



Australian Government

MARD004 Manage business and administration on vessels limited by tonnage or near coastal operations

Release: 2

MARD004 Manage business and administration on vessels limited by tonnage or near coastal operations

Modification History

Release 2. This is the second release of this unit of competency in the MAR Maritime Training Package.

- Minor statement changes in unit Application.

Release 1. This is the first release of this unit of competency in the MAR Maritime Training Package.

Application

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.

This unit applies to people working in the maritime industry in the capacity of:

- Master up to 100 metres Near Coastal
- Master up to 500 gross tonnages (GT).

Licensing/Regulatory Information

Legislative and regulatory requirements are applicable to this unit.

- This unit is one of the requirements to obtain Australian Maritime Safety Authority (AMSA) certification as a Master up to 100 metres Near Coastal as specified in Marine Order 505.

Seafarers seeking certification should check with AMSA.

Pre-requisite Unit

Not applicable.

Competency Field

D – Administration and Human Resources

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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 practices
- 1.2** General and specific vessel operations plans are drawn up according to company procedures
- 1.3** Correct procedures for emergency response onboard a vessel are developed according to company procedures, operational orders, regulatory requirements and established marine management practices
- 1.4** Appropriate validation measures and standards are devised to monitor progress of 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 practices
- 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 practices

2 Ensure legal

- 2.1** Legal basis under which a commercial vessel operates is

requirements are fulfilled	interpreted and followed, and ship Master 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 logbooks, 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 ship Master responsibilities as they relate to crew health and safety are implemented
	2.6 Vessel security procedures are consistent with International Maritime Organization (IMO) International Ship and Port Facility Security (ISPS) Code
	2.7 Procedures and requirements relating to state/territory 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 practices
	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 practices
	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 practices
	3.4 Accident and incident investigation processes are identified and implemented according to company procedures, legal requirements and established marine

		management practices
4	Monitor and control vessel expenditure	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 practices, with relevance to commercial market in which a vessel operates 4.2 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 practices 4.3 Appropriate action is taken when expenditure varies from vessel budget according to contingency plans, company procedures and established accounting practices
5	Develop and implement vessel SMS	5.1 Vessel SMS is developed according to relevant maritime regulations and company procedures 5.2 SMS safety procedures and related documentation are developed in collaboration with relevant vessel personnel 5.3 SMS documentation structure and content are 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 requirements 5.4 Appropriate measures are taken to ensure all personnel onboard 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 functions
6	Monitor and control vessel physical resources	6.1 Vessel inventory of plant, equipment and other physical resources is maintained according to company procedures, vessel survey requirements and established marine management practices 6.2 Reports on status of vessel physical resources are prepared and submitted to relevant personnel within company and regulatory authority requirements according to company procedures, vessel survey requirements and established practices

- | | |
|--|--|
| 7 Analyse and compile operational and voyage data | 7.1 Operational and voyage data is collected and compiled according to company practices, regulatory requirements and established marine management practices |
| | 7.2 Voyage report is prepared and validated according to company procedures, vessel survey requirements and established marine management practices |
| | 7.3 Voyage report is submitted to designated personnel according to company procedures, vessel survey requirements and established practices |
| 8 Provide leadership to officers and crew | 8.1 Feedback and support are provided to crew on achievements and performance in their day-to-day work |
| | 8.2 Crew are treated fairly, equitably, effectively and honestly in matters related to their day-to-day work |
| | 8.3 Appropriate action is taken to prevent harassment and, where it has occurred, harassment is dealt with promptly, effectively and fairly |
| | 8.4 Crew suggestions for work improvements are listened to, acted upon and credit for achievements is shared with crew |
| | 8.5 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 onboard vessel | 9.1 Work requirements and crew competencies required for work duties are identified and clarified |
| | 9.2 Crew member competencies are assessed and confirmed, and duties are assigned to crew according to crew competencies and capabilities |
| | 9.3 Competency deficiencies in personnel are identified and remedial action is initiated through counselling and training |
| | 9.4 Crew members are advised of rostered duties and required performance standards are set in conjunction with crew members according to company procedures |
| | 9.5 Crew members are motivated to achieve set standards of work performance using appropriate methods |

- | | | |
|-----------|---|---|
| | 9.6 | Performance of crew members is monitored, as required, using appropriate methods according to company procedures |
| | 9.7 | 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 |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of

competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This unit replaces and is equivalent to MARD001 Manage business and administration on vessels limited by tonnage or near coastal operations.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=772efb7b-4cce-47fe-9bbd-ee3b1d1eb4c2>

Assessment Requirements for MARD004 Manage business and administration on vessels limited by tonnage or near coastal operations

Modification History

Release 2. This is the second release of this unit of competency in the MAR Maritime Training Package.

