

04 - Communications

Competence (Skills)	Knowledge, Understanding and Proficiency	Level Required		Methods for Demonstrating Competence (Qualification Standard)	Criteria for Evaluating Competence (Performance Standard)
		Coxswain Captain	Crew		
Program Delivery	The Search and Rescue resources	X	X	<ul style="list-style-type: none"> • Know the Search and Rescue resources available in area of operation • Know the Marine SAR coordination system in the operational area • Understand what happens after an “operator” initiates a distress call • Know the spoken Distress, Urgency and Routine prefixes on VHF radio • Understand the responsibilities when hearing or responding to a distress call 	
Knowledge Elements Search and Rescue		X	X	<ul style="list-style-type: none"> • Knowledge of SAR, priorities and issues, as well as the policies, practices and procedures. • Knowledge of and partners as they relate SAR. • Knowledge of SAR principles 	

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				<p>related to the development of operational requirements, processes, procedures and guidelines.</p> <ul style="list-style-type: none"> • Knowledge of concepts of maritime environment t as it pertains to SAR. • Knowledge of CCGA operational programs such as limitations, characteristics as they relate to SAR. 	
Maintain a professional knowledge of working relationships with other departmental programs such as OBS, RCMP, DND	<p>Support fisheries management, habitat and enforcement operations</p> <p>Support harbours and port operations</p> <p>Supporting general inter-agency operations</p> <p>Supporting inter-agency marine security</p>	X	X	<ul style="list-style-type: none"> • Identify activities in support of fisheries • Identify activities in support of harbors and port operations • Describe the Function of Transport Canada’s Office of Boating Safety • Explain how CCG supports this through SAR prevention efforts • Explain how CCGA supports interagency marine security operations 	

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	operations			<ul style="list-style-type: none"> • Describe the COXSWAIN's rights and responsibilities with regard to safety • Knowledge of SAR Branch structure, roles & responsibilities. • Knowledge of CCG and DFO organization, programs, mandates. • Knowledge of Search and Rescue nationally and other agencies, departments and volunteer organizations within Canada • Knowledge of SAR partners, their programs, services, organization and relations. • Knowledge of external partners including international partners. 	
Maintain a professional knowledge of other Coast Guard Auxiliary operations	<p>Demonstrate understanding of overall CCGA programs and objectives</p> <p>Demonstrate understanding of CCGA operational reporting structure</p>	X	X	<ul style="list-style-type: none"> • Describe the policy of multi-tasking fleet assets and the implications for small vessel operations • Discuss the importance of research and development to 	

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	<p>Support environmental response</p> <p>Support national marine security operations</p>			<p>CCG operations</p> <ul style="list-style-type: none"> • Describe the CCGA operational reporting structure • Describe the mandate of CCGA Environmental Response • Operate in a support role during environmental emergencies • Explain the national security mandate of the CCG as it applies to small vessels • Explain the process for reporting suspicious vessels or activities (observe, record, report). 	
Communication	<ul style="list-style-type: none"> • Maintain open, Interactive, appropriate, and fluent crew communications during SAR operations and training sessions. • Brief crew with the relevant information and assign tasks at the start and routinely during each operation. Alert the team of situations that might be outside the realm of normal standard operating procedures. • Brief crew on their specific commands and signals for SAR operations and training. 	X	X	<p>Understand the need for effective team communications and use of closed loop communication to assist in establishing a safe working environment for crew communications.</p>	<ul style="list-style-type: none"> • Communicate with and provide feedback to the crew in a positive, constructive, and accountable manner. • State expectations regarding the appropriate time for free communications and suggestions from the crew.

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	<ul style="list-style-type: none"> Deliver clear and concise directions, and ensure that they are understood. 				
Practice effective oral and written communication skills	<p>Deliver reports utilizing telecommunications devices</p> <p>Deliver organized, accurate and relevant oral reports</p>	X	X	<ul style="list-style-type: none"> Identify relevant regulations and procedures List the components of effective telecommunication Organize information for a telecommunication report Describe the operational features of various telecommunication devices Operate various telecommunication devices Demonstrate organized, accurate and relevant telecommunication reports <ul style="list-style-type: none"> List the components of effective oral communication Describe the components of an oral report Identify information that should 	

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	Deliver organized, accurate and relevant written reports			<p>be communicated</p> <ul style="list-style-type: none"> • Use appropriate terminology • Demonstrate an organized, accurate and relevant oral report • Identify relevant regulations, procedures and reports • Acknowledge the importance of maintaining detailed documentation 	
	Exhibit effective non-verbal behaviour	X	X	<ul style="list-style-type: none"> • Organize information for the purposes of written reports • Communicate organized, accurate and relevant written reports • Operate a computer utilizing common office programs • Describe non-verbal behaviors • List examples of non-verbal behaviors that may impact others positively 	

