



### 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 safety training of personnel providing direct service to passengers in passenger spaces on board passenger ships.

### 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:

- Communication with passengers during emergency
- Demonstration on the use of personal life-saving appliances to passengers
- Embarking and disembarking passengers, with special attention to disabled persons and persons needing assistance

### Target groups

Deck - Management  
Deck - Operational  
Deck - Support

Engine - Management  
Engine - Operational  
Engine - Support

### Ship types

Passenger

### Regulations

*p.2 Section A-V/2 STCW Code  
IMO Model course 1.44 "Safety  
Training for Personnel Providing  
Direct Service to Passengers in  
Passenger Spaces"*





SAFETY TRAINING OF PERSONNEL PROVIDING DIRECT SERVICE TO PASSENGERS IN PASSENGER SPACES ON BOARD PASSENGER SHIPS


Section 1. Introduction

Emergencies will often require the evacuation or part evacuation of vessel and, as such, will need to consider how all passengers, including those with reduced mobility, can evacuate to an appropriate place of safety.

Some people with mobility difficulties who are usually able to move independently may not be able to do so safely in an evacuation situation where large numbers of other people are moving quickly towards the exits.

All lifts are not designed for use in an emergency, so alternatives will be required to move wheelchair users and other people with mobility difficulties up and down stairs during an evacuation.

In passenger ships the routes to assembly/muster stations are indicated by the assembly/muster station symbol intended for that purpose.



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Section 2. Communication with passengers during emergency

Identifying language or languages appropriate to principal nationalities of the passengers is very important in communicating with passengers either during normal or emergency situations.

Referring to the MS «Estonia» tragedy, it was reported that the working language on board was Estonian but English was compulsory for all persons in positions involving work contact with passengers.

However, during the emergency, the announcement was made in Estonian language which could not be understood by the Swedes. It is imperative for the crew to be able to communicate with passengers, regardless of common language.



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Section 4. Embarking and disembarking passengers, with special attention to disabled persons and persons needing assistance

Refer to the ship's emergency plans for embarkation and disembarkation procedures.

Required for the access:

- Details of persons who have declared a need for special care or assistance in emergency situations shall be recorded and communicated to the Master prior to departure;
- All passengers to be counted prior to departure;
- Names and gender of all persons on board shall be recorded distinguishing adults, children and infants.



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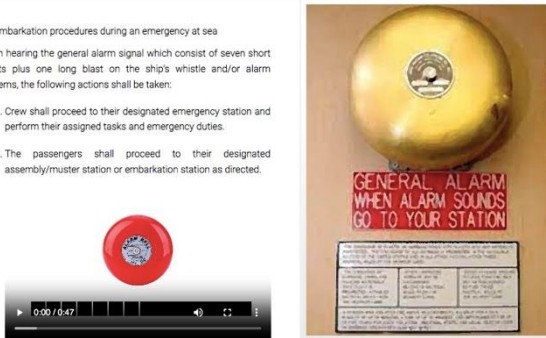
SAFETY TRAINING OF PERSONNEL PROVIDING DIRECT SERVICE TO PASSENGERS IN PASSENGER SPACES ON BOARD PASSENGER SHIPS

Section 4. Embarking and disembarking passengers, with special attention to disabled persons and persons needing assistance

Disembarkation procedures during an emergency at sea

Upon hearing the general alarm signal which consist of seven short blasts plus one long blast on the ship's whistle and/or alarm systems, the following actions shall be taken:

1. Crew shall proceed to their designated emergency station and perform their assigned tasks and emergency duties.
2. The passengers shall proceed to their designated assembly/muster station or embarkation station as directed.



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Section 4. Embarking and disembarking passengers, with special attention to disabled persons and persons needing assistance

Disembarkation procedures during an emergency in port

1. When an emergency occurs while the ship is berthed in port, disembarkation procedures may differ slightly as to when the ship is at sea or at anchor. This is due to the fact that survival craft may not be required to be used unless there are restrictions to exit the ship via the shore side.
2. Instead, evacuation may be carried out by leading the passengers to the shore side via gangway(s), side shell door(s) or any other practicable and safe opening towards the shore side. The process of disembarking via shore side should also take into consideration the fact that the terminal itself may have its own emergency response or evacuation plans as well as additional resources and personnel which may be activated to assist the ship in an emergency.
3. When disembarking passengers in port, the means of



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Test tasks

Question text:

Specify the number of the image with the general alarm signal.

Choose the correct answer

2.

3.

1.

Attempt: 1

COMMENT

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