Competence (Skills)	Knowledge, Understanding and Proficiency	Level Required		Methods for Demonstrating Competence (Qualification Standard)	Criteria for Evaluating Competence (Performance Standard)
		Coxswain Captain	Crew		
Function as a professional	Reflect professionalism through the use of appropriate language	RQ	RQ	• Identify language appropriate for clients, peers and other professionals • Choose language appropriate to the situation • Describe appropriate personal interaction with the public • Identify options for dealing with language barriers • Acknowledge cultural differences • Discuss methods to promote awareness of the CCGA and its services	
	Dress appropriately and maintain personal hygiene			• Demonstrate appropriate uniform dress for situation and environment • Identify characteristics of personal hygiene	
	Behave ethically			• Define the notion of professional ethics	

Competence (Skills)	Knowledge, Understanding and Proficiency	Level Required		Methods for Demonstrating Competence (Qualification Standard)	Criteria for Evaluating Competence (Performance Standard)
		Coxswain Captain	Crew		
	Relevant legislation, policies and procedures			• Discuss professional ethics as it applies to specific duties • Apply the departmental code of values and ethics • Identify relevant legislation, policies and procedures • Acknowledge the rationale for policies and procedures • Apply relevant legislation, policies and procedures	
	Maintain personal proficiency			• Acknowledge the need for continued proficiency • Apply strategies for personal proficiency and professional improvement associations	
	Participate in a professional association			• Identify professional associations for Ships Officers in Canada • Acknowledge the benefits of participation in a professional association	
Manage Team Resources	Serve as coxswain	OPT	OPT	• Describe the roles of the Coxswain as a supervisor-manager	

Competence (Skills)	Knowledge, Understanding and Proficiency	Level Required		Methods for Demonstrating Competence (Qualification Standard)	Criteria for Evaluating Competence (Performance Standard)
		Coxswain Captain	Crew		
	Function effectively in a team environment			• Describe the responsibilities of the Coxswain as the master of the vessel • Describe the responsibilities of the Coxswain as a supervisor • Describe the roles of the Coxswain as a representative and spokesperson for the CCGA • Apply the change of command process • Discuss the effects of team size on effectiveness • Identify team building strategies • Demonstrate working collaboratively with crewmembers • Value collaborative work with other response agencies • Discuss constructive feedback • Communicate with the intent to receive and provide constructive feedback	

Competence (Skills)	Knowledge, Understanding and Proficiency	Level Required		Methods for Demonstrating Competence (Qualification Standard)	Criteria for Evaluating Competence (Performance Standard)
		Coxswain Captain	Crew		
				• Discuss different social & professional behaviors in close quarters and/or an isolated environment • Value effective interpersonal relations • Communicate with authority & assertiveness	
	Manage risk Make decisions effectively			• Explain the general principles of risk management • Define the concept of situational awareness • Apply the principles of risk management • Discuss reasonable and prudent judgment • Operate with reasonable & prudent judgment • Apply effective problem solving skills • Value the importance of	

Competence (Skills)	Knowledge, Understanding and Proficiency	Level Required		Methods for Demonstrating Competence (Qualification Standard)	Criteria for Evaluating Competence (Performance Standard)
		Coxswain Captain	Crew		
				leadership • Demonstrate ability to delegate tasks appropriately	
Team Coordination	• Establish an environment of health, safety, security, and encouragement for the purposes of individual and team performance and development. • Identify and eliminate barriers to team performance. • Facilitate routine training and evaluation sessions focusing on individual skills followed by overall team skills.	OPT	OPT	Understand the importance of team building and camaraderie, and be aware of the needs of crewmembers as individuals and as a team.	• Establish credibility and integrity through a consistent fair, firm, and factual approach to problem solving and team management. • Maintain crew focus on the important tasks.