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	Exhibit effective small vessel communication skills			<ul style="list-style-type: none"> List examples of non-verbal behaviors that may impact others negatively Demonstrate non-verbal behaviors that positively impacts communication Discuss methods for improving operational communications Demonstrate effective closed-loop communications Communicate using radio-telecommunications equipment Communicate using integrated communications system (ICS) 	
	<ul style="list-style-type: none"> Exhibit effective external communication skills Deliver organized, accurate and relevant oral reports Use appropriate terminology Speak in a language appropriate to the listener 	X	X	<ul style="list-style-type: none"> Explain the various activities which might be carried out to maintain good public relations Describe CCG policies & procedures for communicating with specified groups or individuals Define diplomacy, tact and 	

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				discretion <ul style="list-style-type: none"> Communicate with diplomacy, tact and discretion 	
Briefing & Crew Communications	<ul style="list-style-type: none"> Brief the crew with all the critical information from the tasking. Assign roles to the crew and state expectations in regard to vessel readiness. Maintain an open flow of two-way communications Ability to understand orders and to communicate with others in relation to shipboard duties. 	X		List the components of a briefing: Situation, Mission, Execution, Administration and Communications. Complete a briefing with all these points.	Consistently and diligently carry out briefing, SAP assessments and debriefing at appropriate times during operations. Maintain positive control of team while fostering an attitude of inclusion and participation in the decision making. Communications are clear and effective at all times.
Use locating devices, including communication and signaling apparatus and pyrotechnics	Radio lifesaving appliances carried in survival craft, including satellite EPIRBs, SARTs and Pyrotechnic distress signals.	X	X		Use and choice of communication and signaling apparatus is appropriate to prevailing circumstances and conditions
Operate navigational and communications equipment.	Knowledge of: <ul style="list-style-type: none"> start, stop, and operating procedures for navigational and communications equipment and basic chart work. 	X	X		<ul style="list-style-type: none"> Employee is able to prepare all navigational equipment for operation within the SAR response time of the vessel. Equipment is operating, calibrated, tuned to the proper frequency and adjusted for

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					<p>optimum operating characteristics.</p> <ul style="list-style-type: none"> • Communications are clear, concise and complete, using the appropriate frequency and standard marine terminology.
Operating the VHF Radio	<p>The instructor should have the crewmember activate the set and adjust the controls, select local working, and set the scan for channel 16 as well as the local vessel traffic management channel, tug boat operating channel, and a Weather channel. Each crewmember will transmit a radio check with the local MCTS station and a departure message that includes the following points:</p> <ul style="list-style-type: none"> • Vessel name • Number of souls on board • Departing on activity • Area of patrol/mission • Length of patrol • Use maritime radio phraseology and procedures • Understand radio equipment operating 	X	X	<p>The crewmember will describe the function of the various controls, operate and adjust each one for correct operation:</p> <ul style="list-style-type: none"> • Power • Squelch • Channel select • Scan or dual watch • Mode (USA/CDN/INT) • Transmit • Weather (WX) 	<ul style="list-style-type: none"> • Operating the VHF Radio will be verbally tested and demonstrated through practical exercises. • Demonstrations may include use of portable radio(s) and/or the vessel VHF unit. • Given a familiar VHF while departing for an exercise or mission, the crewmember will activate the radio and set it to the appropriate working channel and perform the skills listed as well as shift the mode from international to USA/CDN quickly & easily. • Squelch: adjust to where signal breaks back slightly. Readjust

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	principles <ul style="list-style-type: none"> • Understand radio communications procedures in SAR situations • Understand radio communication reporting requirements, including communication loss Use appropriate radio channel or frequency				volume to comfortable level. Recheck squelch Hino (power output) on Hi as appropriate for channel. Correct channel(s) monitored. Any other switch/control unique to radio. <ul style="list-style-type: none"> • Each crewmember will, using correct procedure, transmit the message as listed in skills when departing on an exercise or mission.
Communication System	Each crewmember shall communicate with JRCC/MRSC via a MCTS designated working channel.	X	X	The crewmember shall identify the following: <ul style="list-style-type: none"> • The controlling MCTS facility in the unit's area of operation • Any major peripheral sites • The local MCTS's standard working channels • The crewmember will also identify common radio channels used by other vessels in the local area. 	Each crewmember will list all of the items specified in the knowledge column during the practical evaluation of radio skills. This knowledge can be evaluated through practical performance.
Distress or Urgent Call	<ul style="list-style-type: none"> • Acknowledge Call • Gather Information 	X	X		<ul style="list-style-type: none"> • Respond to a distress or urgency call

