

STCW Table A-V/2-2

Specification of minimum standard of competence in passenger ship crisis management and human behavior

Ref: <https://www.edumaritime.net/stcw-code>

Source: IMO

Column 1	Column 2	Column 3	Column 4
Competence	Knowledge, understanding and proficiency	Methods for demonstrating competence	Criteria for evaluating competence
Organize shipboard emergency procedures	<p>Knowledge of:</p> <ul style="list-style-type: none"> .1 the general design and layout of the ship .2 safety regulations .3 emergency plans and procedures <p>The importance of the principles for the development of ship-specific emergency procedures, including:</p> <ul style="list-style-type: none"> .1 the need for pre-planning and drills of shipboard emergency procedures .2 the need for all personnel to be aware of and adhere to pre-planned emergency procedures as carefully as possible in the event of an emergency situation 	Assessment of evidence obtained from approved training, exercises with one or more prepared emergency plans and practical demonstration	The shipboard emergency procedures ensure a state of readiness to respond to emergency situations
Optimize the use of resources	<p>Ability to optimize the use of resources, taking into account:</p> <ul style="list-style-type: none"> .1 the possibility that resources available in an emergency may be limited .2 the need to make full use of personnel and equipment immediately available and, if necessary, to improvise <p>Ability to organize realistic drills to maintain a state of readiness, taking into account lessons learnt from previous accidents involving passenger ships; debriefing after drills</p>	Assessment of evidence obtained from approved training, practical demonstration and shipboard training and drills of emergency procedures	<p>Contingency plans optimize the use of available resources</p> <p>Allocation of tasks and responsibilities reflects the known competence of individuals</p> <p>Roles and responsibilities of teams and individuals are clearly defined</p>

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Control response to emergencies	<p>Ability to make an initial assessment and provide an effective response to emergency situations in accordance with established emergency procedures</p> <p><i>Leadership skills</i></p> <p>Ability to lead and direct others in emergency situations, including the need:</p> <ul style="list-style-type: none"> .1 to set an example during emergency situations .2 to focus decision making, given the need to act quickly in an emergency .3 to motivate, encourage and reassure passengers and other personnel <p><i>Stress handling</i></p> <p>Ability to identify the development of symptoms of excessive personal stress and those of other members of the ship's emergency team</p> <p>Understanding that stress generated by emergency situations can affect the performance of individuals and their ability to act on instructions and follow procedures</p>	Assessment of evidence obtained from approved training, practical demonstration and shipboard training and drills of emergency procedures	<p>Procedures and actions are in accordance with established principles and plans for crisis management on board</p> <p>Objectives and strategy are appropriate to the nature of the emergency, take account of contingencies and make optimum use of available resources</p> <p>Actions of crew members contribute to maintaining order and control</p>
Control passengers and other personnel during emergency situations	<p><i>Human behaviour and responses</i></p> <p>Ability to control passengers and other personnel in emergency situations, including:</p> <ul style="list-style-type: none"> .1 awareness of the general reaction patterns of passengers and other personnel in emergency situations, including the possibility that: 	Assessment of evidence obtained from approved training, practical demonstration and shipboard training and drills of emergency procedures	Actions of crew members contribute to maintaining order and control

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	<p>.1.1 generally it takes some time before people accept the fact that there is an emergency situation</p> <p>.1.2 some people may panic and not behave with a normal level of rationality, that their ability to comprehend may be impaired and they may not be as responsive to instructions as in non-emergency situations</p> <p>.2 awareness that passengers and other personnel may, inter alia:</p> <p>.2.1 start looking for relatives, friends and/or their belongings as a first reaction when something goes wrong</p> <p>.2.2 seek safety in their cabins or in other places on board where they think that they can escape danger</p> <p>.2.3 tend to move to the upper side when the ship is listing</p> <p>.3 appreciation of the possible problem of panic resulting from separating families</p>		
Establish and maintain effective communications	<p>Ability to establish and maintain effective communications, including:</p> <p>.1 the importance of clear and concise instructions and reports</p> <p>.2 the need to encourage an exchange of information with, and feedback from, passengers and other personnel</p>	Assessment of evidence obtained from approved training, exercises and practical demonstration	<p>Information from all available sources is obtained, evaluated and confirmed as quickly as possible and reviewed throughout the emergency</p> <p>Information given to individuals, emergency response teams and</p>

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	<p>Ability to provide relevant information to passengers and other personnel during an emergency situation, to keep them apprised of the overall situation and to communicate any action required of them, taking into account:</p> <ul style="list-style-type: none"> .1 the language or languages appropriate to the principal nationalities of passengers and other personnel carried on the particular route .2 the possible need to communicate during an emergency by some other means, such as by demonstration, or by hand signals or calling attention to the location of instructions, muster stations, life-saving devices or evacuation routes, when oral communication is impractical .3 the language in which emergency announcements may be broadcast during an emergency or drill to convey critical guidance to passengers and to facilitate crew members in assisting passengers 		<p>passengers is accurate, relevant and timely</p> <p>Information keeps passengers informed as to the nature of the emergency and the actions required of them</p>