



Regulated Qualifications Unit and Assessment Specification

Unit title	Manage the Movement of Passengers within a Port Terminal
Ofqual unit code	J/507/1641
SQA unit code	H9GX 57
SSC ref	PSSSPO104.2

History of changes

Publication date: July 2015

Version: 02 (December 2017)

Version number	Date	Description	Authorised by
02	December 2017	Unit specification updated to reflect current Ofqual terminology.	Qualifications Officer

© Scottish Qualifications Authority 2015, 2017

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Regulated qualifications unit specification

Title	Manage the Movement of Passengers within a Port Terminal	
Level	3	
Credit value	5	
Learning outcomes	Assessment criteria	
The learner will:	The learner can:	
1 Understand the relevant legislation, guidance and organisation requirements for the movement of passengers.	1.1	Summarise the legal responsibilities for maintaining own and others' health and safety in the workplace.
	1.2	Explain the requirements placed upon individuals and their organisation by current legislation, relevant to moving passengers.
	1.3	Identify the current industry guidance and organisational policies, procedures and working practices relevant to moving passengers.
	1.4	Describe the hazards and principal areas of risk likely to be found within own area of responsibility and the relevant precautions to take in addressing these.
	1.5	Explain the purpose and limitations of personal protective and life-saving equipment for use on or near water.
	1.6	Explain own organisations procedures for identifying and dealing with safety risks and incidents associated with transferring passengers to or from vessels.
	1.7	Explain own organisations procedures for dealing with emergencies when berthing vessels and transferring passengers including the use of port first-aid, safety and emergency equipment.

Learning outcomes The learner will:	Assessment criteria The learner can:
<p>2 Understand how to manage the movement of passengers</p>	<p>2.1 Explain the role of Customs and Excise and Immigration and the importance of liaising with them.</p> <p>2.2 Explain the behaviour of passengers and how can this be influenced.</p> <p>2.3 Explain the organisational procedures for transferring passengers including those requiring special assistance.</p> <p>2.4 Outline the process for obtaining up-to-date information on the number of passengers embarking and disembarking and dealing with vessel delays.</p> <p>2.5 Explain the importance of and how to communicate with shipping companies and other terminal operators.</p> <p>2.6 Describe the methods of communicating used with passengers and vessels and the information required.</p>
<p>3 Be able to plan the movement of passengers in a port terminal.</p>	<p>3.1 Obtain all relevant information required to plan for the efficient movement of passengers within own area of responsibility.</p> <p>3.2 Plan for the embarking or disembarking of passengers making best use of resources and time.</p> <p>3.3 Allocate work and brief individuals or teams on their responsibilities in line with the plan taking into account skills, knowledge, experience and workloads.</p> <p>3.4 Ensure that public and working areas are clean, tidy and free from obstructions and hazards ahead of the vessel's arrival or departure.</p>

Learning outcomes	Assessment criteria
The learner will:	The learner can:
<p>4 Demonstrate safe operations in a port environment.</p>	<p>4.1 Monitor and record the progress of operations responding to changes in circumstances adjusting plans and activities accordingly.</p> <p>4.2 Monitor the progress of passengers embarking and disembarking providing assistance where necessary.</p> <p>4.3 Monitor the activities of individuals or teams against the standards of performance expected, recognising the successful completion of key activities and operations.</p> <p>4.4 Complete all required documentation in line with organisational requirements, issuing this to the relevant individual.</p> <p>4.5 Review working practices and procedures to identify opportunities for improvements.</p>

Additional information about the unit
Unit purpose and aim(s)
<p>This unit provides the skills and knowledge required to plan, organise and control the movement of embarking or disembarking passengers through the terminal and the means by which information is passed to them.</p> <p>The assessment route is recommended for supervisors and other first line managers.</p>
Unit start date
1 July 2015
Details of the relationship between the unit and relevant national occupational standards (if appropriate)
This unit is based on NOS unit PSSSPO 104 Manage passenger and ferry terminal operations developed by Port Skills and Safety.
Details of the relationship between the unit and other standards or curricula (if appropriate)
Not applicable
Assessment requirements specified by a sector or regulatory body (if appropriate)
Unit to be assessed in accordance with the Port Skills Safety (PPS) Assessment Strategy 'Port Operations and Supervision of Port and Maritime Operations'.
Endorsement of the unit by a sector or other appropriate body (if required)
Not applicable
Location of the unit within the subject/sector classification system
4.3 Transportation Operations and Maintenance
Name of the organisation submitting the unit
Port Skills and Safety
Guided learning hours
40

Regulated qualifications assessment specification

Assessment (evidence) requirements

Assessment should be in the workplace as much as possible.

Your responsibilities will require you to comply with organisational policy and procedures and to report any problems with the activities that you cannot personally resolve, or are outside your permitted authority, to the relevant people.

You will be expected to work with supervision and/or as a member of a team. You will take personal responsibility for your own actions and for the quality and accuracy of the work that you carry out. Where team working is involved, you must demonstrate a significant personal contribution during the team activities in order to satisfy the requirements of the standard and competence in all the areas required by the standard which must be demonstrated.

Your underpinning knowledge will be sufficient to provide a sound basis for your work and will provide an informed approach to applying the appropriate operational techniques and procedures. You will have an understanding of the basic knowledge behind the equipment being used and its application and in adequate depth to provide a sound basis for carrying out the activities to the required specification.

You will understand the safety precautions required when carrying out the activities. You will be required to demonstrate safe working practices throughout and will understand your responsibility for taking the necessary safeguards to protect yourself and others in the workplace.

The following evidence is required to demonstrate that learners have the appropriate level of knowledge to undertake Manage the Movement of Passengers within a Port Terminal. All learning outcomes and assessment criteria must be achieved.

Written and/or recorded oral evidence produced either on or off-the-job is required for the following:

Learning Outcomes 1 and 2

Performance evidence in the workplace or in an appropriate simulated environment is required for the following:

Learning Outcome 3 and 4

This could be achieved through the observation of learners undertaking practical exercises.

Guidance on assessment

Performance evidence can be generated using practical exercises in a simulated environment.

Short answer written questions and/or oral interview could be used for the other learning outcomes and assessment criteria.