NOS PSSSPO104 Manage passenger and ferry terminal operations

Unit PSSSPO104.3 Manage the movement of passengers' baggage between vessels and terminals (SQA Unit Code-H79Y 04)

Performance Criteria

You must be able to

Manage the movement of passengers' baggage between vessels and terminals

1. obtain all relevant information required to plan baggage movement, including vessel arrival and sailing times, the volume of baggage, the nature and relevant characteristics of loading areas, and any particular requirements of shipping companies
2. evaluate the information to determine the activities and levels of service required to move passengers' baggage
3. identify correctly the staff and equipment required to achieve the activities on time
4. brief individuals and/or teams fully and clearly regarding their responsibilities
5. ensure that the required equipment is in good working order, and positioned properly in readiness for operations, with any faults addressed
6. allocate staff to key points to ensure the efficient transfer of baggage
7. ensure baggage is moved on time to the correct location using the most suited method of transport, and in line with the requirements of the shipping company
8. ensure any damaged, unlabelled, unaccompanied, or suspect baggage is dealt with
9. ensure any baggage requiring security assessment is referred to the relevant authority
10. ensure baggage is protected from inclement weather
11. recognise the successful completion of work activities by individuals and/or teams

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, 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:

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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 methods of using equipment and the need for safe working practices
17. the importance of meeting quality and service level agreements by correcting adverse working procedures, and dealing with shortfalls in existing systems
18. the role of Customs and Excise/Immigration, and when to liaise with them
19. how to apply the principal methods for communicating with vessels
20. how to communicate with shipping companies and other terminal operators and the importance of doing so
21. the types, functions and adjustments of communications equipment, and regulations governing radio transmission in both normal and emergency situations
22. the conditions likely to affect the transmission and reception of communication equipment signals
23. the importance of interpersonal skills/techniques, and how to use them in dealings with passengers, and in supervising and motivating individuals and teams
24. how other port operations may impact upon the baggage handling process
25. the duties and responsibilities of security staff, including their role in searching and screening of passengers and vehicles
26. the correct use of screening procedures and equipment, including x-ray equipment and associated radiation protection measures
27. the methods and channels of communication with other relevant bodies

Additional Information

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

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.

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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.