PSSSPO104
Manage passenger and ferry terminal operations

Overview

This standard covers the competence required to manage passenger and ferry terminal operations. It is about ensuring the operational readiness of the passenger, Ro/Ro, cargo and/or leisure craft terminal. It includes a number of activities, such as obtaining information about timing and the amount of traffic expected, as well as briefing staff on the tasks that they are required to carry out. It also includes liaison with other service providers to assess their needs, and to find out or pass on any information about anticipated changes to the services provided.

This standard is also concerned with those activities which relate to the terminal facilities, preparing the facilities and equipment for use and ensuring that company standards of safety and cleanliness are maintained.

This standard is also about the planning, organising and controlling movement of embarking or disembarking passengers through the terminal, together with the means by which information is passed to them. It also covers organising and planning the movement of baggage, including gathering information regarding the volume of passenger baggage requiring transfer, and ensuring that the correct equipment is available to transport it. It includes ensuring the availability of suitable staff to transfer baggage between passenger and ship in a safe and efficient manner.

Target Group

This standard applies to authorised Port Operations supervisors and line managers who have a responsibility to manage passenger and ferry terminal operations.

There are 3 elements in this standard:

1. Ensure the operational readiness of the port terminal
2. Manage the movement of passengers within a port terminal
3. Manage the movement of passengers' baggage between vessels and terminals

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Performance criteria	**Ensure the operational readiness of the port terminal**

You must be able to:

P1   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

P2   evaluate the information to determine activities and levels of service appropriate to ensuring the readiness of the terminal

P3   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

P4   ensure where non-permanent employees have been brought in, approved procedures are followed

P5   allocate work to individuals and/or teams fairly and in line with the plan, taking into account skills, knowledge, experience and workloads

P6   brief individuals and/or teams fully and clearly regarding their responsibilities

P7   monitor and record the progress of operations, identifying and addressing deviances from the plan and/or causes for delay

P8   take relevant actions to ensure that health, safety, security and environmental requirements are met

P9   wear, use and maintain personal protective equipment,

P10   make provision for the safe disposal of waste, in line with regulatory requirements

P11   monitor the activities of individuals and/or teams against the standards of performance expected, and provide constructive feedback

P12   recognise the successful completion of key activities and operations by individuals

P13   complete all required documentation accurately and issue this to the relevant individuals

P14   identify and report any delays and their causes to the relevant person

P15   ensure any defects to plant and equipment are addressed and reported

P16   prioritise work to make the best use of time and resources

P17   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

P18   recognise changes in circumstances and adjust plans and activities accordingly

P19   seek opportunities to safely improve working procedures and practices

Manage the movement of passengers within a port terminal

You must be able to:

P20   obtain all relevant information required to plan for the efficient movement of passengers within own area of responsibility

P21   identify the resources required to manage the movement of passengers

P22 ensure that public and working areas are clean, tidy and free from obstructions and hazards ahead of the vessel's arrival or departure

P23 ensure that signage provides accurate, relevant and up to date passenger information, and is positioned clearly

P24 ensure that support staff are briefed to offer assistance to passengers with relevant and up to date information

P25 monitor the progress of passengers, offering assistance to those embarking to ensure that they reach the correct vessel on time, and directing disembarking passengers to the relevant control points

P26 recognise the successful completion of key activities and operations by individuals and/or teams

P27 maintain personal appearance in line with organisation policy

P28 prioritise work to make the best use of time and resources

Manage the movement of passengers' baggage between vessels and terminals

You must be able to:

P29 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

P30 evaluate the information to determine the activities and levels of service required to move passengers' baggage

P31 identify the staff and equipment required to achieve the activities on time

P32 brief individuals and/or teams fully and clearly regarding their responsibilities

P33 ensure that the required equipment is in good working order, and positioned properly in readiness for operations, with any faults addressed

P34 allocate staff to key points to ensure the efficient transfer of baggage

P35 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

P36 ensure any damaged, unlabelled, unaccompanied, or suspect baggage is dealt with

P37 ensure any baggage requiring security assessment is referred to the relevant authority

P38 ensure baggage is protected from inclement weather

P39 recognise the successful completion of work activities by individuals and/or teams

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Knowledge and understanding

You need to know and understand:

K1 the legal responsibilities for maintaining own and others' health and safety in your workplace

K2 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

K3 current industry guidance, relevant to own area of operations, that relates to passenger and ferry terminal operations

K4 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

K5 the principle types of hazard and risk associated with passenger and ferry terminal operations

K6 the precautions appropriate for minimising the risks, associated with passenger and ferry terminal operations:

K7 how to wear, use and maintain personal protective equipment

K8 how to locate, use and maintain the principle types of safety and incident response equipment

K9 the accident and emergency procedures of the organisation and individual roles and responsibilities

K10 location of and how to operate alarm systems

K11 procedures for contacting the emergency services

K12 location of the approved escape routes and assembly points

K13 the responsibilities as set out by the organisation for reporting accidents and emergencies

K14 own role, responsibilities and limits of authority

K15 the roles, responsibilities and limits of authority of others

K16 the importance of interpersonal skills/techniques, and how to use them in supervising and motivating individuals and teams

K17 the staff planning/welfare issues, including hours of work, breaks, task allocation, ordering/contracting staff

K18 the methods of briefing staff

K19 how and when to liaise with shipping companies and other terminal operators, to establish their requirements

K20 the methods of using equipment and the need for safe working practices

K21 the importance of meeting quality and service level agreements by correcting adverse working procedures, and dealing with shortfalls in existing systems

K22 how to monitor whether required safety and cleanliness standards have been achieved

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K23	the role of Customs and Excise/Immigration, and when to liaise with them
K24	passenger behaviour and how this can be influenced
K25	the implications of working with passengers with special needs
K26	how to apply the principal methods for communicating with vessels
K27	how to obtain up-to-date information about the number of passengers embarking or disembarking, and how to deal with difficulties resulting from vessel delays
K28	the information that is required by passengers and the methods of communicating it, including the use of equipment such as PA systems and information signs
K29	how to communicate with shipping companies and other terminal operators and the importance of doing so
K30	the types, functions and adjustments of communications equipment, and regulations governing radio transmission in both normal and emergency situations
K31	the conditions likely to affect the transmission and reception of communication equipment signals
K32	the importance of interpersonal skills/techniques, and how to use them in dealings with passengers, and in supervising and motivating individuals and teams
K33	how other port operations may impact upon the baggage handling process
K34	the duties and responsibilities of security staff, including their role in searching and screening of passengers and vehicles
K35	the correct use of screening procedures and equipment, including x-ray equipment and associated radiation protection measures
K36	the methods and channels of communication with other relevant bodies

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Additional Information

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

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.

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