

Unit PSS SPO108.1 Make initial investigations into incidents in ports (SQA Unit Code-H799 04)

Performance Criteria

You must be able to

Make initial investigations into incidents in ports

1. prepare any necessary documentation ahead of the initial investigation
2. ensure that everyone involved with the initial investigation understands its purpose and the steps required
3. gather all salient facts, recording these accurately
4. adopt communication methods and styles appropriate to people and the situation
5. listen, ask questions and clarify points to check mutual understanding
6. check the validity and reliability of information
7. identify and address any inconsistencies in the information gathered, recording where these cannot be resolved, setting out the reasons for the inconsistency and why these cannot be resolved
8. assess own findings, determining the level of seriousness of the incident and identify the consequent course of action
9. identify the basic and immediate causes of incidents
10. where appropriate, make reasoned suggestions regarding further investigative actions and possible improvements to working procedures to avoid repetition of the incident
11. record own suggestions and present these to the relevant person(s)
12. ensure that everyone involved with the initial investigation is updated regarding its outcomes
13. maintain accurate and up to date records of the investigation

Knowledge and understanding

You need to know and understand

1. the legal responsibilities for maintaining own and others' health and safety in your workplace
2. the requirements placed upon the individual and the organisation by current legislation, directions and bye-laws related to workplace incidents and emergencies
3. current industry guidance, relating to workplace incidents and emergencies
4. own organisation's policies, procedures and working practices that relate to workplace incidents and emergencies
5. the principle types of hazard and risk associated with ports
6. the precautions appropriate for minimising the risks associated with ports
7. roles and responsibilities of others during incidents and emergencies
8. personal responsibility for being alert to, responding to and reporting incidents and emergencies
9. own capabilities and responsibilities and scope of own job role with regard to investigations and protecting the port environment
10. the organisation structure and lines of communication

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11. the person(s) to whom health safety and security matters should be referred
12. effective interviewing techniques relevant to conducting initial investigations of incidents
13. the statutory and own organisation requirements with regard to the confidentiality of reports and information
14. the work areas and job roles where the investigation is to be carried out
15. different leadership and communication styles and circumstances appropriate to their use
16. the typical human response to the first phase of an emergency, including the factors affecting crowd dynamics and decision making, and the impact of stress

Additional Information

This standard is applicable to undertaking initial investigations into incidents in ports and links to managing port users in an emergency, responding to incidents, administering first aid and protecting the port environment

The performance criteria, knowledge and understanding requirements are related to the individual's own organisation, job role and area of operations. This includes but is not limited to the individual's immediate place of work. It extends to areas, operations and persons that may be impacted upon by the individual's activity in the workplace.

The performance criteria, knowledge and understanding requirements are specific to the: regulations, industry and other guidance recognised by the individual's employer, employing organisation's objectives, policies, procedures, and working practices; that relate to the elements covered in this standard.

The performance criteria, knowledge and understanding requirements are specific to the individual's own level of authority and responsibility.

Ports and the activities which take place there vary. Employers and any other duty holders must comply with the legal duties imposed on them by health and safety legislation, including the Health and Safety at Work Act 1974. This will also involve careful and continuing risk assessments to enable duty holders to plan, implement, manage and review policies and procedures which address the risks associated with the conduct of their business. The statutory duty of the employee to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to cooperate with the employer with regard to the employer's health and safety duties, are an essential part of this standard.