



Technical solutions have achieved much.
But small nub of accidents still occurring.
Joint board meeting with OCIMF decided that a
step change in safety was needed.
Needed to look at the human element and
reasons behind accidents.
Commenced pan industry joint work in 2016.



Formation of joint groups

INTERTANKO

Competence Assessment and Verification CAV WG

- Develop soft skill competence management programme Met 6 times

Learning Lessons from Accidents Statistics and Trends LLAST WG

- New joint accident database and best practice for the dissemination of the lessons learned
- Joint INTERTANKO/OCIMF Working Group. Met 6 times

Main INTERTANKO/OCIMF Steering Group

- Met 3 times reviewed work of CAV WG and LLAST WG

Total of 10 joint working and drafting groups



The aim of the work to look at the human element and in particular HOW the seafarer does their job.

Moves away from a technical assessment of WHAT the seafarer knows.

The work focuses on the assessment of the soft skills of the officer through undertaking their normal work.



Technical competence

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Technical competence remains vital

Underpins all the work on soft skills

Vital the industry standards are maintained

INTERTANKO's human element committee developing this

Working very closely with Seagull to achieve a modern and up to date system

Expect launch in 2018



Outline of competence scheme:

- Introduction
- Guidelines
- Behavioural indicators
- Templates
- Assessor training & guidance



Introduction

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Contains the why this system is being introduced and incorporates the guidance on how this should fit with a company's existing competence management system.

Also includes the minimum technical skill competence system that must already be in place in the company.



Guidelines

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This contains the guidance on how the system should work and be operated in practice.

Guidance will be given on how the soft skills and only the soft skills of officers will be assessed through the observation when applying the hard technical skills.



Explains what these are and how they should be applied with worked examples. Split into 6 soft skills domains with 4 sub elements each. Behavioral indicators for each sub element.

- 1. Team working**
- 2. Communication & Influencing**
- 3. Situation Awareness**
- 4. Decision making**
- 5. Results focus**
- 6. Leadership & Managerial skills**



2 sub element examples

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Team Working

Sub elements

Behavioural indicators

A1. Participation

Actively participates in team tasks.

Establishes an atmosphere for open communication and participation.

Encourages input and feedback from others.

Builds rapport and establishes a common bond with others.

Blocks open communication.

Keeps barriers between crew members.

Competes with others.

Supports individual or silo ways of working.

A2. Inclusiveness and consideration of others

Helps people feel valued and appreciated.

Welcomes and includes others.

Demonstrates respect for people and their differences.

Shows understanding of others' perspectives and personal situations.

Notices the suggestions of other crewmembers.

Gives detailed and constructive personal feedback.

Displays little appreciation of others' contributions and perspectives.

Ignores suggestions of other crew members.

Shows a lack of concern for others' problems.

Shows a lack of respect and treats some crew members more favourably than others.



Draft example on mooring

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‘The following scenario is one where the assessment of the soft skills of the officer can be made whilst leading the technical operation of the mooring of the ship. In essence, the assessor will need to assess whether the officer possess the soft skill set as outlined to competently undertake his role as mooring team leader in mooring the vessel.’



This including worked examples and the assessor template.

Assessor training will be based upon IMO Model Course 1.30 'On-board assessment'



Outcome

- Competence Management System: shared ownership with OCIMF
- Standard system across industry and transferable between companies
- Used to assess competence in rank
- Also as a talent management tool
- Should also be used in the promotion process
- Useful during recruitment



Steering Group

INTERTANKO

Steering group takes holistic view

Made up of representatives of respective boards

Provides guiding hand to the WGs

Involves OCIMF and INTERTANKO

This then becomes a true pan industry initiative



Timeline

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CAV: Finalised scheme to be approved by boards
June 2018

LLAST: Accident templates completed Database
build 2018



Summary

Close working collaboration between the industry

True focus upon the human element

Reduces the burdens imposed by fixed term
deterministic approaches

Increase shipping efficiency

Achieve a real step change in safety

Thank you

***LEADING THE WAY,
MAKING A DIFFERENCE***



INTERTANKO