



## Purpose:

The e-learning module is designed for theoretical training of seafarers in accordance with Chapter V of the STCW Code in the part concerning passenger ship crowd management.

## 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:

- Contribute to the implementation of shipboard emergency plans and procedures to muster and evacuate passengers
- Assist passengers en route to muster and embarkation stations
- Example of an emergency crowd management system

## Target groups

Deck - Management  
Deck - Operational  
Deck - Support

Engine - Management  
Engine - Operational  
Engine - Support

## Ship types

Generic

## Regulations

*p.3 Section A-V/2, Table A-V/2-2 STCW Code*  
*IMO Model course 1.41*  
*"Passenger Ship Crowd Management Training"*





PASSENGER SHIP CROWD MANAGEMENT TRAINING  
Version: 04/2023

Section 1. Course introduction

### Section 1. Course introduction


What is crowd management?

It is the intelligent and disciplined application of practical skills which control and direct a crowd, both passengers and crew, in an emergency.

The outcome of effective crowd management depends on:

- leadership qualities;
- familiarity with layout of the ship and its escape routes;
- knowledge of the emergency and safety procedures;
- communication skills; and
- understanding of the communication behaviour of both passengers and crew in emergencies.

The ultimate objective of effective crowd management is to optimize the chances of survival for both passengers and crew.



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Section 1. Course introduction

### Preparation for service

Many of the crew were not familiar with the emergency plan or their functions in it. The original emergency plan was difficult to apply to the new operation of the ship and the relevant officers did not devote the necessary care and attention to the changes required. The evacuation group had too few members to be able to function efficiently, and there were several areas where the resources of the crew had not been properly deployed. The crew should have familiarized themselves with the use of equipment by means of drills and other methods. The training of the fire patrol was to a very large extent defective. No fire or abandon ship drills were held within 24 hours of the ship leaving Frederikshavn on 1st April, which was a clear infringement of SOLAS regulations. The ship was clearly subjected to severe commercial pressures.

The first fire was discovered and extinguished quickly but although the officer of the watch and Captain suspected arson, no search was made of the accommodation. The



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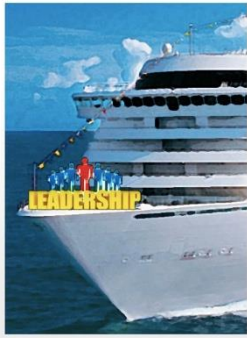
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Section 2. Contribute to the implementation of shipboard emergency plans and procedures to muster and evacuate passengers

It is important to decide what power you have and which one will help you influence passengers.

Power is the resource that enables a leader to influence individuals and groups to direct their efforts towards the achievement of an objective.

The art of leadership is one's ability to be flexible and adopt an approach, or style, to suit a particular situation or set circumstance.



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Section 3. Assist passengers en route to muster and embarkation stations

### 3.2 Manage passengers in corridors, staircases and passageways

Emergency will often require the evacuation or part evacuation of a vessel and, as such, will need to consider how all passengers, including those with reduced mobility, can evacuate to an appropriate place of safety. Leading the passengers in corridors, staircases and passageways en route to the muster stations is very challenging, especially if the passengers are in a state of panic.

Manage passengers in corridors, staircases and passageways:

- follow the procedures when leading the passengers in corridors, staircases and passageways en route to the muster stations;
- identify the challenges that may arise in managing the passengers in corridors, staircases and passageways;
- identify the hazards associated with obstructions along the escape routes and passageways; and
- evaluate the risks of obstructed escape routes and passageways.



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Section 3. Assist passengers en route to muster and embarkation stations

Why should person/s in wheelchairs and/or in stretchers be assigned at the tail end of the queue during disembarkation?

- It follows the principle of "from fastest to slowest", in order to speed up the movement of people.
- It avoids the possible blockage of evacuation routes that could hinder the fast movement of people in case of difficulty in moving the stretcher or wheelchairs along the route.



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Test tasks

Question text:

Specify the number of the picture that shows the general alarm.

Choose the correct answer

3

1

2

Attempt: 1

1. [Image of a ship's deck with a fire alarm bell]

2. [Image of a ship's deck with a fire alarm bell]

3. [Image of a ship's deck with a fire alarm bell]

COMMENT

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