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| Overview | This standard covers the carrying of passengers on board vessels. It includes ensuring that safe operating procedures are followed.  **Target Group**  This standard applies to individuals at the operational level with responsibility for carrying passengers on board vessels. |

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| **Performance criteria**  You must be able to: | 1. ensure that passenger areas are clean, tidy and free from obstructions and hazards 2. ensure that passengers are informed correctly of any particular requirements regarding footwear and clothing in sufficient time ahead of the voyage 3. carry out embarkation checks correctly 4. brief crew members clearly, ensuring that they understand their roles and responsibilities, with particular reference to those relating to emergency and evacuation procedures 5. ensure that passenger safety announcements are made correctly 6. provide safe passenger access to the vessel and in all public areas, meeting correctly safe operating procedures 7. respond to passenger queries courteously, providing relevant information clearly, demonstrating behaviour that shows respect, helpfulness and cooperation 8. ensure that passengers are guided to the correct locations on board the vessel 9. identify and record accurately the number of passengers on board, where required, reporting this to the relevant authority 10. wear appropriate clothing to assist passenger identification of crew members 11. carry out fire, safety and security patrols as required, taking appropriate action in response to any irregularities or occurrences arising 12. deal correctly with any incidents or accidents to passengers, reporting these promptly and accurately, where necessary |

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| Knowledge and understanding  You need to know and understand: | 1. relevant statutory, regulatory and other requirements relating to own area of operations 2. the purpose and limitations of personal protective equipment and life saving gear for use on or near water 3. the importance of crew pre-voyage briefings and passenger safety announcements and how to conduct these 4. the principal methods for communicating with vessels 5. organisation's procedures for carrying passengers 6. organisation's procedures for dealing with difficult or unruly passengers, and techniques for minimising the potential for conflict in difficult situations 7. the importance of identifying crew members clearly, and how to do this in both routine and emergency situations 8. how to deal with extreme weather conditions when managing the safety of personnel and the vessel 9. procedures for identifying and dealing with safety risks, incidents, evacuation and emergencies, including the location of, and how to use, first-aid, safety and emergency equipment 10. the importance of safety instructions and mandatory information signs, their location and how to maintain these 11. the importance of fire prevention, and of maintaining designated no-smoking areas 12. the importance of fire, safety and security patrols, and the actions to take in response to irregularities and occurrences arising 13. the importance of controlling personnel in emergency situations, and techniques for dealing with reactions such as stress and fear, avoiding the potential for panic 14. procedures for dealing with man overboard and the recovery of personnel from the water |

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