



Australian Government

MARD5001A Manage business and administration on vessels limited by tonnage or near coastal operations

Release 1

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Modification History

Release 1

This is the first release of this unit.

This unit replaces and is equivalent to TDMML507A Manage business and administration on vessels limited by tonnage or near coastal operations.

Unit Descriptor

This unit involves the skills and knowledge required to manage the business and administration of a commercial ocean-going vessel and its personnel in compliance with Australian and international regulations and guidelines, and to ensure the protection of the marine environment and the safety of the vessel and people on board.

Managing vessel business operations and resources includes legal and commercial responsibilities, the safety management system (SMS), procedures to obtain a safety management certificate and subsequent audits, managing work health and safety (WHS)/occupational health and safety (OHS) procedures and practices, monitoring and controlling expenditure, and analysing and preparing reports.

It also involves organising and managing crew, and includes allocating duties, conducting required training, and assessing and maintaining expected standards of work and behaviour.

Application of the Unit

This unit applies to people who work in the maritime industry as Master or Chief Mate on a vessel of up to 500 gross tonnage (GT) or as a Watchkeeper on a vessel up to 3000 GT or as Master or Chief Mate on vessels up to 3000 GT operating in near coastal waters.

The unit is consistent with the relevant sections of STCW 95 and Marine Orders under the Australian Navigation Act 2012.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Develop plans for general and specific vessel operations

- 1.1 *Vessel* operation goals and objectives are identified according to company procedures, operational orders, regulatory requirements and established marine management practice
- 1.2 General and specific *vessel operations* plans are drawn up according to company procedures
- 1.3 Correct procedures for emergency response on board a vessel are developed according to company procedures, operational orders, regulatory requirements and established marine management practice
- 1.4 Appropriate validation measures and standards are devised to monitor progress in operations against plans, and appropriate contingency plans are developed for any discrepancies or variations that may occur during operations
- 1.5 Service procedures and systems improvement opportunities are identified and appropriate measures are taken to act on these opportunities according to company procedures and established marine management practice
- 1.6 Plans, goals, objectives and instructions for general and specific vessel operations and emergency and contingency procedures are distributed to relevant personnel according to company procedures and established marine management practice

2 Ensure legal requirements are fulfilled

- 2.1 Legal basis under which a commercial vessel operates is interpreted and followed, and shipmaster safety, legal and commercial obligations are identified and carried out in a relevant range of operational circumstances
- 2.2 National and international conventions, *laws and regulations pertaining to vessel operations and contingencies* are implemented

- 2.3 Entries are made into vessel log books as required and carriage of all required vessel certification is confirmed and ensured
 - 2.4 Appropriate arrangements are made for preparing vessel for statutory survey and certification
 - 2.5 Relevant code of conduct and industrial agreements are applied to vessel operations and management, and shipmaster responsibilities as they relate to crew health and safety are implemented
 - 2.6 Vessel security procedures are consistent with IMO International Ship and Port Facility Security Code (ISPS Code)
 - 2.7 Procedures and requirements relating to state port control are implemented
 - 2.8 Procedures and requirements relating to customs, quarantine and immigration clearances are implemented
- 3 Ensure commercial and business requirements are fulfilled**
- 3.1 Contracts of carriage and bills of lading under which vessel owners and cargo owners operate are interpreted and adhered to according to company procedures, legal requirements and established marine management practice
 - 3.2 Commercial and legal aspects of general average, salvage and towage are identified, interpreted and implemented according to company procedures, legal requirements and established marine management practice
 - 3.3 Commercial and legal aspects of marine hull and cargo insurance are identified, interpreted and implemented according to company procedures, legal requirements and established marine management practice
 - 3.4 Accident and incident investigation processes are identified and implemented according to company procedures, legal requirements and established marine management practice

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| 4 Monitor and control vessel expenditure | <ul style="list-style-type: none">4.1 Accrual accounting procedures are correctly used to monitor and control vessel expenditure and where relevant, vessel budget is prepared according to established vessel financial procedures and established accounting practice, with relevance to commercial market in which a vessel operates4.2 Plans and appropriate contingency procedures are developed to correct any variation from vessel budget and identified expenditure, and records are maintained according to established vessel financial procedures and established accounting practice4.3 Appropriate action is taken when expenditure varies from vessel budget according to contingency plans, company procedures and established accounting practice |
| 5 Develop and implement vessel safety management system | <ul style="list-style-type: none">5.1 Vessel SMS is developed according to relevant maritime regulations and company procedures5.2 SMS safety procedures and related documentation are developed in collaboration with relevant vessel personnel5.3 SMS documentation structure and content is maintained according to requirements, and appropriate action is taken to ensure correct procedures are followed to obtain a safety management certificate according to maritime regulatory requirements5.4 Appropriate measures are taken to ensure all personnel on board vessel are familiar with SMS documentation, that familiarisation arrangements for new crew members are carried out, and that all personnel apply SMS procedures relevant to their functions5.5 Correct procedures are followed to obtain a safety management certificate according to maritime regulatory requirements |
| 6 Monitor and control vessel physical resources | <ul style="list-style-type: none">6.1 <i>Vessel inventory of plant, equipment and other physical resources</i> is maintained accordance to company procedures, vessel survey requirements and established marine management practice6.2 Reports on status of <i>vessel physical resources</i> are prepared and submitted to relevant personnel within company and regulatory authorities according to company procedures, vessel survey requirements and established practice |

