NOS PSSSPO104 Manage passenger and ferry terminal operations

Unit PSSSPO104.1 Ensure the operational readiness of the port terminal (SQA Unit Code-H79W 04)

Performance Criteria

You must be able to

Ensure the operational readiness of the port terminal

1. obtain all required information regarding the throughput of port users and their requirements relevant to own area of operations, including where appropriate, the requirements of relevant service providers
2. evaluate the information to determine activities and levels of service appropriate to ensuring the readiness of the terminal
3. identify the resources, including staff, required to undertake the activities necessary to make ready the terminal on time, and confirm that these are available, referring any shortages to the relevant person
4. ensure where non-permanent employees have been brought in, approved procedures are followed
5. allocate work to individuals and/or teams fairly and in line with the plan, taking into account skills, knowledge, experience and workloads
6. brief individuals and/or teams fully and clearly regarding their responsibilities
7. monitor and record the progress of operations, identifying and addressing deviances from the plan and/or causes for delay
8. take relevant actions to ensure that health, safety, security and environmental requirements are met
9. wear, use and maintain personal protective equipment,
10. make provision for the safe disposal of waste, in line with regulatory requirements
11. monitor the activities of individuals and/or teams against the standards of performance expected, and provide constructive feedback
12. recognise the successful completion of key activities and operations by individuals
13. complete all required documentation accurately and issue this to the relevant individuals
14. identify and report any delays and their causes to the relevant person
15. ensure any defects to plant and equipment are addressed and reported
16. prioritise work to make the best use of time and resources
17. communicate clearly, precisely and unambiguously, checking understanding, showing respect for the views and actions of others and making information available to those who need it
18. recognise changes in circumstances and adjust plans and activities accordingly
19. seek opportunities to safely improve working procedures and practices

Knowledge and understanding

You need to know and understand

1. the legal responsibilities for maintaining own and others' health and safety in your workplace

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2. the requirements placed upon the individual and the organisation by current legislation, directions and bye-laws, relevant to own area of operations and related to passenger and ferry terminal operations
3. current industry guidance, relevant to own area of operations, that relates to passenger and ferry terminal operations
4. own organisation's policies, procedures and working practices that relate to passenger and ferry terminal operations including those for: berthing vessels, transferring passengers, identifying sorting and moving baggage, storing unaccompanied baggage and dealing with awkward-shaped, damaged, unclaimed or suspect baggage
5. the principle types of hazard and risk associated with passenger and ferry terminal operations
6. the precautions appropriate for minimising the risks, associated with passenger and ferry terminal operations:
7. how to correctly wear, use and maintain personal protective equipment
8. how to locate, correctly use and maintain the principle types of safety and incident response equipment
9. the accident and emergency procedures of the organisation and individual roles and responsibilities
10. location of and how to operate alarm systems
11. procedures for contacting the emergency services
12. location of the approved escape routes and assembly points
13. the responsibilities as set out by the organisation for reporting accidents and emergencies
14. own role, responsibilities and limits of authority
15. the roles, responsibilities and limits of authority of others
16. the importance of interpersonal skills/techniques, and how to use them in supervising and motivating individuals and teams
17. the staff planning/welfare issues, including hours of work, breaks, task allocation, ordering/contracting staff
18. the methods of briefing staff
19. how and when to liaise with shipping companies and other terminal operators, to establish their requirements
20. the methods of using equipment and the need for safe working practices
21. the importance of meeting quality and service level agreements by correcting adverse working procedures, and dealing with shortfalls in existing systems
22. how to monitor whether required safety and cleanliness standards have been achieved
23. the role of Customs and Excise/Immigration, and when to liaise with them

Additional Information

This standard is applicable to ensuring the operational readiness of the port terminal and links to managing the movement of passengers within a port terminal and managing the movement of passengers' baggage between vessels and terminals.

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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.