



**Australian Government**

# **MARG4003A Supervise a crew**

**Release 1**

# MARG4003A Supervise a crew

## Modification History

Release 1

This is the first release of this unit.

## Unit Descriptor

This unit involves the skills and knowledge required to supervise a crew.

## Application of the Unit

This unit applies to those working on a vessel as a Chief Integrated Rating.

## 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

- |  |     |  |
|--|-----|--|
| <b>1 Plan and implement work schedules</b> | 1.1 | Tasks and/or jobs are identified and prioritised according to <i>work schedule</i> |
|  | 1.2 | Timelines, personnel and equipment are identified for each job and task            |

- 1.3 Schedules are clearly communicated to crew or individuals
  - 1.4 Changes to schedules are implemented through reorganisation of priorities, with reasons being clearly conveyed to crew or individuals
  - 1.5 Priority of tasks is communicated to crew or individuals
  - 1.6 Tasks and/or jobs are discussed with crew or individuals and schedules are adjusted if necessary
- 2 Monitor performance of tasks**
- 2.1 Required standard is effectively communicated to crew or individuals to ensure understanding of allotted task
  - 2.2 Instruction or technical support to achieve required standard is provided as necessary
  - 2.3 Standard of performance is *monitored* to ensure achievement of outcomes
  - 2.4 Feedback on performance is discussed with crew or individuals
  - 2.5 Completion times of tasks/jobs are monitored and scheduling is adjusted as appropriate
- 3 Support development of crew or individuals**
- 3.1 Workload is discussed with crew or individuals on a regular basis
  - 3.2 Support mechanisms are explored and implemented to address issues
  - 3.3 Crew or individuals are supported to identify and resolve work-related issues
  - 3.4 Crew or individuals are supported to establish and maintain effective relationships with colleagues in line with the requirements of their work role
  - 3.5 Areas of tension or conflict in relationships are identified and steps are taken to address contributing factors and issues
  - 3.6 Mentoring, training and assessment is provided where required, to develop and enhance crew or individual skills and knowledge in line with work role requirements
  - 3.7 Trainee crew are supported in the completion of relevant training record books
- 4 Provide leadership to crew**
- 4.1 Crew is assisted to identify and work towards goals and objectives in line with *organisational values and directions*
  - 4.2 Support and encouragement is provided to crew and steps are taken to maintain or improve cooperation and cohesiveness

- 4.3 Barriers to crew effectiveness are identified and potential causes or factors contributing to these barriers are investigated
  - 4.4 **Strategies** are put in place to enhance team effectiveness by addressing identified barriers
- 5 Monitor application of WHS/OHS**
- 5.1 Implementing work health and safety (WHS)/occupational health and safety (OHS) standards is monitored to ensure safety requirements are met
  - 5.2 Strategies for prevention or correction of problems are determined from the monitoring process
  - 5.3 Recommendations for prevention or correction of problems are made in order to achieve established standards
- 6 Communicate with management, crew and individuals**
- 6.1 All information affecting work is explained logically and clearly to crew or individuals where appropriate
  - 6.2 Effective and appropriate information provision is carried out with management
  - 6.3 Concise reports are written that conform to organisational procedures
- 7 Control entry to confined spaces**
- 7.1 Requirement for **confined space** entry is identified
  - 7.2 Confined space entry permit and any **limitations** are identified according to organisational procedures
  - 7.3 Roles and responsibilities of crew members are confirmed according to organisational procedures
  - 7.4 WHS/OHS requirements are applied throughout control of the operation
  - 7.5 Entry and egress of the confined space are monitored and recorded according to work permit conditions and organisational procedures
  - 7.6 Communication and consultation with confined space entry team is maintained according to work permit conditions and organisational procedures
  - 7.7 **Documentation and reports** are completed according to organisational procedures

