

Column 1	Column 2	Column 3	Column 4
<p>COMPETENCE</p> <p>Control passengers and other personnel during emergency situations</p>	<p>KNOWLEDGE, UNDERSTANDING AND PROFICIENCY</p> <p>Human behaviour and responses</p> <p>Ability to control passengers and other personnel in emergency situations, including:</p> <ol style="list-style-type: none"> 1 awareness of the general reaction patterns of passengers and other personnel in emergency situations, including the possibility that: <ol style="list-style-type: none"> 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>: <ol style="list-style-type: none"> 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. 	<p>METHODS FOR DEMONSTRATING COMPETENCE</p> <p>Assessment of evidence obtained from approved training, practical demonstration and shipboard training and drills of emergency procedures.</p>	<p>CRITERIA FOR EVALUATING COMPETENCE</p> <p>Actions of crew members contribute to maintaining order and control</p>