

STCW Crowd and Crisis Management Training Refresher

Book at maersktraining.com

AVAILABLE LANGUAGES

English, Norwegian

The course refreshes and maintains the knowledge, understanding and practical skills required to manage passenger safety, respond effectively during emergencies and carry out assigned safety duties onboard passenger ships in accordance with STCW Section A-V/2.

Essential Information

Prerequisites

Participants must hold a valid Passenger and Crisis Management course certificate issued within the previous 5 years, or provide documentary evidence of maintained onboard competence within the previous 5 years. Where competence has been maintained onboard, documentary evidence from the shipping company is required.

Who is it for?

Seafarers who require refresher training for duties and responsibilities related to safety onboard passenger ships.

Assessment

Participants must pass a written test with a minimum score of 80%. The written assessment is designed so that the 80% pass mark meets the Norwegian Maritime Authority requirement for full achievement of the required competence. All required practical exercises must be completed. Participants are observed individually by the instructor during practical exercises. The instructor assesses whether the participant demonstrates the required knowledge, understanding and skills in accordance with the applicable minimum competence standards.

Certification

Upon successful completion, you will receive a certificate valid for 5 years in accordance with STCW Section A-V/2.

Course content

• Passenger Management

Principles and procedures for managing and assisting passengers during normal and emergency situations.

• Safety in Passenger Spaces

Safety procedures for personnel assigned duties in passenger spaces.

• Crisis Management and Human Behaviour

Crisis management principles and human behaviour during emergency situations.

• Passenger Safety

Procedures and responsibilities for maintaining passenger safety onboard.

- **Cargo Safety**

Safety considerations related to cargo securing on passenger ships.

- **Hull Openings**

Procedures for securing and monitoring relevant ship openings.

Key Learning Objectives

01 L01 — Apply appropriate passenger management procedures during normal and emergency situations.

03 L03 — Apply crisis management principles and respond appropriately to human behaviour during emergencies.

02 L02 — Apply relevant safety procedures when working in passenger spaces.

04 L04 — Apply procedures for passenger safety, cargo safety and securing hull openings.