



Subject Area no. 11: Crew familiarisation

Principle: The company has a programme to ensure crew members are familiar with the arrangements of the ship, as well as the location and operation of any on-board procedures, systems or equipment that they may be called upon to use.

Level	Expectations	Targets	Suggested objective evidence
Basic	<p>The company has a formal vessel familiarisation program that is conducted in a set time.</p> <p>The familiarisation is delivered by a competent officer.</p> <p>There is a documented handover procedure for master and chief engineer.</p> <p>The company has a procedure for familiarising new management level officers with the company.</p>	<p>All personnel onboard shall receive appropriate familiarisation within 24 hours of arrival and before starting work on the vessel.</p> <p>This should include but not limited to information on: HSSE policies; obligation to observe, intervene and stop; HSSE awareness; emergency procedures, including security; and incident/hazard reporting.</p> <p>Individual familiarisation records should be maintained.</p> <p>The company defines the minimum amount of information to be handed over to a master on joining the vessel</p>	<p>Familiarisation records</p> <p>Quality & content of familiarisation</p> <p>Master's and chief engineer's handover records.</p>



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Intermediate	<p>The company has a formal departmental (job specific) induction program.</p> <p>The company operates a formal induction program for all new management level officers, including newly promoted management level officers which may be provided prior to embarkation.</p> <p>There is a documented handover procedure for key shipboard personnel.</p> <p>The company has a process for defining the overlap period for management level officers when joining a vessel.</p>	<p>Departmental induction shall identify work process: hazards related to tasks correct use of machinery; department procedures; work instructions; reporting requirements; PTW, etc.</p> <p>Formal induction for all new management level staff includes, as a minimum: HSSE policies; company values, philosophy & principles</p> <p>The company defines key personnel that must complete a documented handover and the minimum information to be included.</p> <p>The company defines the required overlap period for management level officers on joining, or re-joining a vessel, dependent on the risks associated with the handover.</p>	<p>Evidence of job specific familiarisation, with formal guidance in place.</p> <p>Induction process for management level officers.</p> <p>Staff handover records</p> <p>Overlap records</p>



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Advanced	<p>The familiarisation program involves a practical demonstration, which may be supplemented by computer, video, or another electronic medium.</p> <p>The familiarisation program is reviewed regularly.</p>	<p>The familiarisation program involves a practical demonstration and testing of the recipients understanding.</p> <p>The familiarisation may be standardised by use of electronic media.</p> <p>The familiarisation program is reviewed regularly and updated as required.</p>	<p>Training records</p> <p>Evidence of familiarisation reviews</p>
Excellence	<p>The program content and training records are verified by management to ensure compliance.</p>	<p>Audit process includes review of the familiarisation programmes, results are fed back to senior management and discussed during management reviews.</p>	<p>Audit reports and management reviews.</p>