OPERATIONS – SEAFARER CERTIFICATION

STANDARD OF TRAINING & ASSESSMENT

Safety training for personnel providing direct service to passengers in passenger spaces

STCW Code A-V/2, para 2
Passenger safety, cargo safety and hull integrity training

STA-05-201

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**Safety training for personnel providing direct service to passengers in passenger spaces**

**Applicable international standards**

1. This standard has been developed to meet the requirements of Safety training for personnel providing direct service to passengers in passenger spaces, as contained in Section A-V/2, para 2 of the STCW Code.

2. Persons who complete the training successfully may be eligible to make an application for a Certificate of Proficiency in Safety training for personnel providing direct service to passengers in passenger spaces.

**Standard of competence (Objectives of the Training)**

3. Safety training for personnel providing direct service to passengers in passenger spaces is for all seafarers employed or engaged in any capacity on board a passenger ship on the business of that ship are able to provide shipboard services in a safe manner.

**Pre-requisites for entry into the course**

4. To be accepted for the course in Safety training for personnel providing direct service to passengers in passenger spaces, candidates shall have successfully completed Basic Training (PST, EFA, FF&FP and PSSR).

**Education, Training & Assessment of candidates**

5. The education and training of the seafarer must follow a systematic and logical sequence with respect to the minimum subject matter which is to be covered. The subject matter can be found in the “Specification of minimum standard of competence for Safety training for personnel providing direct service to passengers in passenger spaces”. The training shall, as a minimum, be a combination of lecturing, practical exercises and examples and may also include audio visual aids.

6. To be considered a successful candidate in this course, the candidate shall have demonstrated their competence in accordance with column 3 of the competency table. The
assessment methods used to assess such competence may consist of a theoretical written assessment together with a practical demonstration of competence – where a learner’s conceptual understanding is evaluated through the approach they take in applying it practically. All assessments for this course are formal and thus shall be recorded accordingly. These assessments methods may be divided into:

6.1. **Formative assessment** is an assessment designed to feed into further learning and is very important for the learning process. A range of formal, non-formal, and informal formative assessment procedures are used to focus teaching and learning to improve learner success. Formative assessments may be used as part of a formal (final) assessment on this course.

6.2. **Practical assessment** may be described as an assessment made by the assessor when observing the manipulation of objects to determine the competency of a candidate on a specific skill. Institutions are required to include a checklist for each KUP where practical assessment is required.

6.3. **Summative assessment** is conducted at the end of learning or whole learning programmes, to evaluate learning related to a qualification, part-qualification, or professional designation. Summative assessment of learning usually has as its aim on the evaluation and/or the certification of learning that has already taken place, and the extent to which this learning has been successful. There must be a formal Summative Assessment at the end of the course. During the accreditation processes, an institution shall submit a minimum of three Summative Assessments tests.

**Duration of the course**

7. Training in Safety training for personnel providing direct service to passengers in passenger spaces shall be conducted over a period of no less than one (1) day of theoretical training.

**Maximum number candidates per course**

8. The maximum number of candidates permitted for this course shall not exceed Twenty (20).
Persons Conducting the Training and Assessment

9. For this course to be accredited, the institution must have facilitators and assessors with the following minimum qualifications and experience:

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>Officer in charge of a Navigational Watch, with Passenger ship crowd</td>
<td>6 Months sea service as an Officer onboard a passenger ship</td>
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<tr>
<td>management training</td>
<td></td>
</tr>
<tr>
<td>Officer in charge of an Engineering Watch, with Passenger ship crowd</td>
<td>6 Months sea service as an Officer onboard a passenger ship</td>
</tr>
<tr>
<td>management training</td>
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</tbody>
</table>

10. Alternative or equivalent qualifications may be accepted in lieu of the above qualifications with the concurrence of the relevant Senior Examiner and the Chief Examiner.

Institution’s library

11. The Institution shall have, the library as required for Safety training for personnel providing direct service to passengers in passenger spaces including:

   11.2. IMO approved Signs and symbols (poster or document).
   11.3. Recommendation on the design and operation of passenger ships to respond to elderly and disabled person’s needs (MSC/Circ. 735).
   11.4. Escape route signs and equipment location markings [resolution A.1116(30)]

Equipment required for training

12. Nil

Requirements from training institutions

13. When developing or reviewing training material for Safety training for personnel providing direct service to passengers in passenger spaces, this part of the Training Standards Manual shall be included in the front pages of the training material. The course material shall include a contents page which clearly identifies the content covered in the course.
14. All the equipment used shall conform to any relevant performance standards applicable. The standards shall be referenced from the SOLAS Convention and the associated Codes, Resolutions and Circulars, recognised guides etc. of the IMO, and textbooks.

