

**Resolution A.865(20)**

*Adopted on 26 November 1997  
(Agenda item 9)*

**MINIMUM TRAINING REQUIREMENTS FOR PERSONNEL NOMINATED TO ASSIST PASSENGERS IN EMERGENCY SITUATIONS ON PASSENGER SHIPS**

THE ASSEMBLY,

RECALLING Article 15(j) of the Convention on the International Maritime Organization concerning the functions of the Assembly in relation to regulations and guidelines concerning maritime safety,

CONSIDERING regulation III/10.2 of the amendments to chapter III of the International Convention for the Safety of Life at Sea, (SOLAS), 1974, which requires that there should be a sufficient number of trained persons on board ships for mustering and assisting untrained persons,

CONVINCED that training of personnel assigned specific duties in emergencies on passenger ships carrying large numbers of passengers or ferries engaged in short international voyages is essential,

NOTING that regulations V/2 and V/3 of the 1995 amendments to the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW), 1978, contain provisions for the training and qualifications of masters, officers, ratings and other personnel on ro-ro passenger ships and on passenger ships other than ro-ro passenger ships,

NOTING ALSO that regulations VI/1 and VI/2 of the 1978 STCW Convention, as amended, provide for mandatory familiarization, basic safety training and instructions for all seafarers and mandatory minimum requirements for the issue of certificates of proficiency in survival craft, rescue boats and fast rescue boats,

RECALLING regulation VI/3 of the 1978 STCW Convention, as amended in 1995, which provides for mandatory minimum requirements for training in advanced fire-fighting for seafarers designated to control fire-fighting operations,

RECALLING ALSO regulation VI/4 of the 1978 STCW Convention, as amended, which provides for mandatory minimum requirements relating to medical care for seafarers designated to take charge of medical care on board ships,

HAVING CONSIDERED the recommendation made by the Maritime Safety Committee at its sixty-seventh session,

1. ADOPTS the Recommendation on Minimum Training Requirements for Personnel Nominated to Assist Passengers in Emergency Situations on Passenger Ships set out in the annex to the present resolution;
2. URGES Governments to implement the Recommendation;
3. REVOKES resolution A.770(18).

## Annex

### **RECOMMENDATION ON MINIMUM TRAINING REQUIREMENTS FOR PERSONNEL NOMINATED TO ASSIST PASSENGERS IN EMERGENCY SITUATIONS ON PASSENGER SHIPS**

#### **1 GENERAL**

**1.1** Personnel nominated on muster lists to assist passengers in emergency situations should receive additional training to enable them to perform their duties properly. The number of trained persons should always be sufficient to assist the total number of passengers who may be on board at any one time. The number of trained persons should be included on the ship's safe manning document.

**1.2** Where training is given in a shore-based training course, it should be supplemented by shipboard training before assuming the duties referred to in 1.1. The training should be to the satisfaction of the Administration. Administrations should establish some means of ensuring that crew members maintain continued proficiency through periodic refresher training, drills or related work experience.

**1.3** Designated personnel should receive specific training in the assistance of elderly or disabled persons and other persons needing special assistance.

**1.4** Communication skills should be sufficient to assist passengers during an emergency, taking into account the following criteria:

- .1 the language or languages appropriate to the principal nationalities of passengers carried on a particular route;
- .2 the likelihood that an ability to use elementary English vocabulary for basic instructions can provide a means of communicating with a passenger in need of assistance whether or not the passenger and crew member share a common language;
- .3 the possible need to communicate during an emergency by some other means (e.g. by demonstration, or hand signals, or calling attention to the location of instructions, muster stations, life-saving devices or evacuation routes) when verbal communication is impractical;
- .4 the extent to which complete safety instructions have been provided to passengers in their native language or languages; and
- .5 the languages 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.

**1.5** The training should include but not necessarily be limited to the items listed below.

#### **2 THEORETICAL**

**2.1** Awareness of life-saving appliance plans and fire control plans. Knowledge of muster lists and emergency instructions, including:

- .1 general alarms and procedures for mustering of passengers, and
- .2 areas of responsibility with emphasis on "own section".

**2.2** General layout of the ship, with special emphasis on location of muster and embarkation stations, accesses and escape routes.

**2.3** Assistance techniques, including how to guide and transport elderly or disabled persons and other persons needing assistance.

- 2.4** Location and use of emergency equipment relevant to the duties in 1.1 with emphasis on “own section” and escape routes therefrom.
- 2.5** The location and use of any specialized equipment that may be on board for the purpose of assisting elderly or disabled persons, or other persons needing special assistance.
- 2.6** The location and operation of any elevators that may be designated for use during an emergency.
- 2.7** The location of any special muster stations or abandon ship stations that may be designated for use in assisting elderly or disabled persons and persons needing special assistance.
- 2.8** Location of adult and infant lifejackets.
- 2.9** Location of other evacuation supplies, e.g. blankets, to be taken to survival craft.
- 2.10** Elementary first aid and transportation of casualties.
- 2.11** Communication:
- .1 the use of internal communication systems;
  - .2 raising the alarm;
  - .3 alerting the passengers; and
  - .4 reporting and notification.
- 2.12** Evacuation:
- .1 the use of passenger lists or counts;
  - .2 the alarm signals;
  - .3 mustering; importance of keeping order and panic-avoidance procedures;
  - .4 emergency exits;
  - .5 evacuation equipment;
  - .6 control of passengers in corridors, staircases and passageways;
  - .7 keeping escape routes clear of obstructions;
  - .8 assistance *en route* to muster and embarkation station;
  - .9 methods available for evacuation of disabled persons and persons needing special assistance;
  - .10 restrictions on the use of elevators;
  - .11 search of accommodation spaces; and
  - .12 ensuring that the passengers are suitably clothed and have donned their lifejackets correctly.
- 2.13** Fire situations:
- .1 fire detection and initial containment;
  - .2 raising the alarm;
  - .3 danger of smoke inhalation; and
  - .4 breathing protection.
- 2.14** Abandon ship situations:
- .1 correct use of individual survival equipment, e.g., lifejackets, immersion suits, lifebuoys, light and smoke signals, etc.; and
  - .2 need for assistance to special cases.

**3 PRACTICAL**

**3.1** Familiarization by means of repeated organized guided tours on board.

**3.2** Repeated participation in fire drills and lifeboat drills, including transportation of simulated casualties and provision of assistance to simulated elderly or disabled persons.

**3.3** Repeated exercise in use of equipment, such as donning of lifejackets and appropriate protective clothing.

**3.4** Repeated exercise in use of internal communication systems.

**3.5** Repeated exercises in evacuation, including providing guidance and assistance to elderly or disabled persons and persons needing special assistance.

**3.6** Repeated exercises in the use and co-ordinated handling of any specialized equipment that may be provided for assisting elderly or disabled persons or persons needing special assistance.