



Australian Government

MARG007 Manage a small crew

Release: 2

MARG007 Manage a small crew

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.

Application

This unit involves the skills and knowledge required to lead and develop small crews.

It includes inducting and training crew, allocating crew workload, monitoring crew performance, addressing performance related issues, addressing issues and problems of crew and individual crew members, and building support and commitment within crew.

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

- Master up to 45 metres Near Coastal
- Master up to 100 meters in inshore waters

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 45 meters Near Coastal as specified in Marine Order 505.

Seafarers seeking certification should check with AMSA.

Pre-requisite Unit

Not applicable.

Competency Field

G – Teamwork

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 Induct and train crew

- 1.1** Crew member is introduced to key personnel and areas on vessel
- 1.2** Performance requirements and responsibilities of the position are explained
- 1.3** Legislative requirements and organisational policies and procedures are explained
- 1.4** Initial training in relevant safety management systems (SMS), equipment and work practices is arranged and conducted
- 1.5** Training opportunities for development of the individual's job role are identified
- 1.6** Relevant documentation is completed and submitted to appropriate personnel

2 Allocate crew workload

- 2.1** Current workload of crew is assessed
- 2.2** Workload is scheduled effectively to facilitate operational efficiency of vessel
- 2.3** Duties, rosters and responsibilities are assessed against and matched to crew capabilities according to legislative and organisational requirements
- 2.4** Crew are allocated a workload priority
- 2.5** Workload of crew is continuously assessed according to agreed objectives and timelines

3 Monitor crew performance

- 3.1** Performance expectations are communicated clearly to crew and individual crew members
- 3.2** Performance of crew and individuals is systemically monitored against defined measurable performance criteria to ensure satisfactory completion of assigned workloads
- 3.3** Performance expectations are assessed objectively against workloads and crew and individual capabilities

	3.4	Strategies are developed to ensure crew and individuals are actively encouraged and supported in assessing their own competence and identifying their learning needs
4 Address performance-related issues	4.1	Systems are established to ensure efforts of crew are monitored, and formal and informal feedback is provided in a constructive manner
	4.2	Performance above expectations is identified and reinforced through recognition and continuous feedback
	4.3	Performance below expectations is identified and development plan for improved performance is negotiated, agreed on and documented according to organisational requirements
	4.4	Action plans for improving performance are established and monitored according to organisational requirements
5 Address issues and problems of crew and individual crew members	5.1	Potential and current issues and problems arising within crew and/or individuals are identified and acted on according to organisational and legislative requirements
	5.2	Advice, support and expertise is sought from appropriate personnel, as required, to resolve issues and problems
	5.3	Issues and problems that impact on individual crew members are followed through and resolved with concerned individuals
6 Build support and commitment within crew	6.1	Organisational requirements are met through personal performance, behaviour and leadership, which serves as a positive role model for other crew members
	6.2	Own performance is monitored and adjusted to ensure it aligns with key performance indicators (KPIs) and organisational goals
	6.3	Crew members are treated in a fair and equal manner and individual differences are identified and accommodated
	6.4	Effective communication is developed and maintained with crew and management

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 MARG002 Manage a small crew.

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 MARG007 Manage a small crew

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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.

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