

## COURSE DESCRIPTION

<b>Course Title</b>	<b>CREW MANAGEMENT</b>			
<b>Course Code</b>	ATCR301			
<b>Course Type</b>	Elective			
<b>Level</b>	BSc (Level 1)			
<b>Year / Semester</b>	3 / Fall or Spring			
<b>Teacher's Name</b>	Capt Eugen Adami, Dr. Angelos Menelaou			
<b>ECTS</b>	6	Lectures / week	3	Laboratories/week
<b>Course Purpose</b>	This course aims to develop and apply best practice in sea-going personnel recruitment, selection, development, ongoing management & retention. The course provides students with the fundamental knowledge and practical skills to efficiently operate crew management activities and services.			
<b>Learning Outcomes</b>	<p>By the end of the course, the students should be able to:</p> <ul style="list-style-type: none"> <li>• Outline role and functions of the main stakeholders of crew management and define different crew / manning policies ;</li> <li>• Explain the importance of IT systems and computerized accounting on quality, budgeting, cost control and productivity;</li> <li>• Analyse current trends of seafarers global supply and demand;</li> <li>• Discuss the importance of a structured seafarers' training and development programs as well as their well-being on board.</li> </ul>			
<b>Prerequisites</b>	ATHR204	<b>Co-requisites</b>	None	
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Introduction to Crew Management: <ul style="list-style-type: none"> <li>○ The main commercial players</li> <li>○ Ship's Organizational Structure – Duties and Responsibilities of Master, Officers and Crew: <ul style="list-style-type: none"> <li>➤ Deck Department</li> <li>➤ Engine Department</li> <li>➤ Catering Department</li> </ul> </li> </ul> </li> <li>• Relevant Regulatory Framework and Bodies <ul style="list-style-type: none"> <li>➤ The Regulators</li> <li>➤ The Declaring Parties</li> <li>➤ The Enforcers</li> <li>➤ The Interesting Parties</li> <li>➤ The Most Important Crewing Regulations</li> </ul> </li> <li>• Crew Management Operations <ul style="list-style-type: none"> <li>➤ Crew Planning and Recruitment</li> </ul> </li> </ul>			

	<ul style="list-style-type: none"> <li>➤ Crew Travelling</li> <li>➤ Crew Insurance</li> <li>➤ Crew Wages</li> <li>➤ Crew Training and Development</li> </ul> <ul style="list-style-type: none"> <li>• Accounting and Business Planning <ul style="list-style-type: none"> <li>➤ Accounts Payable – Creditors Control</li> <li>➤ Accounts Receivable</li> <li>➤ Credit Management Overview</li> <li>➤ Crewing Budgeting</li> </ul> </li> <li>• IT impact on Administrative Productivity and Quality <ul style="list-style-type: none"> <li>➤ Computerized &amp; Integrated Accounting System</li> <li>➤ Cost Effectiveness</li> <li>➤ Innovation Benefits and Productivity Measurement (KPI's)</li> </ul> </li> <li>• Crew Welfare <ul style="list-style-type: none"> <li>➤ Cultural Diversity</li> <li>➤ Multinational Crew</li> <li>➤ Quality Assured Maritime Health Services, Rehabilitation and Counselling</li> <li>➤ Onboard Catering</li> <li>➤ Psychological Aspects</li> <li>➤ Training and Education</li> </ul> </li> <li>• Customers Relations <ul style="list-style-type: none"> <li>➤ Identifying Customers and their needs</li> <li>➤ Meeting Customer Needs</li> <li>➤ Training And Motivation of Staff</li> <li>➤ Performance Standards</li> <li>➤ Customer Management</li> <li>➤ Effective Communication</li> </ul> </li> </ul>
<b>Teaching Methodology</b>	Lectures, discussions, presentations, assignments
<b>Bibliography</b>	<p><u>Main Text Books:</u></p> <ul style="list-style-type: none"> <li>• Dickie J.W. (2014). Reeds 21st Century Ship Management. Bloomsbury Publishing.</li> <li>• Alan E. Branch, Elements of Shipping, 2007, 8th Edition, Sterling/Routledge.</li> </ul> <p><u>Books:</u></p> <ul style="list-style-type: none"> <li>• Dessler, G. (2016). Fundamentals of Human Resource Management. 4th ed. Uk: Prenhall Publishing. Talley, W; "Port Economics", Routledge.</li> <li>• Angelos A. Menelaou (2011), "Enhancement of Productivity Through IT Tools and Process Management", LAP Lambert Academic Publishing.</li> <li>• ILO, The Global Seafarer, Living and Working Conditions in a Globalized Industry, Geneva, 2004, ISBN 92-2-112713-3.</li> </ul>

	<ul style="list-style-type: none"> <li>• Lane, T. (1996), 'The social order of the ship in globalised labour market for seafarers' in Compton, R., Gallie, D. and Purcell, K., (ed.) Changing forms of employment, London: Routledge.</li> <li>• Efron, M., R. Gandossy, and M Goldsmith (2003), Human Resources in the 21st Century, 1st Edition, Wiley.</li> <li>• Price, A. (2007) Human Resource Management in a Business Context, 3rd Edition, Cengage Learning Business Press.</li> <li>• Harris, M.M. (1999) Human Resource Management: A Practical Approach, 2nd Edition, South-Western College Publishing Company.</li> <li>• Evans R. J. (2005), 'Total Quality – Management, Organization and Strategy', 4th edition.</li> <li>• Boisson P. (1999), 'Safety at Sea: Policies, Regulations &amp; International Law' Edition Bureau Veritas.</li> </ul> <p><u>Databases</u></p> <ul style="list-style-type: none"> <li>• World Bank, IMF, UNCTAD, World Trade Organisation, OECD, Eurostat</li> </ul> <p>Brief Notes: Notes concerning fundamental concepts will be given to the students during class sessions</p>
<b>Assessment</b>	<ul style="list-style-type: none"> <li>• Mid Term Exam            40%</li> <li>• Final Examination        60%</li> </ul>
<b>Language</b>	English