



PIRFO TRAINING FRAMEWORK



Pacific
Community
Communauté
du Pacifique



FFA
PACIFIC ISLANDS
FORUM FISHERIES
AGENCY

PIRFO DEBRIEFER STANDARDS

PIRDEB4.01C – Apply communication and interview skills to effectively debrief a PIRFO Observer

Functional area Debriefing operations

Prerequisites Certificate 3 in Observer Operations (PIRFO), is currently accredited as a PIRFO Observer and meets the PIRFO Debriefing Policy guidelines

Level and credits Level 4, 17 credits

Descriptor

This unit covers the performance outcomes, skills and knowledge necessary for a person to communicate effectively with a fisheries observer and use effective interview techniques as part of an established debriefing process and then provide effective feedback to the fisheries observer in order to improve their future performance.

Elements

Performance criteria

1. Establish a positive and professional relationship during a debriefing process

1.1 Establish a positive and supportive professional relationship with the fisheries observer during the debriefing process

2. Communicate effectively with a fisheries observer during a debriefing process

2.1 Use active listening techniques during the debriefing process to seek further explanation relevant to the trip from the fisheries observer

2.2 Establish a positive rapport with the fisheries observer during the debriefing process through effective communication skills

3. Apply effective interview techniques as part of the debriefing process

3.1 Use effective interview techniques to establish if further data relevant to the trip can be obtained

3.2 Use effective interview techniques to determine if the quality of data may have been compromised due to harassment of the observer

3.3 Determine whether there is the possibility of manufactured data, or data that has been compromised through negligence on the part of the observer

3.4 Decide if special consideration is recommended for future observer placements on that or similar vessels

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| 4. Provide effective feedback during the debriefing process to enhance observer performance and improve quality of data | 4.1 Provide constructive feedback to the observer on identified errors in order to improve the quality of future data from the observer
4.2 Provide constructive verbal and written feedback to the observer to reinforce positive aspects of the observer's performance |
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Evidence guide

Each unit of competency has an evidence guide that relates directly to the performance criteria. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose

Required knowledge

The essential knowledge and understanding a person needs to perform work to the required standard include:

- A good general knowledge of the communication and interview techniques necessary to gain the cooperation of the observer during a debriefing
- An understanding of the forms that a fisheries observer needs to complete during a fishing trip at sea and how to apply the correct interview techniques to identify errors that can occur in completing those forms
- An understanding of the overall skills required to be an effective observer and questions that can be used to determine the required skill level

Required skills

The essential skills a person needs to perform work to the required standard include:

Communicating effectively using an active listening, non-threatening communication style

Creating a relaxed, non-threatening environment with appropriate body language

Demonstrating a professional and impartial approach that is devoid of personal bias

Presenting as confident and in control of the debriefing

Using a variety of questioning techniques that effectively gather the required information

Responding positively to answers provided by the observer

Testing the observer with relevant random general knowledge questions to determine the observer's overall skill level

Providing comprehensive feedback to the observer on their performance and where errors are identified explaining the correct procedures in a manner that the observer understands

Literacy skills used for:

Interpretation of debriefing protocols

Collection of data and information

Accurate completion of templates

Numeracy skills used for

Validating observer data

Calculations

Critical aspects of competence

Assessment must confirm the ability to:

- Create a professional debriefing environment that makes the observer feel comfortable and draws out the required information in relation to the observer trip
- Use a variety of questioning techniques that effectively gathers the required information
- Ask relevant random general knowledge questions to determine the observer's overall skill level

Assessment must confirm knowledge of:

- Common communication and interview techniques
- Pacific Island regional and national debriefing programs and protocols

Context of assessment

Assessment should be conducted at the workplace and is the final gathering of evidence arising from the candidate monitoring at least two observer debriefings, and completing three observer debriefings under supervision. It may under some circumstances be undertaken in a simulated workplace environment.

