

Competence 3

The ability to implement effective management and communication techniques in the workplace

This meets the requirements of IMCA M/A17/W01 to W07/08

Candidate Name:		Date:	
Activity Number (1,2, or 3):			

Performance Criteria: all of these must be assessed over a minimum of 3 work activities

Type of Evidence: Observation (O), Work Product (P), Written (W), Questioning (Q), Not Covered (N/C) or Not Applicable (N/A)

Performance Criteria		Type of Evidence
a)	Establishes and maintains effective communication links with the master, crew, client and passengers (as applicable)	
b)	Ensures positive relationships are maintained with both client and company management throughout the contractual period	
c)	Ensures all significant communications that take place between company, other vessels and the client are transmitted, received and recorded in line with company procedures	
d)	Provides coaching, mentoring, guidance and support to colleagues that contributes to their continuing professional development	
e)	Demonstrates the ability to motivate personnel through effective communications, by involving them in decisions and by delegation of work as appropriate	
f)	Demonstrates the ability to adapt leadership styles to take into account task needs, as well as team and individual member needs	
g)	Demonstrates effective decision-making processes for safety-critical, technical and operational issues	
h)	Can set up and control the site-specific communication protocol	
i)	Can deal with situations in a calm and professional manner	
j)	Can recognise stress within the team and act accordingly to minimise the effects	
k)	Recognises and manages conflict within the team and is effective in dealing with it in the workplace	
l)	Monitors and evaluates activities to ensure resources are used effectively	
m)	Understands and appreciates different cultures in the workplace and how they can affect performance	
n)	Assessor - I have discussed the above performance criteria with the candidate and confirm that they have the underpinning knowledge to support their performance in these criteria	
o)	Candidate - write a short report (250 words max) on how you achieved these criteria over the three assessed work activities	

Witness name: (If applicable in assessment plan)		Date:	
Assessor name:		Date:	