- Minor statement changes in unit Application.

Release 1. This is the first release of this unit of competency in the MAR Maritime Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- analysing and compiling operational and voyage data, and preparing reports
- communicating effectively verbally and in writing
- complying with mandatory rules and regulations and International Maritime Organization (IMO) conventions and codes, including the relevant sections of Australian Maritime Safety Authority (AMSA) Marine Orders and ensuring applicable codes, guidelines and standards recommended by IMO, classification societies and maritime industry organisations are taken into account
- conducting management meetings
- coordinating an audit to maintain a safety management certificate
- developing effective planning documents
- establishing and developing dynamic groups and teams onboard a vessel
- following correct procedures for obtaining a safety management certificate
- implementing human resource management responsibilities
- interpreting and applying information on contracts of carriage, marine insurance, salvage and towage, including:
 - labour-related regulations
 - national administrative procedures for accident investigation, and vessel and port security
 - procedures relating to customs, quarantine and immigration clearance
- investigating and arbitrating shipboard conflict
- investigating, analysing and compiling casualty data and preparing related reports
- leading officers and crew
- maintaining vessel security
- motivating shipboard personnel
- organising training evaluation processes
- planning, implementing and monitoring goals and performance requirements for vessel

- operations and emergencies
- planning, implementing and monitoring requirements related to:
 - Master duties, obligations, commercial and legal responsibilities under national and international laws and conventions
 - port state control (PSC)
 - vessel documentation, certification and survey
- planning, implementing and monitoring work health and safety (WHS)/occupational health and safety (OHS) procedures and practices
- promoting correct safety management onboard vessels
- providing high-quality reports
- recognising and interpreting non-verbal communication
- taking actions promptly to report and/or rectify management problems according to established procedures
- using management skills effectively.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- competency requirements for typical shipboard operations
- conflict resolution and mediation strategies and techniques
- contracts of carriage, marine insurance, salvage and towage
- equal employment policies and regulations
- established marine resource management procedures and practices
- general principles of integrated vessel and bridge management
- human resource management problems, and appropriate actions and solutions
- laws and regulations pertaining to vessel operations and contingencies, including:
 - 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
- legal issues relevant to Master responsibilities, including:
 - characteristics of a contract of carriage
 - functions and responsibilities of Master, vessel owner and charterer in various types of

- charters and contracts of carriage
- functions of a bill of lading
- insurance arrangements
- international conventions relating to liability of a sea carrier
- investigations and courts of marine inquiry
- lay time, demurrage and dispatch
- legal principles of pilotage
- salvage and towage contracts
- tort liability
- vessel owner obligation of reasonable dispatch
- vessel registration requirements
- maritime communication techniques, including barriers to effective communication and how to overcome them
- methods for:
 - evaluating efficacy of shipboard training, drills and competency assessment
 - identifying problems in services to other departments or in procedures and systems
 - motivating shipboard personnel
- 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 onboard a vessel, including format and characteristics of a good safety incident report
 - customs, quarantine and immigration clearance
 - 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
- 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:
 - PSC
 - 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 operation, including:
 - berthing and unberthing
 - bridge operations
 - cargo handling and care
 - catering operations
 - 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
- vessels physical resources, including:
 - 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
- vessel safety management system (SMS), including:
 - aims, objectives, advantages and disadvantages of SMS
 - general provisions for developing and monitoring vessel SMS
 - requirements of relevant maritime authorities for SMS.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

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

Practical assessment must occur in a workplace, or realistic simulated workplace, under the normal range of workplace conditions.

Simulations and scenarios may be used where situations cannot be provided in the workplace or may occur only rarely, in particular for situations relating to emergency procedures and adverse weather conditions where assessment would be unsafe, impractical or may lead to environmental damage.

Resources for assessment must include access to:

- applicable documentation, such as legislation, regulations, codes of practice, workplace procedures and operational manuals
- tools, equipment, machinery, materials and relevant personal protective equipment (PPE) currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=772efb7b-4cce-47fe-9bbd-ee3b1d1eb4c2>