



Australian Government

Department of Education, Employment and Workplace Relations

TDMME1107A CONTRIBUTE TO EFFECTIVE COMMUNICATIONS AND TEAMWORK ON A COASTAL VESSEL

Release: 1

TDMME1107A CONTRIBUTE TO EFFECTIVE COMMUNICATIONS AND TEAMWORK ON A COASTAL VESSEL

Modification History

Not applicable.

Unit Descriptor

UNIT DESCRIPTOR:

This unit involves the skills and knowledge required to contribute to effective communications and a teamwork on board a coastal vessel, including communicating effectively with others, performing allocated duties and observing expected standards of work and behaviour on board a vessel.

Application of the Unit

Application of the unit	The unit relates has application for General Purpose Hand, Coxswain, Master 5 and Master 4 and Marine Engine Drivers Grades 3, 2 and 1, i.e. Certificate I in Transport&Distribution (Maritime Operations), Certificate II in Transport&Distribution (Coastal Maritime Operations - Coxswain), Certificate III in Transport&Distribution (Coastal Maritime Operations - Master 5), Certificate IV in Transport&Distribution (Coastal Maritime Operations - Master 4), Certificate II in Transport&Distribution (Marine Engine Driving - Grade 3), Certificate III in Transport&Distribution (Marine Engine Driving - Grade 2), and Certificate IV in Transport&Distribution (Marine Engine Driving - Grade 1).
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Licensing/Regulatory Information

Licensing/legislative requirements	Relevant maritime regulations applicable to the type of vessel concerned
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Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

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

ELEMENT	PERFORMANCE CRITERIA
<p>1 Communicate with others in course of work</p>	<p>a Instructions are attended to, interpreted and implemented</p> <p>b Effective reading and listening skills are demonstrated</p> <p>c Questions are used to gain additional information</p> <p>d Verbal and written communication with others in the performance of duties is clear and precise and follows established communications practice</p> <p>e Misunderstandings in communications are avoided using appropriate confirmation techniques</p> <p>f Various forms of non-verbal communication are appropriately used when working and communicating with others in the course of duties</p>

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ELEMENT	PERFORMANCE CRITERIA
<p>2 Contribute to teamwork and work standards on board avessel</p>	<ul style="list-style-type: none"> a Work is carried out individually and in association with others in accordance with established performance standards b Assistance and encouragement are provided to others in workplace activities c Feedback on assessed work performance is acknowledged, discussed and acted upon d Personal skills and knowledge are developed through on-board training and other means to ensure an effective contribution to work activities e Employment conditions are known, understood and followed f Individual rights and responsibilities on board a vessel are known, understood and fulfilled, including allowance for any cross cultural differences and differences in personal interests, beliefs and lifestyles g Appropriate action is taken to avoid and prevent harassment of others h Drug and alcohol abuse are avoided as required by company and vessel's policy and procedures and regulatory requirements
<p>3 Resolveconflicts</p>	<ul style="list-style-type: none"> a Conflict situations are recognised and appropriate assistance is sought to resolve the conflict with the personnel involved in accordance with vessel's procedures b An appropriate contribution is made to action to solve conflicts by actively participating in conflict resolution procedures

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Required Skills and Knowledge

REQUIRED KNOWLEDGE

This describes the knowledge required for this unit.

- 1 Relevant codes of practice, policies and procedures related to communications and teamwork on a coastal vessel
- 2 Basic communication techniques, including barriers to effective communication and how to overcome them
- 3 Standard terms used when communicating with others on a coastal vessel
- 4 Anti-discrimination and harassment policies and regulations
- 5 Industrial award requirements related to personnel responsibilities, obligations and entitlements
- 6 Instructions and procedures for social behaviour, shipboard work and emergency situations
- 7 Principles of effective interaction with crew and passengers on board a vessel, including recognising differences, active promotion of anti-discrimination and avoidance of harassment.
- 8 Conflict resolution and mediation strategies and techniques used on board vessels

REQUIRED SKILLS

This describes the basic skills required for this unit.