Method of assessment

The following assessment methods are suggested:

- Observation of the candidate while conducting three observer debriefings
- Written or oral short answer questions to assess underpinning knowledge
- Examples of records, reports and other documentation completed by the candidate
- Practical exercises involving the observation of the candidate conducting simulated debriefings
- Third-party reports, including reports from observer program coordinators and observer program trainers

Interdependent assessment of units

This unit can be assessed in conjunction with other units relating to debriefing of fisheries observers returned from a fishing trip to sea

Resources required for assessment

Resources may include:

- Debriefing protocols
- Debriefing data templates
- Feedback and evaluation templates
- Observer data templates, journal, and Observer Trip Report

PIRDEB4.02C – Demonstrate the application of data obtained from Observer reports to identify errors and respond to reported incidents

Functional area	Debriefing operations
Prerequisites	Certificate 3 in Observer Operations (PIRFO), is currently accredited as a PIRFO Observer and meets the PIRFO Debriefing Policy guidelines
Level and credits	Level 4, 7 credits

Descriptor

This unit covers the performance outcomes, skills and knowledge necessary for a person to be aware of the importance and application of the data obtained from an observer during a debriefing including a clear understanding of scientific, compliance and surveillance uses by national and regional agencies.

Elements	Performance criteria
1. Identify the uses of observer data for scientific, monitoring, compliance and surveillance purposes	<ul style="list-style-type: none">1.1 Describe the uses of observer data for scientific purposes by relevant national agencies1.2 Describe the uses of observer data for scientific purposes by relevant regional agencies1.3 Describe the uses of observer data for monitoring and compliance purposes by relevant national agencies1.4 Describe the uses of observer data for monitoring and compliance purposes by relevant regional agencies1.5 Describe the uses of the observer data for surveillance purposes by relevant national agencies
1. Identify common errors made by observers when collecting data and explain their impact on data quality	<ul style="list-style-type: none">1.1 Outline the common errors made by observers when gathering and entering data1.2 Recognise the wider impact of observer errors on data quality when recording or entering data
2. Differentiate between incidents, critical incidents and infringements identified during the debriefing process	<ul style="list-style-type: none">2.1 Recognise incidents, critical incidents and infringements that may arise during an observer debriefing process2.2 Prioritise responses to incidents, critical incidents and infringements that may arise during an observer debriefing process2.3 Apply the correct procedures in the event of incidents, critical incidents and infringements following the protocols established by the relevant national and regional agencies

Evidence guide

Each unit of competency has an evidence guide that relates directly to the performance criteria. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose.

Required knowledge

The essential knowledge and understanding a person needs to perform work to the required standard include:

- A general knowledge of regional and national fisheries scientific agencies operating in the Pacific region and how the information collected by observers is used by those agencies
- A general knowledge of regional and national monitoring and compliance agencies operating in the Pacific region and how the information collected by observers is used by those agencies
- A general knowledge of regional and national surveillance agencies operating in the Pacific region and how the information collected by observers is used by those agencies
- A comprehensive understanding of common errors made by observers when gathering and entering data and how those errors can impact adversely on data quality
- A comprehensive understanding of the differences between incidents, critical incidents and infringements, how they are prioritised and the established processes to follow in each event

Required skills

The essential skills a person needs to perform work to the required standard include:

- Identifying the common errors made by observers when recording and entering data by checking the appropriate data fields checking
- Correcting incorrect and incomplete data where possible using established procedures
- Providing feedback to the observer when errors are identified and explaining the correct procedures in a manner that the observer understands
- Explaining clearly the impact that incorrect information has on data quality
- Asking the correct questions to identify whether an incident is critical or not
- Cross checking the critical incident with journal and reports to validate that it is a critical incident
- Following correct procedures in reporting the incident if there is a critical incident

Literacy skills used for:

- Interpretation of debriefing protocols
- Collection of data and information
- Accurate completion of templates

Numeracy skills used for:

- Validating observer data
- Calculation

Critical aspects of competence

Assessment must confirm the ability to:

- Identify common errors made fisheries observers when gathering or recording data and correctly remedying those errors
- Identify the differences between incidents, critical incidents and infringements and following correct procedures to act on those events

Assessment must confirm the knowledge of:

- Pacific Island regional and national scientific, monitoring, compliance and surveillance fisheries agencies and how data is used by those agencies

Context of assessment

Assessment should be conducted at the workplace and is the final gathering of evidence arising from the candidate monitoring at least two observer debriefings and completing three observer debriefings under supervisions.