## Required Skills and Knowledge

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

### Required Skills:

- Access information about tasks and abilities of crew to effectively schedule tasks
- Adjust scheduling to meet contingencies
- Analyse relevant workplace data to identify hazards, assess risks, design and implement appropriate WHS/OHS control measures
- Analyse working environment to identify hazards, assess risks, design and implement appropriate WHS/OHS control measures
- Assess resources needed to maintain systematic approach to required tasks
- Calculate job times and manipulate scheduling to make the most efficient use of personnel and equipment
- Determine job priorities
- Effectively communicate ideas and information to crew
- Enhance individual performance
- Establish procedures that enable feedback from crew and encourage suggestions that might enhance performance
- Monitor performance of crew members
- Monitor performance of tasks and adjust scheduling
- Operate any equipment pertinent to the control of confined space entry
- Provide instruction to achieve the required standard

### Required Knowledge:

- Appropriate emergency response procedures
- Appropriate signage, symbols, labels and barriers
- Effective team management
- Entry permit procedures
- Incident and accident investigation
- Interpersonal relations and counselling
- Human relations
- Human resource management policies
- Leadership
- Legislation, organisational policies and procedures relevant to confined spaces
- Personal communications
- Reporting procedures for WHS/OHS matters
- Risk management principles and application of appropriate measures

- Supervision of personnel
- WHS/OHS standards
- Work scheduling procedures
- Workforce development
- Workplace employment awards or agreements and work conditions

## 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:

- supporting effective team processes and work functions
- addressing legal, legislative and industrial requirements
- providing the required amount of detail in reports.

### 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 supervising a crew 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 supervising a crew
- direct observation of 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.

- |   |   |
|---|---|
| Work schedule may include:                        | <ul style="list-style-type: none"> <li>• Organisational standards relating to service delivery or outcomes specific to work role</li> <li>• Resources required</li> <li>• Specific plans for implementing identified work arrangements</li> <li>• Timeframe for achieving outcomes</li> <li>• Training plans to develop required skills and knowledge</li> </ul>  |
| Monitored may include:                            | <ul style="list-style-type: none"> <li>• Discussions between crew member and supervisor</li> <li>• Identifying training and development needs</li> <li>• Mentoring training and assessment of the crew member</li> <li>• Reviewing and discussing factors that have affected the individual work plan</li> <li>• Reviewing the individual work plan</li> </ul>  |
| Organisational values and directions may include: | <ul style="list-style-type: none"> <li>• Duty of care</li> <li>• First aid</li> <li>• Grievance management</li> <li>• Harassment</li> <li>• Person-centred approach</li> <li>• Service delivery standards</li> <li>• Specific values, standards and approaches relevant to work role</li> <li>• WHS/OHS</li> <li>• Workplace behaviours</li> </ul>  |
| Strategies may include:                           | <ul style="list-style-type: none"> <li>• Review of:             <ul style="list-style-type: none"> <li>• policies and procedures</li> <li>• roster arrangements or associated work condition</li> <li>• systems, equipment or work practices</li> </ul> </li> </ul>   |
| Confined spaces may include:                      | <ul style="list-style-type: none"> <li>• Any compartment or area with limited opening for access, no escape route, and with limited natural ventilation and the capability of accumulating a toxic, flammable or explosive atmosphere, or of being flooded such as:             <ul style="list-style-type: none"> <li>• pump rooms</li> <li>• cargo holds</li> <li>• ballast, fresh water and other tanks</li> </ul> </li> </ul> |
| Limitations may include:                          | <ul style="list-style-type: none"> <li>• Emergency situation requirements</li> <li>• Equipment and/or clothing, and personal protective equipment requirements</li> <li>• Maximum/minimum numbers in teams entering confined space</li> <li>• Medical constraints on personnel entering</li> </ul>  |

- Documentation and reports may include:
- Monitoring/testing requirements
  - Time limitations for working within confined space or before returning to confined space
  - Entry/egress reports/logs
  - Report to WHS/OHS officer
  - Work permit completion after exit
  - Written reports required by organisation

## **Unit Sector(s)**

Not applicable.

## **Competency Field**

Teamwork