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	<ul style="list-style-type: none"> Organize Information Send Info to SMC (sitreps) Send Mayday Relay Co-ordinate communications 				<ul style="list-style-type: none"> Implement response procedures and actions initiated by a distress or urgency call <p>Identify when to;</p> <ul style="list-style-type: none"> Demonstrate how to send a Mayday Relay. Co-ordinate communications during SAR related activities.
Communication as a SRU and Keeping a Radio Log	<p>Each crewmember will list the required information to be taken from a vessel being assisted:</p> <ul style="list-style-type: none"> Vessel name Vessel length Vessel registration/license number/gross tonnage/fishing license # Vessel description type, structure Vessel propulsion outboard or inboard type of engine Owner/Operator names: Certification operator competency # 	X	X	<p>Each crewmember will list the components of:</p> <ul style="list-style-type: none"> A mission departure message An estimated time of arrival A SITREP will consist of the following information: <ul style="list-style-type: none"> SAR unit position, course and speed; ETA on-scene; Current weather conditions; Search area covered to date (the On Scene Commander would report on the area covered by the 	<ul style="list-style-type: none"> Crewmember shall list at least eight items from the vital information checklist in the knowledge section. Given a VHF radio or reasonable simulation, each crewmember will issue a departure message, a SITREP message, and an estimated time of arrival (ETA). Given a routine patrol on a familiar vessel each crewmember shall keep a radio log and list the following:

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	<ul style="list-style-type: none"> • Addresses and birth date • Phone number • Names of persons on board • Nature of problem 			<ul style="list-style-type: none"> • entire SAR unit group); • Assistance rendered; • Location of datum marker buoy; • Any additional information or requests 	<ul style="list-style-type: none"> • Vessel's name • Names of Coxswain/Captain, Crew and passengers • Times of Departure and Arrival • Weather • Time the vessel passed navigational landmarks • Time of radio communications and brief content • Any problems with the vessel, damage to the vessel or props
SAR Communications and Log Work	<p>Conduct SITREPS with JRCC relaying all pertinent information. Keep an accurate account of all search plan information as well as vessel track. Record data such as wind speed, sea state, apparent current datum locations and visibility.</p> <p>A clear and accurate log will be kept by the crew that depicts all relevant vessel track and state information.</p>	X	X	<ul style="list-style-type: none"> • List the points to record when receiving a search plan for JRCC Explain the procedures for communicating with JRCC through the Coast radio station, by phone or communicating with another search resource. • List all the values and events that should be recorded in the vessel log during training and SAR operations. 	<ul style="list-style-type: none"> • All submitted logbook will be neat and professionally worded using appropriate terms and language. All SAR communications will be brief, accurate, relevant, and professional. • Records will be kept and stored as legal documents; terms and language in the logs will be professional and brief.

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Signalling a Distress	<ul style="list-style-type: none"> The crewmember shall demonstrable the ability to prepare a flare to fire at the appropriate time and the steps to fire. The crewmember must effectively demonstrate the use of emergency equipment to indicate a distress on board their vessel. 	X	X	Each crewmember shall identify the many distress signals listed in the Collision Regulations. The crewmember shall identify those that would be used to signal a distress on board of the vessel. The crewmember shall state the location and types of pyrotechnics on board.	<ul style="list-style-type: none"> Each crewmember shall know the distress signals listed in the Collision Regulations. Elective or incidental skill demonstrations: Given an emergency scenario, each crewmember shall take initial action to deal with the emergency at hand and when or if the scenario requires signaling for help the crewmember shall demonstrate the use of equipment on board to effectively signal a distress.
Distress and Calling GMDSS/DSC	<ul style="list-style-type: none"> Demonstrate/simulate the use of GMDSS and EPIRB equipment carried on-board the vessel and when to activate such equipment by sending a safety, urgency and distress call and cancelling a false distress alert. Understand the interface between positioning input data and explain the configurations of an MMSI. e.g. country 	X	X	<ul style="list-style-type: none"> Be able to explain the GMDSS system and the components of it. Explain the operating procedures of the equipment carried on board the vessel and its proper care and maintenance and testing. Explain the use, care, maintenance of the EPIRB and be 	Be able to respond in an emergency situation on-board and activate carried GMDSS components to alert SAR authorities in a timely manner.

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	code, coast station, or group call.			able to demonstrate how/when to deploy it. Know how to test the EPIRB and cancel a false alert.	