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| 7 Analyse and compile operational and voyage data | <ul style="list-style-type: none">7.1 Operational and voyage data is collected and compiled according to company practice, regulatory requirements and established marine management practice7.2 Voyage report is prepared and validated according to company procedures, vessel survey requirements and established marine management practice7.3 Voyage report is submitted to designated personnel according to company procedures, vessel survey requirements and established practice |
| 8 Provide leadership to officers and crew | <ul style="list-style-type: none">8.1 Feedback and support are provided to crew on achievements and performance in their day-to-day work8.2 Crew are treated fairly, equitably, effectively and honestly in matters related to their day-to-day work8.3 Appropriate action is taken to prevent harassment and where it has occurred, harassment is dealt with promptly, effectively and fairly8.4 Crew suggestions for work improvements are listened to, acted upon and credit for achievements is shared with crew8.5 Good example is provided of a responsible, fair, sympathetic, equitable and diligent member of shipboard team |
| 9 Allocate duties and maintain set standards of work on board vessel | <ul style="list-style-type: none">9.1 Work requirements and crew competencies required for work duties are identified and clarified9.2 Crew member competencies are assessed and confirmed, and duties are assigned to crew according to crew competencies and capabilities9.3 Competency deficiencies in personnel are identified and remedial action is initiated through counselling and training9.4 Crew members are advised of rostered duties and required performance standards are set in conjunction with crew members according to company procedures9.5 Crew members are motivated to achieve set standards of work performance using appropriate methods9.6 Performance of crew members is monitored as required using appropriate methods according to company |

procedures, performance assessments are discussed with relevant crew members and agreement is reached on appropriate action to be taken where performance is below set standards

10 Resolve conflict

10.1 Conflict situations are recognised and issues are clarified with personnel involved

10.2 Solutions to conflict are negotiated using appropriate mediation and conflict resolution techniques

11 Plan, organise, promote and evaluate shipboard training and assessment

11.1 Workplace trainer and assessor requirements are identified and appropriate staff are trained and assigned as required

11.2 Work related training opportunities are planned and organised for crew according to identified needs and company policy

11.3 Shipboard drills are organised according to regulations and company procedures

11.4 Assessment of crew members during and after training activities and shipboard drills is carried out to confirm required competencies and related knowledge have been acquired

11.5 Crew members are debriefed after training, drill and assessment activities using appropriate methods and efficacy of training, drill and assessment activities is evaluated based on feedback from participating crew members and other relevant evidence

11.6 Outcomes of evaluations of training and assessment are discussed with trainers and assessors, and appropriate action is taken to make required improvements

11.7 Reports on training and assessment are evaluated and resultant action is maintained and/or entered into vessel log as required

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required Skills:

- Analyse and compile operational and voyage data, and prepare reports
- Communicate effectively verbally and in writing
- Comply with mandatory rules and regulations and IMO Conventions and Codes, including the relevant sections of Australian Maritime Safety Authority (AMSA) Marine Orders and ensure applicable codes, guidelines and standards recommended by IMO, classification societies and maritime industry organisations are taken into account
- Conduct management meetings
- Coordinate an audit to maintain a safety management certificate
- Establish and develop dynamic groups and teams on board a vessel
- Follow correct procedures for obtaining a safety management certificate
- Implement human resources management responsibilities
- Interpret and apply information on contracts of carriage, marine insurance, salvage and towage
 - national administrative procedures for accident investigation, and vessel and port security
 - procedures relating to customs, quarantine and immigration clearance
 - labour-related regulations
- Investigate and arbitrate shipboard conflict
- Investigate, analyse and compile casualty data and prepare related reports
- Lead officers and crew
- Maintain vessel security
- Motivate shipboard personnel
- Organise training evaluation processes
- Plan, implement and monitor goals and performance requirements for vessel operations and emergencies
- Plan, implement and monitor requirements related to:
 - Master duties, obligations, commercial and legal responsibilities under national and international laws and conventions
 - state port control
 - vessel documentation, certification and survey
- Plan, implement and monitor WHS/OHS procedures and practices
- Plan, organise and promote shipboard training programs
- Promote correct safety management on board vessels
- Recognise and interpret non-verbal communication
- Use management skills effectively

Required Knowledge:

