



Australian Government

Department of Education, Employment and Workplace Relations

TDMME101A Understand orders and be understood in relation to shipboard duties

Release: 1

Modification History

Not Available

INTRODUCTION

Field E

Communication

Unit Descriptor

This unit involves the skills and knowledge to communicate effectively with others in the course of shipboard duties on board a commercial vessel, including understanding and interpreting orders.

The unit is consistent with the related functional standard in Section A II/1 of the STCW 95 Code and AMSA Marine Order 3, Issue 5, Appendix 4. It forms part of mandatory minimum requirements for familiarization and basic safety competence required for all seafarers under the STCW Code.

ELEMENT

PERFORMANCE CRITERIA

1. Communicate with officers, crew and others in performing duties

- a. Orders are attended to, interpreted and implemented in accordance with established nautical practice
- b. Effective listening skills are demonstrated
- c. Questions are used to gain additional information
- d. Verbal and written communication with others in the performance of duties is clear and precise and uses the standard nautical vocabulary and follows established communications practice
- e. Misunderstandings in communications are avoided using appropriate confirmation techniques and established communications practice
- f. Appropriate techniques are used when communicating with others in multilingual crew to ensure that communications are effective and messages are clearly understood
- g. Various forms of non-verbal communication are appropriately used when working and communicating with others in the course of shipboard duties

2. Participate in group discussions to achieve appropriate work outcomes

- a. Responses are sought and provided to others in the group
- b. Constructive contributions are made in terms of the process involved
- c. Goals or outcomes are communicated and/or recorded

RANGE STATEMENT

UNDERSTAND ORDERS AND BE UNDERSTOOD IN RELATION TO SHIPBOARD DUTIES.

VARIABLE

1. General context

2. Worksite environment

3. Sources of information /documents

SCOPE

- a. Work must be carried out in compliance with the relevant maritime regulations.
 - b. Orders given by a master or senior officer are understood and implemented either individually or in a team environment with some accountability for the quality of outcomes.
 - c. Work involves the use of known and prescribed communication techniques across a variety of shipboard work contexts.
- a. Vessel may include any Australian or international commercial vessel
 - b. Communications may include written, verbal and non-verbal communications with crew, officers and others in the course of normal duties
 - c. Communications may be with:
 - English speaking persons
 - multilingual crew
 - persons with limited ability to communicate in English
 - d. Communication problems may include:
 - misunderstanding
 - limited ability of others to communicate in English
 - noisy environments or communications channels
 - illegible writing or print
 - use of non-standard vocabulary
 - incorrect assumption that message has been received and/or correctly understood
- a. Documentation / records may include
 - ISM Code safety management system plans, procedures, checklists and instructions
 - Relevant sections of the IMO STCW Convention and Code and AMSA Marine Orders
 - IMO Standard Marine Communication Phrases
 - shipboard work instructions

- orders given by a master or an officer
- company communication procedures
- company directions and written procedures
- work and safety signs and symbols
- instructions of relevant Maritime Authorities

4. Applicable International, Australian and State/Territory regulations and legislation
 - a. Applicable procedures and codes may include
 - relevant maritime regulations
 - ISM Code
 - relevant international, Australian and State/Territory OH&S legislation

EVIDENCE STATEMENT

UNDERSTAND ORDERS AND BE UNDERSTOOD IN RELATION TO SHIPBOARD DUTIES

1. Critical aspects of evidence to be considered
 - a. Assessment must confirm appropriate knowledge and skills to:
 - Understand and follow orders given by a master or an officer onboard a vessel
 - Communicate with others effectively using written, verbal and non-verbal methods
 - Use the standard nautical vocabulary when communicating with others on-board a vessel
 - Read and interpret signs and symbols relevant to a rating's duties
 - Communicate effectively with others in a multilingual crew when performing rating's duties
 - Identify typical communication problems and take appropriate action
2. Interdependent assessment of units
 - a. This unit of competency must be assessed in conjunction with other mandatory units that form part of a job role of an integrated rating on a commercial vessel.
3. Required knowledge and skills
 - a. Knowledge of relevant sections of maritime regulations dealing with communication onboard a vessel
 - b. Relevant OH&S legislation, codes of practice, policies and procedures
 - c. Maritime communication techniques including barriers to effective communication and how to overcome them
 - d. Principles of effective communication
 - e. Established written, verbal and non-verbal communications practices

- f. Standard nautical vocabulary as described in the 'IMO Standard Marine Communication Phrases' publication
 - g. Protocols and procedures for communicating with others on-board a vessel
 - h. Techniques for communicating effectively with other members of a multilingual crew
 - i. Typical communication problems and appropriate action and solutions
4. Resource implications
- a. Access is required to opportunities to either:
 - demonstrate performance in a range of suitably-simulated communication activities covering situations that are typically experienced on a vessel; and/or
 - demonstrate communications skills and knowledge in an appropriate range of operational situations on board an operational commercial or training vessel
5. Consistency in performance
- a. Applies underpinning knowledge and skills when:
 - communicating on board a vessel
 - understanding and implementing orders in relation to shipboard duties
 - identifying and evaluating communication problems and determining appropriate courses of action
 - identifying and implementing improvements to communication methods
 - assessing the effectiveness of communications
 - b. Shows evidence of application of relevant workplace procedures including:
 - relevant sections of IMO STCW Convention and Code and AMSA Marine Orders b.2 ISM Code and associated ship's Safety Management System and procedures
 - OHS regulations policies and procedures b.4 job procedures and work instructions
 - c. Action taken promptly to report and/or rectify communication problems in accordance with statutory requirements and company procedures
 - d. Work is completed systematically with required attention to detail
6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant maritime regulations
 - b. Assessment of this unit must be undertaken within relevant marine authority approved and audited arrangements by a

registered training organisation:

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral examinations
- Appropriate practical assessment must occur:

KEY COMPETENCY LEVELS

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
Level 1	Level 2	Level 1	Level 2	Level 1	Level 1	Level 1