



Australian Government

Assessment Requirements for MARG007 Manage a small crew

Release: 2

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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
- Minor statement changes in Assessment Conditions.

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:

- building and motivating teams
- coaching and mentoring others
- communicating and negotiating effectively
- communicating effectively with other appropriate personnel, including:
 - human resources manager and personnel
 - management
 - other crew members
 - other Masters in the organisation
 - union/employee representatives or groups
- counselling others and providing feedback, as required
- developing and maintaining crew performance to enhance business operations
- developing effective planning documents
- developing individual development plans
- developing strategies, including:
 - adjusting key performance indicators (KPIs)
 - coaching
 - counselling
 - disciplinary procedures
 - discussions and meetings to resolve performance issues
 - mentoring
 - referral to more senior management/human resources support services
 - shadowing
 - training
- leading others

- managing personnel effectively
- monitoring and reviewing activities, processes, performance and plans
- planning and organising work and activities
- producing accurate and reliable documentation, including:
 - employee records
 - job/position descriptions
 - records of taxation and superannuation payments
 - work health and safety (WHS)/occupational health and safety (OHS) records
- relating to people from a range of social, cultural and ethnic backgrounds
- resolving conflict
- setting performance expectations, including:
 - documented KPIs for:
 - individuals
 - individuals and crew
 - informal KPIs developed by Master for:
 - individuals
 - individuals and crew
- training others.

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:

- anti-discrimination
- complaint and grievance procedures
- consultation and communication techniques and strategies
- culturally appropriate entitlements
- employment conditions
- equal opportunity
- induction and training
- key result areas of crew and organisation
- organisational policies and procedures
- performance measures
- principles and techniques involved in:
 - leadership and mentoring
 - performance management systems
- processes for monitoring team and own performance
- professional development
- recruitment and selection
- relevant industry awards and enterprise agreements
- relevant international maritime conventions

- relevant legislation especially in relation WHS/OHS, environmental issues, equal opportunity, industrial relations, unfair dismissal and anti-discrimination
- safety management systems (SMS)
- staff counselling, grievance and disciplinary procedures, including:
 - appeals against formal decisions such as assessments
 - bullying
 - discrimination and harassment
 - disputes between individuals or parties
 - grievances
 - injury rehabilitation
 - perceived or actual responsibilities relating to:
 - work roles, job design and allocation of duties
 - work performance of self and others
 - potential and current, issues and problems, including:
 - prejudice or racial vilification
 - promotions
 - stress or personal problems
- WHS/OHS requirements.

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:

- a commercial vessel greater than or equal to 12 metres in length
- tools, equipment, machinery, materials and personal protective equipment (PPE) currently used in industry
- applicable documentation, such as legislation, regulations, codes of practice, workplace procedures and operational manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

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