- Competency requirements for typical shipboard operations
- Conflict resolution and mediation strategies and techniques
- Contracts of carriage, marine insurance, salvage and towage
- Established marine resource management procedures and practice
- Equal employment policies and regulations
- General principles of integrated vessel and bridge management
- Human resource management problems, and appropriate action and solutions
- Legal issues relevant to Master responsibilities such as:
 - functions and responsibilities of Master, vessel owner and charterer in various types of charters and contracts of carriage
 - vessel owner obligation of reasonable dispatch
 - lay time, demurrage and dispatch
 - functions of a bill of lading
 - characteristics of a contract of carriage
 - international conventions relating to liability of a sea carrier
 - salvage and towage contracts
 - tort liability
 - legal principles of pilotage
 - insurance arrangements
 - vessel registration requirements
 - investigations and courts of marine inquiry
- Maritime communication techniques, including barriers to effective communication and how to overcome them
- Methods for:
 - evaluating efficacy of shipboard training, drills and competency assessment
 - motivating shipboard personnel
 - identifying problems in services to other departments or in procedures and systems
- National administrative procedures for accident investigation, and vessel and port security
- National Training Packages and competency standards relevant to shipboard personnel
- Principles of effective leadership and teamwork
- Procedures for:
 - collecting, compiling, analysing and reporting on safety incidents and casualties on board a vessel, including format and characteristics of a good safety incident report
 - obtaining a safety management certificate and undergoing subsequent audits to maintain it
 - planning, implementing and monitoring goals and performance requirements for vessel operations and emergencies

- relating to customs, quarantine and immigration clearance
- Regulatory requirements for shipboard drills
- Relevant:
 - industrial award requirements as they relate to shipboard personnel responsibilities, obligations and entitlements
 - maritime regulations
 - WHS/OHS and marine pollution control legislation, codes of practice, policies and procedures
- Requirements related to:
 - state port control
 - vessel documentation, certification and survey
- Role of vessel Master, including duties, obligations, and commercial and legal responsibilities under national and international laws and conventions
- Techniques for:
 - evaluating and seeking alternatives for improvement of shipboard operational and emergency procedures and systems
 - setting of performance standards and evaluating performance of shipboard personnel
- Training and competency assessment techniques and options suitable for shipboard personnel
- Vessel SMS and:
 - its aims, objectives, advantages and disadvantages
 - general provisions for developing and monitoring vessel SMS
 - requirements of relevant maritime authorities for SMS

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, the required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- taking action promptly to report and/or rectify management problems according to established procedures
- completing work systematically with required attention to detail
- developing effective planning documents
- providing high quality reports
- ensuring currency of relevant legislative and regulatory knowledge
- providing accurate and reliable information.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- industry-approved marine operations site where managing business and administration on vessels limited by tonnage or near coastal operations can be conducted
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are

appropriate to this unit:

- direct observation of the candidate managing business and administration on vessels limited by tonnage or near coastal operations
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

In all cases where practical assessment is used it should be combined with targeted questioning to assess Required Knowledge.

Assessment processes and techniques must be appropriate to the language and literacy requirements of the work being performed and the capacity of the candidate.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

Vessel may include:

- Vessels up to 500 GT (in the case of a Master or Chief Mate)
- Vessels up to 3000 GT (in the case of a Watchkeeper)
- Vessels up to 3000 GT (in the case of a Master or Chief Mate) operating in near coastal operations

Vessel operations may include:

- Berthing and unberthing
- Bridge operations
- Cargo handling and care
- Catering operations
- Commercial operations (Australian and international regulations and conventions)
- Deck operations and maintenance
- Emergency and damage control operations
- Engine room operations and maintenance
- Mooring operations
- Navigation
- Passenger service operations
- Personnel training
- Pollution control operations
- Radio operations
- Safety/emergency drills
- Slipping operations
- State port control

Laws and regulations pertaining to vessel operations and contingencies may include:

- Agency
- Customs and quarantine
- Deaths and disappearances
- Drugs
- Immigration
- Marine pollution (Australian laws and IMO conventions)
- Operational safety (Australian regulations and IMO conventions)
- Security and anti-terrorism
- Smuggling and piracy
- Stowaways and refugees
- Wrecks, salvage and towage

Vessel inventory of plant, equipment and other physical resources may include:

- Recording resources that are:
 - faulty
 - worn
 - damaged

Vessel physical resources may include:

- Accommodation equipment and facilities
- Bridge equipment and resources
- Catering equipment and facilities
- Documents and certification
- Engine room propulsion plant and equipment and related auxiliary systems
- Navigation charts, marine publications, manufacturer manuals and other reference documentation
- Radio equipment and facilities
- Tools and maintenance equipment
- Vessel deck equipment, fittings and related systems
- Vessel structures and fittings

Training may include:

- Distance learning for shipboard personnel
- Onboard:
 - group training activities
 - individual instruction
- Shipboard drills required by regulations or company policies
- Shore-based training for shipboard personnel

Unit Sector(s)

Not applicable.

Competency Field

Administration and Human Resources