15. For accreditation, the institution must demonstrate to the examiner that they have the facilities, tools and equipment which will enable them to perform all necessary activities for the course, as a minimum shall:

15.1. Have a classroom, hall, boardroom (or equivalent) of sufficient capacity where the theoretical elements of the course can be safely and effectively presented and practiced.

15.2. Educational facilities and classrooms shall be fully compliant with local safety regulations relating to health and safety, fire regulations, including maximum classroom capacities, and be of a reasonable standard.

15.3. When making use of audio-visual material or media, the appropriate equipment should be available and fit for use.

15.4. Educational facilities must be equipped with the following:

15.4.1. Separate ablutions for male and female candidates.

15.4.2. Appropriate rest area.

16. When applying for accreditation, the following must be supplied as a minimum:

16.1. Proof that facilitators/instructors and/or assessors meet the requirements as defined.

16.2. Copies of any training material given to or used by candidates attending the course meeting the requirements of this standard. Where texts books are used, copies shall be provided to SAMSA for accreditation and references to the competence table be made.

16.3. A timetable showing time spent, and a lesson plan on each section of the training to demonstrate all the subject matter covered, meeting the minimum
duration of the course as already stipulated above. The timetable should also stipulate how each section of the training shall be presented, i.e. lecture with slide presentation, educational video, practical demonstration, etc.

16.4. Copies of slide presentations, list of videos and practical demonstrations are to be available for perusal by the relevant SAMSA Examiner accrediting the training.

16.5. A matrix or document cross referencing subject matter required to be covered by this STA.

17. All documents presented as required by this section shall form part of the Quality Management System (QMS) of the institution. Changes and amendments shall be appropriately recorded, electronic media to include date stamps. All changes/updates and amendment’s to be submitted to SAMSA when made.

18. A list and tally of equipment available for the course, particularly those that may affect the number of candidates permitted by course.

**Savings and Transitional arrangements**


20. Lecturers who have been previously approved for this course but do not meet the above requirements, may be permitted to carry on presenting the course, provided that there is an upskill plan in place - which shall be presented to SAMSA during the next re-accreditation and approved by Senior Examiner Deck.

21. Existing accreditations shall continue to be valid for the period of the accreditation – however, institutions are required to ensure that they take such steps as deemed necessary to become fully compliant with the revised requirements on or before 31 March 2023.

22. Any ad hoc audit of institutions affected which takes place after the initial six month period, may also include a verification that the institution is taking such steps as required to comply with this STA.
### Specification of minimum standard of competence in Safety Training for personnel providing direct service to passengers in passenger spaces

<table>
<thead>
<tr>
<th>Column 1</th>
<th>Column 2</th>
<th>Column 3</th>
<th>Column 4</th>
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<tbody>
<tr>
<td><strong>Competence</strong></td>
<td><strong>Knowledge, understanding and proficiency</strong></td>
<td><strong>Methods for demonstrating competence</strong></td>
<td><strong>Criteria for evaluating competence</strong></td>
</tr>
<tr>
<td>1. Communication</td>
<td>.1 Ability to communicate with passengers during an emergency, taking into account:</td>
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<td>.1.1 the language or languages appropriate to the principal nationalities of passengers carried particular route;</td>
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<td></td>
<td>.1.2 the likelihood that an ability to use an 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;</td>
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<td></td>
<td>.1.3 the possible need to communicate during an emergency by some other means, such as by demonstration, or hand signals, or calling attention to the location of instructions, muster stations, life-saving devices or evacuation routes, when oral communication is impractical;</td>
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<td></td>
<td>.1.4 the extent to which complete safety instructions have been provided to passengers in their native language or languages; and</td>
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<tr>
<td></td>
<td>Assessment of evidence obtained from approved training, exercises and practical demonstration</td>
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<td>Communications are clear, understood and successful</td>
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<tr>
<td></td>
<td>Information from all available sources is obtained, evaluated and confirmed as quickly as possible and reviewed throughout the emergency</td>
<td>Information given to individuals, emergency response teams and passengers is accurate, relevant and timely</td>
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<td></td>
<td>Information keeps passengers informed as to the nature of the emergency and the actions required of them</td>
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</table>
1.5 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.

<table>
<thead>
<tr>
<th>2. Life-saving appliances</th>
<th>.2 Ability to demonstrate to passengers the use of personal life-saving appliances.</th>
<th>Assessment of evidence obtained from approved training, exercises and practical demonstration</th>
<th>Knowledge of personal lifesaving appliances and their use</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Embarkation procedures</td>
<td>.3 Embarking and disembarking passengers, with special attention to disabled persons and persons needing assistance.</td>
<td>Assessment of evidence obtained from approved training, exercises and practical demonstration</td>
<td>Care is taken when embarking and disembarking the passengers.</td>
</tr>
</tbody>
</table>