It may under some circumstances be undertaken in a simulated workplace environment.

Method of assessment

The following assessment methods are suggested:

- Observation of the candidate while conducting three observer debriefings
- Written or oral short answer questions to assess underpinning knowledge
- Examples of records, reports and other documentation completed by the candidate
- Practical exercises involving the observation of the candidate conducting simulated debriefings
- Third-party reports, including reports from observer program coordinators and observer programme trainers

Interdependent assessment of units

This unit can be assessed in conjunction with other units relating to debriefing of fisheries observers returned from a fishing trip to sea

Resources required for assessment

Resources may include:

- Debriefing protocols
- Debriefing data templates
- Feedback and evaluation templates
- Observer data templates, journals and Observer Trip Reports

PIRDEB4.03C – Conduct a debriefing with a PIRFO fisheries observer

Functional area Debriefing operations

Prerequisites Certificate 3 in Observer Operations (PIRFO), is currently accredited as a PIRFO Observer and meets the PIRFO Debriefing Policy guidelines

Level and credits Level 4, 19 credits

Descriptor

This unit covers the performance outcomes, skills and knowledge necessary for a person to use the templates and protocols provided by the Pacific Community (SPC) and the Forum Fisheries Agency (FFA) when undertaking a debriefing process with a fisheries observer who has returned from a trip to sea.

Elements

Performance criteria

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| 1. Conclude a preliminary check on observer data following agreed timelines | <ul style="list-style-type: none">1.1 Check the relevant Vessel Trip Monitoring Summary for indications of any incidents that may require further investigation1.2 Respond appropriately to any vessel incident identified by the observer1.3 Complete the preliminary information check using the pre-debriefing section of the appropriate template and establish that correct procedures have been followed by the observer1.4 Provide feedback to the observer as necessary, and note any areas for questioning during the full debriefing process on the pre-debriefing section of the appropriate template |
| 2. Prepare for debriefing an observer | <ul style="list-style-type: none">2.1 Confirm all forms are available and complete2.2 Reconcile support forms including receipts and advances2.3 Review the Observer Work Book, Trip Report and journal and identify errors2.3 Prepare all material required to complete a debriefing and advise the observer of time and place for the debriefing |
| 3. Conduct a debriefing of an observer | <ul style="list-style-type: none">3.1 Apply established procedures and protocols when conducting a debriefing3.2 Verify data with the observer using the appropriate debriefing template as a guide3.3 Obtain missing information for blank data fields3.4 Identify and discuss data collection protocols3.5 Identify and correct errors in data provided by the observer3.6 Test the observer's underpinning knowledge with Random General Knowledge questions3.7 Provide verbal and written feedback to the observer on specific data fields |

- 4. Complete the observer data evaluation forms**
- 4.1 Transfer the debriefer's assessment of the observer's performance to the debriefing evaluation form
 - 4.2 Provide verbal and written feedback to the observer on their overall performance
 - 4.3 Suggest strategies for the observer to improve their skills

Evidence guide

Each unit of competency has an evidence guide that relates directly to the performance criteria. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose.

Required knowledge

The essential knowledge and understanding a person needs to perform work to the required standard include:

- A good general knowledge of Pacific regional and national debriefing programs and protocols
- Understanding of the templates and protocols provided for the purpose by SPC and FFA in order to complete a debriefing process with a fisheries observer returned from a trip to sea
- Understanding of the forms that a fisheries observer needs to complete during a fishing trip at sea and the errors that can occur in completing those forms

Required skills

The essential skills a person needs to perform work to the required standard include:

Checking the relevant observer form (GEN 3) for vessel incidents that may need further investigation

Using the debriefing templates and protocols provided to complete a debriefing of a fisheries observer

