that he has to provide time and pressures and calculate time out, which needs to be relayed to the crisis centre. The next instruction would be "Pass to the fire team enter XYZ compartment". As you can see there are two clear short instructions which are easy to communicate and follow. Other procedures can also be conducted, e.g. time out calculation, in a logical order.




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Section 6: Establish and maintain effective communications

Version: 04/2023

The ability of the crew to broadcast an emergency announcement during emergency or drill using elementary English should be demonstrated. Practical activity in broadcasting an emergency announcement should be done by each trainee. Announcements should be done in simple and concise manner. Accurate and clear information should be broadcast during the activity.



tone
pace
volume
diction

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Section 5: Control passengers and other personnel during emergency situations

Version: 04/2023

Behavioral responses – Passengers

As time goes by, the stress of the situation may continue to take its toll with arousal levels remaining high, especially if there is continued uncertainty.

Whilst some people will take stock of any destruction and loss, realize they have faced death and injury, and begin to work towards getting through the next period, for others anxiety levels may carry on rising. Emotional release begins as people realize what has happened, although some may continue to be stunned by events.

Sooner or later, however, most people seek to regain control and put their energies into surviving and comforting others.

What seems to be most helpful during this period is:

- decisive, firm yet compassionate leadership which keeps morale up, lessens anger and mobilizes hope;
- the maintenance of control, including the search for information and a need to make sense of the situation.



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Section 5: Control passengers and other personnel during emergency situations

Version: 04/2023

Test topic

COMMENT

General reaction patterns of passengers and other personnel in normal and emergency situations.

Phase one – Warning
Phase two – Impact
Phase three – Evacuation
Phase four – Recoil

Question text:

Arrange the phases of emergency development in the correct order.

Place the items in the correct order

↑↓ Warning.
↑↓ Impact.
↑↓ Evacuation.
↑↓ Recoil.

Attempt: 1

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