- 1 Listen to and interpret verbal instructions, and information concerning work activities
- 2 Read and interpret written instructions and procedures relevant to work activities on board a coastal vessel

REQUIRED KNOWLEDGE

- 3 Collaborate with other crew members in the course of work activities
- 4 Interpret and apply established communication practices, including standard marine terms and phrases
- 5 Identify interpersonal problems that may arise during operations on a vessel and take appropriate action to resolve problems identified
- 6 Take action to avoid discrimination and harassment and report any identified incidents in accordance with policies and regulations

Evidence Guide

Evidence Guide

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The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

<p>1 Critical aspects of evidence required to demonstrate competency in this unit</p>	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a Communicate effectively with others as part of work activities b Read and interpret signs and instructions relevant to duties and responsibilities c Carry out assigned duties to established standards d Maintain required standards of behaviour on a vessel e Contribute to the resolution of shipboard conflicts f Identify typical communication and teamwork problems and take appropriate action
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The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

2 Evidence required for demonstration of consistent performance

- a Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- b Consistently applies underpinning knowledge and skills when:
 - 1 communicating on board a vessel
 - 2 carrying out assigned duties to established standards
 - 3 maintaining required standards of behaviour on a vessel
 - 4 contributing to the resolution of shipboard conflicts
 - 5 identifying typical communication and teamwork problems and taking appropriate action
- c Shows evidence of application of relevant workplace procedures, including:
 - 1 job procedures and work instructions
 - 2 relevant regulations policies and procedures
 - 3 safety management system and procedures (where applicable)
- d Action is taken promptly to report and/or rectify communication and interpersonal problems in accordance with established procedures
- e Work is completed systematically with required attention to detail
- f Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions between crew and others

Evidence Guide (continued)

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3 Context of assessment

- a Assessment of competency 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:
 - 1 As a minimum, assessment of knowledge must be conducted through appropriate written/oral examinations, and
 - 2 Appropriate practical assessment must occur:
 - i at the registered training organisation; and/or
 - ii on an appropriate working or training vessel

4 Specific resources required for assessment

- Access is required to opportunities to:
- a participate in a range of role plays, case studies and/or other simulated practical and knowledge assessments that demonstrate the skills and knowledge to contribute to effective communications and teamwork on board a vessel; and/or
 - b contribute to an effective communications and teamwork on board an operational commercial vessel

Range Statement

Range Statement

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The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

VARIABLE

SCOPE

1. GENERAL CONTEXT

a. Work must be carried out:	1 in compliance with the relevant maritime regulations
b. Work is performed:	1 as a member of a crew within defined work standards and procedures, with some responsibility for self and others in achieving the prescribed outcomes
c. Work involves:	1 the application of established standards to work on board a vessel. Contribution to effective communication and teamwork with others on board a coastal vessel is involved

2. WORKSITE ENVIRONMENT

a Vessel may include:	1 any coastal commercial vessel
b Work responsibilities may include:	1 compliance with performance standards for work activities 2 effective and timely completion of assigned duties 3 compliance with conditions of employment

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

	<ul style="list-style-type: none"> 4 monitoring of own work performance 5 participation in assigned training, shipboard drills and assessment 6 contribution to the resolution of shipboard conflicts 7 implementation of anti-discrimination and harassment policies 8 avoidance of drug and alcohol abuse
b Communications may include	<ul style="list-style-type: none"> 1 written, verbal and non-verbal communications with crew and others in the course of normal duties, including communication with persons with limited ability to communicate in English

Range Statement (continued)

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VARIABLE	SCOPE
c Communication problems may include:	<ul style="list-style-type: none"> 1 misunderstanding 2 limited ability of others to communicate in English 3 noisy environments or communications situations 4 illegible writing or print 5 use of non-standard terms 6 incorrect assumption that message has been received and/or correctly understood
d Documentation and records may	<ul style="list-style-type: none"> 1 work instructions 2 relevant company procedures and policies

VARIABLE	SCOPE
<p>include:</p>	<p>3 safety management system (where applicable)</p> <p>4 work and safety signs and symbols</p> <p>5 training materials available on a vessel</p> <p>6 equal employment policies and regulations</p> <p>7 instructions of relevant maritime authorities</p>
<p>e Applicable legislation, regulations and codes may include:</p>	<p>1 relevant sections of State or Territory maritime regulations</p> <p>2 relevant sections of AMSA Marine Orders</p> <p>3 IMO STCW 95 Convention and Code</p> <p>4 relevant international, Commonwealth, State and Territory OH&S legislation</p> <p>5 ISM Code (where applicable)</p> <p>6 Australian equal employment legislation and related policies</p> <p>7 relevant International Labour Conventions and measures</p>

Unit Sector(s)

Not applicable.

Field

Field L Human Resources

Relationship to other units

<p>Relationship to other units</p>	<p>The unit may be assessed in conjunction with other units that relate to the functions of the occupation(s) concerned.</p>
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