Identifying the common errors made by observers when recording and entering data and correcting those errors where possible using established procedures

Providing comprehensive verbal and written feedback to the observer on their performance and where errors are identified explain the correct procedures in a manner that the observer understands

Completing a debriefing form and transferring the data quality check codes onto the evaluation form for use by national observer coordinators and trainers in evaluating observer performance

Processing the completed paperwork in line with national and regional procedures and protocols

Literacy skills used for:

Interpretation of debriefing protocols

Collection of data and information

Accurate completion of templates

Numeracy skills used for:

- Validating observer data
- Calculations

Critical aspects of competence

Assessment must confirm the ability to:

- Use the templates and protocols provided for the purpose by the Secretariat of the Pacific Community and Forum Fisheries Agency in order to complete a fisheries observer debriefing
- Identify errors made by fisheries observers when gathering or recording data

Assessment must confirm knowledge of:

- Pacific Island regional and national debriefing programs and protocols

Context of assessment

Assessment should be conducted at the workplace and is the final gathering of evidence arising from the candidate monitoring at least two observer debriefings, and completing three observer debriefings under supervision.

It may under some circumstances be undertaken in a simulated workplace environment.

Method of assessment

The following assessment methods are suggested:

- Observation of the candidate while conducting three observer debriefings
- Written or oral short answer questions to assess underpinning knowledge
- Examples of records, reports and other documentation completed by the candidate
- Practical exercises involving the observation of the candidate conducting simulated debriefings
- Third-party reports, including reports from observer program coordinators and observer program trainers

Interdependent assessment of units

This unit can be assessed in conjunction with other units relating to debriefing of fisheries observers returned from a fishing trip to sea

Resources required for assessment

Resources may include:

- Debriefing protocols
- Debriefing data templates
- Feedback and evaluation templates
- Observer data templates, journal and Observer Trip Report

PIRDEB4.04E – Mentor and assess a trainee Debriefer

Functional area PIRFO Debriefer

Prerequisites Currently accredited as a PIRFO Debriefer

Level and credits Level 4, 16 credits

Descriptor

This unit covers the performance outcomes, skills and knowledge to mentor and assess a Trainee Debriefer towards accreditation as a PIRFO Debriefer

Elements

Performance criteria

1. Plan mentoring and assessment

- 1.1 Determine that the trainee Debriefer has completed all the necessary prerequisites to undertake the trainee Debriefer programme as outlined in the Debriefer Assessment Record
- 1.2 Discuss the introduction to debriefing workshop outcomes with the Trainee Debriefer and provide guidance as required
- 1.3 Plan the on the job training programme with the Trainee Debriefer according to the on the job experience instructions outlined in the Debriefer Assessment Record and detail a schedule for all components

2. Mentor trainee Debriefer in preparation for final assessment

- 2.1 Confirm the Trainee Debriefer observes the required number of debriefing sessions conducted by a certified PIRFO Debriefer and provide guidance and instruction on debriefing methodology and process
- 2.2 Supervise the Trainee Debriefer undertaking the minimum number of practice debriefing sessions outlined in the Debriefer Assessment Record and provide constructive feedback on performance
- 2.3 Discuss progress with the Trainee Debriefer and make a judgment on the Trainee Debriefers readiness for the final assessment sessions
- 2.4 Record results of the debriefing observation sessions and the debriefing under supervision sessions in the Trainee Debriefers Debriefer Assessment Record

3. Assess competence

- 3.1 Explain, discuss and agree details of the final assessment sessions with the Trainee Debriefer
- 3.2 Use agreed assessment methods and tools to gather, organise and document evidence as outlined in the Debriefer Assessment Record for determining competence
- 3.3 Apply the principles of assessment and rules of evidence in gathering quality evidence of the Trainee Debriefers competence
- 3.4 Assess whether consistent competence during final assessment sessions has been demonstrated, based on the available evidence and according to PIRFO debriefing protocols
- 3.5 Provide clear and constructive feedback to the trainee Debriefer regarding the assessment decision and develop any follow-up action plan required

4. Record and review assessment process

- 4.1 Record assessment outcomes promptly and accurately in the Debriefer Assessment Record following outlined procedures

- 4.2 Check that the Trainee Debriefers has completed the underpinning knowledge question section in the Debriefers Assessment Record
- 4.3 Inform other relevant parties of the assessment decision according to confidentiality conventions
- 4.4 Review the assessment process in consultation with relevant people to improve own future practice and overall assessment process

Evidence guide

Each unit of competency has an evidence guide that relates directly to the performance criteria. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose.

