



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Improving Crew Relationships Onboard Vessels Training

Services / Transport, Operations and Logistics

Unit Standard 114002 · NQF Level 2 · 2 Credits · 1 Day

COURSE OVERVIEW

This course equips maritime crew members with the interpersonal skills necessary to build and maintain positive working relationships onboard vessels. It focuses on communication, conflict resolution, and teamwork to enhance safety, morale, and operational efficiency in the unique environment of a ship.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	114002
Accreditation	SAQA Accredited · NQF Level 2 · 2 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply effective communication techniques to foster understanding and cooperation among crew members.
- Analyze interpersonal conflicts onboard and implement resolution strategies that maintain professional relationships.
- Evaluate the impact of cultural diversity and hierarchical structures on crew interactions.
- Demonstrate active listening and assertiveness skills in daily onboard interactions.
- Implement team-building activities that strengthen trust and collaboration in confined environments.
- Design a personal action plan to improve ongoing crew relationships.

WHO SHOULD ATTEND

- This course is designed for all maritime crew members, including officers, ratings, and support staff, who work in confined and isolated conditions onboard vessels and seek to improve team dynamics and collaboration.

COURSE OUTLINE

Day 1: Building Effective Crew Relationships Onboard

- Introduction to crew dynamics and the impact on vessel operations
- Barriers to effective relationships: isolation, stress, cultural differences
- Core communication skills: active listening, assertive speaking, non-verbal cues
- Conflict resolution models: interest-based negotiation and mediation
- Building trust and respect through consistency and empathy
- Team roles and diversity: leveraging strengths and managing differences
- Developing a crew relationship improvement plan

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **2 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
05 Aug 2026	05 Aug 2026	On-Campus	Johannesburg, South Africa
06 Aug 2026	06 Aug 2026	On-Campus	Mauritius
07 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	10 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 114002) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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