

Management of Disruptive Passengers – Primary Responder (4 days) & Support Team Training (4hr sessions)

Purpose

The purpose of the course is to equip personnel, *both male and female*, who may be required to deal with disruptive passengers to manage any such incident safely, with due regard to customer care and the relevant law and with the minimum of disturbance to other passengers.

The training is delivered at two levels, both interdependent:

- a four day course for ships' officers as primary responders/ security team leaders, usually delivered ashore.
- a series of four hour seminars delivered on board to provide crew members with an overview of the knowledge and techniques required to support the primary responders.

In concept, any trained officer and any trained crew members can come together as a team and use commonly understood and well rehearsed drills to resolve conflict should negotiation fail and physical intervention be necessary.

At the end of the course you will be able to

- Apply essential conflict resolution skills (Verbal, Non-Verbal and Listening skills) to de-escalate a potential confrontational situation
- Utilise Psychological techniques to intervene in a conflict, in a measured and practical way
- Explain the conflict resolution model
- Identify when communication skills are no longer working and adopt a tactical and strategic approach
- Understand the importance of the ethical appeal: 'are we sure that we cannot resolve this in any other way?'
- Conduct a physical intervention (as a last resort).
- Apply mechanical restraint, utilising UK Home Office guidelines
- Explain the Custody, Care and Control process of an individual, with Human Rights at the forefront of the process.
- Explain the documentation processes
- Conduct a debriefing of staff members involved in the incident.

Outline content

- The Operational Framework – legal aspects, both maritime and land instruments, including Human Rights, Equality and data protection legislation as well as relevant civil law instruments
- Communication and conflict management – developed under UK Security Industry Authority guidance, this section looks at the relevant 'soft skills' of conflict resolution and resolution
- Unarmed defensive techniques and physical intervention. This section includes physical intervention, restraints, handcuffing (rigid hand cuffs), safe movement skills and custody procedures. The physical skills trainers are all accredited UK Home Office instructors with police and prison service backgrounds.

Recommended prior study

No prior study is required. *Delegates will be given a support manual contained on a USB drive*, as part of the course package.

Who should attend

Those personnel with dedicated security duties on board ship; deck officers, pursers, masters at arms

Delivery Methods

Face-to-face

Assessment details

The course is validated with a knowledge check, which is recorded for future reference.

Price

For prices and further information, or to book a course, please contact **Ryan Hills** at ims@intmarsec.co.uk

Contact

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