

Cruise Ship NCOE Recommended Practice



RP-02: Best Practice for Documenting Crew Proficiency Deficiencies

Revision Date: March 31, 2023

References:

74 SOLAS 20 II-2/15.2.2.1

“Crew members shall be trained to be familiar with the arrangements of the ship as well as the location and operation of any fire-fighting systems and appliances that they may be called upon to use.”

74 SOLAS 20 III/19.2.1

“Every crew member with assigned emergency duties shall be familiar with these duties before the voyage begins.”

STCW 2017 A-I/14.1

“Companies, masters and crew members each have responsibility to ensure that each crew member can make a knowledgeable and informed contribution to the safe operation of the ship.”

Discussion: PSCOs have been effective in identifying deficiencies in crew performance, but there is a wide variety of recording methods for such deficiencies. Crew proficiency deficiencies have been recorded for noncompliance with SOLAS II-2, SOLAS III, ISM Code, and the STCW Convention. In order to improve data collection and analysis in crew proficiency, this recommend practice is published to achieve consistency in recording such deficiencies.

When encountering a scenario where the crew member is not familiar with his or her emergency duties, the PSCO should conduct a more detailed exam to ensure all processes are being followed. PSCOs should document crew proficiency deficiencies whether observed with one crewmember or multiple crew members. If the PSCO finds that all training and instruction has been completed, the deficiency should be recorded to indicate that the crew member is not familiar with the information required for the position they are filling. If the PSCO finds that all required training and instruction have not been completed, then a deficiency should be written to the requirement(s), as outlined in SOLAS.

Best Practice for Documenting Proficiency Deficiency for Fire Safety: PSCOs evaluate fire safety knowledge during fire drills for all exams, and during the walkthrough portion of Periodic COC exams while questioning crewmembers on fire scenarios. The proper way to document noncompliance for this item is as follows:

Vessel System: 04 – Emergency Systems

Vessel SubSystem: N/A – No Subsystem

Vessel Component: 04109 – Fire drills

Deficiency Cite¹: 74 SOLAS 20 II-2/15.2.2.1

¹ This cite is not available in the Scorecard under component 04109, and must be entered manually.

Example:

No.	Code	Description	Cite (<i>Convention</i>)	Action Taken
1	04109	Crew members shall be trained to be familiar with the arrangements of the ship as well as the location and operation of any fire-fighting systems and appliances that they may be called upon to use. Three (3) mess cooks in deck 14 galley were not familiar with the location of fire extinguishers nor the operation of the installed fire suppression system.	74 SOLAS 20 II-2/15.2.2.1	17c

Best Practice for Documenting Proficiency Deficiency for Abandon Ship and Passenger Evacuation Duties: PSCOs evaluate knowledge during abandon ship drills for all exams. The proper way to document noncompliance for this item is as follows:

Vessel System: 04 – Emergency Systems

Vessel SubSystem: N/A – No Subsystem

Vessel Component: 04110 – Abandon ship drills

Deficiency Cite²: 74 SOLAS 20 III/19.2.1

Example:

No.	Code	Description	Cite (<i>Convention</i>)	Action Taken
2	04110	Every crew member with assigned emergency duties shall be familiar with these duties before the voyage begins. Three (3) stairway guides in crew stairways 2C were not familiar with ship's emergency procedures for medical emergencies during an abandon ship scenario.	74 SOLAS 20 III/19.2.1	17c

Best Practice for Documenting Proficiency Deficiency for Other Knowledge Areas: PSCOs evaluate knowledge during a walkthrough of the vessel by questioning a random sample of crew members. Other knowledge areas, as outlined in the TTP, include security, environmental protection, care for persons onboard, and engineering systems. The proper way to document noncompliance for this item is as follows:

Vessel System: 04 – Emergency Systems

Vessel SubSystem: N/A – No Subsystem

Vessel Component: 04117 – Functionality of Safety Systems

Deficiency Cite³: STCW 2017 A-I/14.1

² This cite is not available in the Scorecard under component 04110, and must be entered manually.

³ This cite is not available in the Scorecard under component 04117, and must be entered manually.

Example for waste management knowledge:

No.	Code	Description	Cite (<i>Convention</i>)	Action Taken
3	04117	Companies, masters, and crew members each have responsibility to ensure that each crew member can make a knowledgeable and informed contribution to the safe operation of the ship. Procedures for the safe operation of the ship include safety, environmental protection, security, and emergency procedures. Spa manager was unfamiliar with ship's waste management procedures for hazardous waste generated in the salon.	STCW 2017 A-I/14.1	10c

Example for medical care knowledge:

No.	Code	Description	Cite (<i>Convention</i>)	Action Taken
4	04117	Companies, masters, and crew members each have responsibility to ensure that each crew member can make a knowledgeable and informed contribution to the safe operation of the ship. Procedures for the safe operation of the ship include safety, environmental protection, security, and emergency procedures. Hostess in Deck 15 restaurant was unfamiliar with ship's procedures for medical response to passenger injury.	STCW 2017 A-I/14.1	10c

Example for security knowledge:

No.	Code	Description	Cite (<i>Convention</i>)	Action Taken
5	04117	Companies, masters, and crew members each have responsibility to ensure that each crew member can make a knowledgeable and informed contribution to the safe operation of the ship. Procedures for the safe operation of the ship include safety, environmental protection, security, and emergency procedures. Cabin steward on deck 7 port side was unfamiliar with ship's procedures for response to a suspicious package.	STCW 2017 A-I/14.1	10c