Required knowledge

The essential knowledge and understanding a person needs to perform work to the required standard include:

- PIRFO debriefing system, including policies and procedures established by PIRFO
- PIRFO Debriefers Assessment Record and the Debriefers assessment process
- Principles of assessment and rules of evidence and how they are applied to the assessment process
- Different assessment methods, various types of evidence and resource requirements
- Assessment tools and their purpose, different types of tools and relevance of different tools for specific evidence-gathering
- RPL policies and procedures established by PIRFO for Debriefers
- Cultural sensitivity and equity considerations
- OHS responsibilities associated with assessing competence

Required skills

The essential skills a person needs to perform work to the required standard include:

- Planning and contingency skills to develop an on the job mentoring and assessment programme for a Trainee Debriefers
- Observation and interpersonal skills to recognise when the Trainee Debriefers may need assistance during the mentoring and assessment processes
- Communication and interpersonal skills to:
 - ◆ explain the assessment
 - ◆ give clear and precise instructions
 - ◆ ask effective questions
 - ◆ provide clarification
 - ◆ give appropriate feedback
 - ◆ discuss assessment outcome
 - ◆ establish a working relationship with the trainee Debriefers
- Cognitive skills to weigh up the evidence and make reasonable adjustments when required
- Decision-making skills to make a final judgment on a Trainee Debriefers competence
- Record keeping skills to record the Trainee Debriefers progress as required in the PIRFO Debriefers Assessment Record
- Evaluation skills to analyse the assessment process and suggest recommendations for improvements

Literacy skills used for:

- Reading and interpreting relevant information to conduct mentoring and assessment
- Preparing required documentation and records or reports of assessment outcomes

Critical aspects of competence

Assessment must confirm the ability to:

- Plan and organise the mentoring and assessment process
- Mentor and provide guidance to the trainee Debriefers during the debriefing observation and debriefing under supervision components
- Assess competence of a trainee Debriefers following the PIRFO assessment process outlined in the PIRFO Debriefers Assessment Record
- Record the Trainee Debriefers progress and results in the PIRFO Debriefers Assessment Record
- Review the on the job assessment process

Assessment must confirm knowledge of:

- PIRFO Debriefers Assessment Record and the Debriefers assessment process
- Principles of assessment and rules of evidence

Context of assessment

Assessment should ideally be conducted in the workplace while the candidate is mentoring and assessing a trainee Debriefers through the on the job component of the Debriefers training and assessment program. It may under some circumstances be undertaken in a simulated workplace environment.

Method of assessment

The following assessment methods are suggested:

- Observation of the candidate conducting an assessment with a Trainee Debriefers
- Written or oral short answer questions to assess underpinning knowledge
- Examples of records, reports and other documentation completed by the Debriefers Mentor/Assessor in relation to the debriefing assessment process
- Third-party reports, including reports from Observer Programme Coordinators and Observer Programme Trainers

Interdependent assessment of unit

This unit is likely to be assessed independently though may if appropriate be assessed in conjunction with the PIRFO Trainer & Assessor units or the PIRFO Debriefing units.

Resources required for assessment

Resources should include:

- PIRFO Debriefing Assessment Record
- Loose copies of the Observation Checklists to use when mentoring and observing the trainee Debriefing prior to the assessment sessions
- Final assessment oral questions and model answers
- Access to copies of the PIRFO documents:
 - ◆ PIRFO Certification & Training Policy Manual
 - ◆ PIRFO Debriefing Policy
 - ◆ The Road to becoming a Certified Debriefing

