



Regulated Qualifications Unit and Assessment Specification

Unit title	Manage the Movement of Passenger Luggage in a Port Terminal
Ofqual unit code	L/507/1642
SQA unit code	H9GY 57
SSC ref	PSSSPO104.3

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

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Regulated qualifications unit specification

Title	Manage the Movement of Passenger Luggage in a Port Terminal	
Level	3	
Credit value	3	
Learning outcomes	Assessment criteria	
The learner will:	The learner can:	
1	Understand the relevant legislation, guidance and organisation requirements for moving passenger luggage.	<p>1.1 Summarise the legal responsibilities for maintaining own and others' health and safety in the workplace.</p> <p>1.2 Explain the requirements placed upon individuals and their organisation by current legislation, relevant to luggage handling operations.</p> <p>1.3 Identify the current industry guidance and organisational policies, procedures and working practices relevant to luggage handling operations.</p> <p>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.</p> <p>1.5 Explain the limits of own authority and responsibility, and to whom these are referred to in situations where these are exceeded.</p>
2	Understand the management of passenger luggage in a port environment.	<p>2.1 Explain the importance of and how to use interpersonal skills/techniques when working with passengers, individuals and teams.</p> <p>2.2 Explain how other ports operations may impact upon the luggage handling process.</p> <p>2.3 Explain how to plan for the movement of luggage including the resources and staffing requirements.</p>

Learning outcomes	Assessment criteria
<p>The learner will:</p>	<p>The learner can:</p> <p>2.4 Outline the duties and responsibilities of security staff, including their role in searching and screening of passengers and vehicles.</p> <p>2.5 Describe the correct use of screening procedures and equipment, including x-ray equipment and the associated radiation protection measures.</p> <p>2.6 Describe the methods of communicating with passengers and vessels and the information required.</p> <p>2.7 Explain how and when to liaise with shipping companies and other terminal operators, to establish their requirements.</p> <p>2.8 Outline the process for obtaining up-to-date information on the number of passengers embarking and disembarking and dealing with vessel delays.</p>
<p>3 Be able to plan the movement of passenger luggage in a port environment.</p>	<p>3.1 Obtain and evaluate all relevant information required to plan luggage movement.</p> <p>3.2 Plan the resources and staff required to move passenger luggage.</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 the required equipment is in good working order, and positioned properly in readiness for operations, with any faults addressed correctly.</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 accordingly.</p> <p>4.2 Ensure luggage is moved on time to the correct location using the most suited method of transport in line with the requirements of the shipping company.</p> <p>4.3 Ensure any damaged, unlabelled, unaccompanied, or suspect luggage is dealt with promptly and correctly.</p> <p>4.4 Ensure any luggage requiring security assessment is referred correctly and immediately to the relevant authority.</p> <p>4.5 Monitor the activities of individuals or teams against the standards of performance expected, recognising the successful completion of key activities and operations.</p> <p>4.6 Maintain the required records making them available to those who need it.</p> <p>4.7 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 and organise the movement of luggage, including gathering information regarding the volume of passenger luggage requiring transfer, and ensuring that the correct equipment is available to transport it. It includes ensuring the availability of suitable staff to transfer luggage between passenger and ship in a safe and efficient manner.</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
30

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 Passenger Luggage in 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 Outcomes 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.