

PIRFO DEBRIEFER STANDARDS

PIRDEB4.01C – Apply communication and interview skills

Functional area

Debriefing operations

Prerequisites

Hold a current PIRFO Fisheries Observer Certificate endorsed for one or more specific fishing methods, or have equivalent qualifications and experience as defined by the PIRFO Certification Management Committee and outlined in the PIRFO Debriefing Policy

Descriptor

This unit of competency requires a demonstrated ability by a debriefer to establish a positive and professional relationship as part of the debriefing process; to communicate effectively with a fisheries observer as part of an established debriefing process; and to provide effective direct feedback to the fisheries observer in order to enhance their performance and accuracy.

It also requires the use of effective interview techniques to determine if additional information can be gathered about the trip; if the quality of data has suffered through harassment of the observer; if data has been manufactured or compromised by negligence; and establish if special consideration is necessary for future observer placements on that or similar vessels.

Elements

1. **Establish a positive and professional relationship during debriefing process**
2. **Communicate effectively with a fisheries observer during debriefing process**
3. **Provide effective feedback during debriefing process to enhance observer performance and improve quality of data**
4. **Apply effective interview techniques as part of the debriefing process**

Performance criteria

- 1.1 Establishes a positive and supportive professional relationship with the fisheries observer during the debriefing process
- 2.1 Uses active listening techniques during the debriefing process to seek further explanation from the fisheries observer
- 2.2 Establishes rapport with the fisheries observer during the debriefing process through effective and communication skills
- 3.1 Provides constructive feedback during the debriefing process to reinforce positive aspects of the observer's performance verbal and written feedback
- 3.2 Provides constructive feedback to the observer on identified errors in order to help improve the quality of future data from the observer
- 4.1 Uses effective interview techniques to establish if further data relevant to the trip can be obtained
- 4.2 Uses effective interview techniques to determine if the quality of data has suffered as the result of harassment of the observer

- 4.3 Alert to the possibility of manufactured data, or data that has been compromised through negligence on the part of the observer
 - 4.4 Uses effective interview techniques to decide if special consideration is recommended for future observer placements on that or similar vessels
- 5. Assess the over-all skill level of the observer by asking random general knowledge questions**
- 5.1 Asks appropriate random general knowledge questions of the observer when undertaking a debriefing to verify the over-all competence of the observer
 - 5.2 Provides feedback to the observer on areas that the observer may be deficient and 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 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 an 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 – Apply knowledge of application of obtained data and information

Functional area

Debriefing operations

Prerequisites

Hold a PIRFO Fisheries Observer Certificate endorsed for one or more specific fishing methods, or have equivalent qualifications and experience as defined by the PIRFO Certification Management Committee and outlined in the PIRFO Debriefing Policy.

Descriptor

This unit of competency requires a demonstrated awareness by a debriefer of the importance and application of the data obtained from observer debriefing including a clear understanding of scientific, compliance and surveillance uses by national and regional agencies.

Elements

Performance criteria

- | | |
|---|--|
| 1. Demonstrate knowledge of the uses of observer data for scientific purposes by national and regional agencies | 1.1 Describe the uses of the data obtained for scientific purposes by relevant national agencies
1.2 Describe the uses of the data obtained for scientific purposes by relevant regional agencies |
| 2. Demonstrate knowledge of the uses of observer data for monitoring and compliance purposes by national and regional agencies | 2.1 Describe the uses of the data for monitoring and compliance purposes by relevant national agencies
2.2 Describe the uses of the data for monitoring and compliance purposes by relevant regional agencies |
| 3. Demonstrate knowledge of the uses of observer data for surveillance purposes by national and regional agencies | 3.1 Describe the uses of the data for surveillance purposes by relevant national agencies
3.2 Describe the uses of the data for surveillance purposes by relevant regional agencies |
| 4. Identify the common errors made by observers when collecting data and explain their impact on data quality | 4.1 The candidate is able to detail the common errors made by observers when gathering and entering data
4.2 The candidate is able to recognise the wider impact on data quality of observer errors when recording or entering data |

- | | |
|---|---|
| 5. Distinguish between incidents, critical incidents and infringements that may be discovered during the debriefing process and explain how to follow up | <p>5.1 The candidate is able to recognise incidents, critical incidents and infringements that may arise during an observer debriefing process</p> <p>5.2 The candidate is able to prioritise response to incidents, critical incidents and infringements that do arise during an observer debriefing process</p> <p>5.3 The candidate outlines the relevant processes to follow in the event of incidents, critical incidents and infringements as specified by the protocols established by the relevant national and regional agencies</p> |
|---|---|

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 – Complete a debriefing process with a fisheries observer

Functional area

Debriefing operations

Prerequisites

Hold a PIRFO Fisheries Observer Certificate endorsed for one or more specific fishing methods, or have equivalent qualifications and experience as defined by the PIRFO Certification Management Committee and outlined in the PIRFO Debriefing Policy

Descriptor

This unit of competency requires a demonstrated 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 debriefing process with a fisheries observer who has returned from a trip to sea.

Note: This unit of competency is generic and intended to cover the debriefing of observers following trips on long line, purse seine, pole and line, and other types of fishing vessel. However, competence is specific to a particular fishing method. It is proposed that candidates need to complete the requirements of this module for each specific fishing method they wish to qualify for. It is proposed that their certificate as PIRFO Debriefing will be endorsed accordingly for each fishing method in which the observer is assessed as competent.

Elements

1. Complete the preliminary check on observer data on their arrival in port

2. Complete the debriefing checks on observer data prior to using the full debriefing template

Performance criteria

- 1.1 Checks the relevant Vessel Trip Monitoring Summary for indications of any incidents that may require further investigation
- 1.2 Responds appropriately to apparent vessel incident as necessary
- 1.3 Completes the preliminary information check using the pre-debriefing section of the appropriate template and establish that correct procedures have been followed by the observer
- 1.4 Provides 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
- 2.1 Verifies the observer Trip Reconciliation Form is present, complete and correct
- 2.2 Completes the Observer Report Receipt form to verify all documents are accounted for and filed in a labelled envelope
- 2.3 Candidate reads the Observer Trip Report and visually scans all data sheets submitted by the observer prior to interviewing them

- | | |
|--|---|
| 3. Use the debriefing template provided to identify errors in the observer data, remedy those errors where possible, and provide comprehensive feedback to the observer | 3.1 Methodically checks through the observer data using the appropriate debriefing template as a guide
3.2 Highlights problem areas on the observer data sheets using appropriate techniques
3.3 Attempts to retrieve information for data fields left blank by the observer
3.4 Corrects identified errors made by the observer where possible
3.5 Provides comprehensive verbal and written feedback to the observer on their performance regarding each of the data fields, and ensures that correct procedures are understood where errors are identified |
| 4. Complete the debriefing template using appropriate codes and following established procedures and protocols | 4.1 Uses the appropriate debriefing template to record progress through review of the observer data sheets
4.2 Uses the appropriate codes on that template to indicate whether observer data entries were correct, incomplete, in error, able to be retrieved, or not encountered
4.3 Tests the observer in five areas with Random General Knowledge Test questions to determine the overall skill level |
| 5. Complete the observer data evaluation forms | 5.1 Uses the completed debriefing form to transfer the data quality check codes directly onto the evaluation form
5.2 Processes the completed paperwork appropriately in line with national and regional procedures and protocols. |

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