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## TRAINING AND CERTIFICATION GUIDANCE – PART 12

### Safety Training for Concessionaires Working on Passenger Ships

Notice to Owners, Masters, Deck and Engineer Officers of Merchant Vessels, Concessionaires and those concerned with Maritime Training.

*This Note should be read in conjunction with Merchant Shipping Notice No MSN 1692(M) (or subsequent amendments) and Parts 5 and 6 of this Series.*

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#### *Summary*

This Marine Guidance Note (MGN) is part of a series which gives guidance regarding the application of the Merchant Shipping (Training and Certification) Regulations 1997<sup>1</sup>.

In order for the guidance to be easy to use and to keep up-to-date, the individual Parts will retain the same Part number but the MGN number may change if and when revisions are necessary. The front sheet of any revised Part will list the latest MGN numbers. Any reference to “Part” in this Note relates to this series of Guidance Notes as listed below.

#### *Key Point*

This Part gives information and guidance regarding the training requirements for concessionaires working on passenger vessels and the responsibility of companies to ensure they are met.

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| 5               | Special training requirements for personnel on certain types of ship | MGN 95(M)                | April 2000        |

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<sup>1</sup> SI 1997/348 as amended by SI 1997/1911

|    |   |            |                |
|----|---|------------|----------------|
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| 12 | Safety training for concessionaires working on passenger ships  | This Note  | April 2000     |
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| 14 | STCW 95 application to certificates of service  | MGN 116(M) | April 2000     |
| 15 | Certification of inshore tug personnel  | MGN 117(M) | April 2000     |
| 16 | Certification of inshore craft personnel (other than tugs)  | MGN 126(M) | Not yet issued |

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## **1.0 Introduction**

- 1.1 The Merchant Shipping (Training and Certification) Regulations 1997 (the Regulations), implement in the United Kingdom some of the requirements of the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers, 1978, as amended in 1995 (STCW 95)<sup>2</sup> and its associated Code (STCW Code).
- 1.2 Concessionaires may be defined as personnel providing direct services to passengers, such as franchise caterers, hairdressers, entertainers and sales staff. They are neither seafarers nor crew for the purposes of qualifications or certification and are not assigned specific safety and pollution prevention duties. It must be recognised that while they may be considered as concessionaires by the employing company, they are looked on as crew by passengers who may need assistance in an emergency situation.
- 1.3 Both the International Safety Management and Pollution Prevention (ISM) Codes<sup>2</sup> and STCW 95 require that **all** personnel, including concessionaires, on board sea-going vessels must receive training to cope with emergency situations.
- 1.4 This Part establishes the minimum mandatory training for concessionaires required by the Regulations and how it may be achieved. In addition it places a responsibility on companies to ensure all personnel can act effectively in emergency situations.

## **2.0 General**

- 2.1 The Regulations establish the mandatory minimum requirements for familiarisation training as required by the ISM Code, for **all** personnel including concessionaires (see paragraph 3 below).
- 2.2 The Regulations also establish mandatory minimum requirements for training of all personnel, including concessionaires, designated on muster lists to assist passengers in emergency situations and providing direct services on passenger ships (see paragraphs 4 and 5 below).
- 2.3 It is the responsibility of the company to ensure effective actions by all personnel in emergency situations.
- 2.4 As concessionaires are not assigned specific safety and pollution prevention duties, they are not required to undertake basic training as set out in Regulation V1/1 of STCW 95 (described in Part 6). However, this can be undertaken on a voluntary basis.

## **3.0 Requirements for Familiarisation Training**

- 3.1 The minimum requirements for familiarisation training are that concessionaires must be able to:
  - .1 communicate with other persons on board on elementary safety matters and understand safety information symbols, signs and alarms;
  - .2 know what to do if:
    - .1 a person falls overboard;
    - .2 fire or smoke is detected;
    - .3 the fire or abandon ship alarm is sounded;

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<sup>2</sup> Available from the Publications Department, the International Maritime Organization, 4 Albert Embankment, London SE1 7SR

- .3 identify assembly and embarkation stations and emergency escape routes;
- .4 locate and don lifejackets;
- .5 raise the alarm and have a basic knowledge of the use and types of portable fire extinguishers;
- .6 take immediate action upon encountering an accident or other medical emergency, before seeking further medical assistance on board; *and*
- .7 close and open the fire, weathertight and watertight doors fitted in the particular ship, other than those for hull openings.

#### **4.0 Requirements for Crowd Management Training for Concessionaires Designated on Muster Lists to assist Passengers in Emergency Situations**

4.1 The Regulations set out the requirements for crowd management training for all personnel designated on muster lists to assist passengers in emergency situations. In order to meet these requirements, concessionaires must receive training which includes, but is not necessarily limited to the following:

- .1 awareness of life-saving appliances and control plans, including:
  - .1 knowledge of muster lists and emergency instructions;
  - .2 knowledge of emergency exits; and
  - .3 restrictions on the use of elevators;
- .2 the ability to assist passengers en route to muster and embarkation stations, including:
  - .1 the ability to give clear reassuring orders;
  - .2 the control of passengers in corridors, staircases and passageways;
  - .3 maintaining escape routes clear of obstructions;
  - .4 methods available for evacuation of disabled persons and persons needing special assistance; and
  - .5 search of accommodation spaces;
- .3 mustering procedures, including:
  - .1 the importance of keeping order;
  - .2 the ability to use procedures for reducing and avoiding panic;
  - .3 the ability to use, where appropriate, passenger lists for evacuation counts; and
  - .4 the ability to ensure that the passengers are suitably clothed and have donned their lifejackets correctly.

## **5.0 Requirements for Safety Training for Concessionaires Providing a Direct Service to Passengers in Passenger Spaces**

5.1 The Regulations set out the requirements for safety training for all personnel, including concessionaires, providing a direct service to passengers in passenger spaces. In order to meet these requirements concessionaires must have the ability to:

- .1 communicate with passengers in an emergency, taking into account:
  - .1 the language or languages appropriate to the principal nationalities of the passengers carried on a particular route;
  - .2 the use of elementary English vocabulary for basic instructions for communicating with a passenger in need of assistance;
  - .3 the possible need to communicate during an emergency by some means, other than oral, for example by hand signals or calling attention to the location of instructions, assembly stations, life saving appliances or evacuation routes;
  - .4 the extent to which complete safety instructions have been provided to passengers in their native language(s);and
  - .5 the languages in which emergency announcements are broadcast in an emergency in order to give critical guidance to passengers and help crew in assisting passengers.
- .2 demonstrate to passengers the use of personal life saving appliances.

## **6.0 Records**

6.1 Companies should also maintain records of all training given and attendance at drills and provide documentary evidence, if requested by the MCA or other authorised body. Concessionaires may also be requested to demonstrate their knowledge.

## **7.0 Further Information**

7.1 Further information, if required, is available from the MCA at any MCA Marine Office or at the address given at the beginning of this Guidance Note.





