

Column 1	Column 2	Column 3	Column 4
COMPETENCE	KNOWLEDGE, UNDERSTANDING AND PROFICIENCY	METHODS FOR DEMONSTRATING COMPETENCE	CRITERIA FOR EVALUATING COMPETENCE
Control passengers and other personnel during emergency situations	Human behaviour and responses Ability to control passengers and other personnel in emergency situations, including: 1 awareness of the general reaction patterns of passengers and other personnel in emergency situations, including the possibility that: 1.1 generally it takes some time before people accept the fact that there is an emergency situation, 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, 2 awareness that passengers and other personnel may, <i>inter alia</i>: 2.1 start looking for relatives, friends and/or their belongings as a first reaction when something goes wrong, 2.2 seek safety in their cabins or in other places on-board where they think that they can escape danger, 2.3 tend to move to the upper side when the ship is listing, 3 appreciation of the possible problem of panic resulting from separating families.	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