
Overview

This standard covers the competence required to manage port marine safety.

It includes facilitating the safe and efficient use of the harbour; conducting a marine risk assessment; producing, documenting, operating and reviewing port marine safety systems and policies; delegation of harbour master powers.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM101

Manage Port Marine Safety

Performance criteria

You must be able to:

1. facilitate the safe and efficient use of the harbour
2. document hazards and risks in a formal port marine Risk Register
3. conduct a formal port marine risk assessment
4. identify and formally document suitable and sufficient control measures to reduce risks to as low as reasonably practicable
5. produce a formally documented Safety Management System
6. operate a Safety Management System
7. produce a formally documented Navigational Safety Policy
8. operate a Navigational Safety Policy
9. produce a formally documented Marine Operations Safety Plan
10. operate a Marine Operations Safety Plan
11. ensure that safety policies, plans, procedures, systems and information are circulated to appropriate stakeholders
12. monitor the effectiveness of controls within the safety management system to maintain risks as low as reasonably practicable
13. set key performance indicators in relation to port marine safety performance
14. measure and routinely report on port marine safety performance to the organisation management/duty holder
15. delegate harbour master powers in line with statutory requirements

PSS HM101

Manage Port Marine Safety

Knowledge and understanding

You need to know and understand:

1. international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance
2. the extent and features of the physical environment for which the harbour master has responsibility and authority
3. the port marine operations and activities typically undertaken in the physical environment for which the harbour master has responsibility and authority and/or which might impact on the safe and efficient use of the harbour
4. how to locate and select information, relevant to the area of responsibility and authority, concerning port marine:
 - 4.1. hazards
 - 4.2. risks
 - 4.3. regulatory changes
 - 4.4. incidents and accidents
 - 4.5. navigational safety and port industry good practice
 - 4.6. operations and activities
5. how to conduct a formal port marine risk assessment
6. the types of control measures appropriate to port-marine hazards and their respective benefits/constraints
7. how to assess the risk mitigation effect of control measures
8. the As Low As Reasonably Practicable (ALARP) principle
9. the principles, content and format of port marine safety documentation:
 - 9.1. Risk Register
 - 9.2. Safety Management System
 - 9.3. Navigational Safety Policy
 - 9.4. Marine Operations Safety Plan
10. how to promulgate policies, plans, procedures and systems

PSS HM101

Manage Port Marine Safety

11. the local and nationally conferred powers of the harbour master
12. principles of effective delegation
13. where and how to locate appropriate information in relation to organisational Key Performance Indicators (KPIs)

PSS HM101

Manage Port Marine Safety

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Original URN	PSS HM101
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, risk assessment, policies, delegation of harbour master powers, assistant harbour master

PSS HM102

Produce port marine policies, plans, procedures and systems using structured methodology



Overview

This standard covers the competence required to produce systematic, consistent and well-documented port marine safety documentation.

The approach is applicable to all formal port marine policies, plans, procedures and systems and includes development, review, stakeholder consultation and responding to new information.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to produce and implement formal port marine safety and other statutory systems necessary to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM102

Produce port marine policies, plans, procedures and systems using structured methodology

Performance criteria

You must be able to:

1. develop port marine policies, plans, procedures and systems using a methodical approach, in line with organisational and/or other relevant standards
2. consult with stakeholders who might be affected by port marine policies, plans, procedures and systems and circulate findings and outputs to appropriate stakeholders
3. obtain formal approval and resources for port marine policies, plans, procedures and systems from the organisation's management/duty holder
4. implement independent internal and external audit of port marine policies, plans, procedures and systems
5. conduct formal periodic review of port marine policies, plans, procedures and systems:
 - 5.1. using a 'quality' approach and
 - 5.2. consistent with current organisational standards
6. implement a system for obtaining current information on port marine:
 - 6.1. hazards
 - 6.2. risks
 - 6.3. international and national regulations
 - 6.4. incidents and accidents
 - 6.5. navigational safety
 - 6.6. industry good practice
7. make appropriate changes to port marine policies, plans, procedures and systems in light of new information
8. maintain auditable records

PSS HM102

Produce port marine policies, plans, procedures and systems using structured methodology

Knowledge and understanding

You need to know and understand:

1. international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance
2. how to develop methodical and well-documented formal policies, plans, procedures and systems
3. how to locate, select and apply appropriate organisational and other relevant standards to formal policies, plans, procedures and systems
4. how to promulgate policies, plans, procedures and systems
5. who the appropriate port marine policies, plans procedures and systems stakeholders are
6. the methods used to promulgate findings and recommendations to stakeholders
7. how to conduct a periodic review of a:
 - 7.1. Risk Register
 - 7.2. Safety Management System
 - 7.3. Navigational Safety Policy
 - 7.4. Marine Operations Safety Plan
8. how to commission and implement independent internal and external audits
9. principles of change control and auditable record keeping
10. how to locate and select information, relevant to the area of responsibility and authority, concerning port marine:
 - 10.1. hazards
 - 10.2. risks
 - 10.3. international and national regulatory changes
 - 10.4. incidents and accidents
 - 10.5. navigational safety and port industry good practice
 - 10.6. operations and activities

PSS HM102

Produce port marine policies, plans, procedures and systems using structured methodology

11. how to review and appropriately adapt existing port marine policies, plans, procedures and systems in light of new information

PSS HM102

Produce port marine policies, plans, procedures and systems using structured methodology

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Original URN	PSS HM102
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, safety documentation, policies, plans, procedures, review, consultation, stakeholder, assistant harbour master

PSS HM103

Review port marine powers conferred by national legislation and local regulation



Overview

This standard covers the competence required to review powers conferred by national legislation and the appropriateness of local regulation.

It includes the local and nationally conferred powers of the harbour master, as well as conducting periodic and 'new information' based reviews of powers. It also covers application for new local powers.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour and use powers conferred by national legislation and local regulation.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM103

Review port marine powers conferred by national legislation and local regulation

Performance criteria

You must be able to:

1. implement a system for formally reviewing the appropriateness and effectiveness of local and nationally conferred legislation at pre-defined periods
2. conduct a formal review of the appropriateness and effectiveness of local and nationally conferred legislation:
 - 2.1. periodically
 - 2.2. in light of new information
3. identify and apply for new powers as needed to facilitate safe and efficient port marine activities
4. maintain auditable records of local and nationally conferred legislation reviews

PSS HM103

Review port marine powers conferred by national legislation and local regulation

Knowledge and understanding

You need to know and understand:

1. international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance
2. the local and nationally conferred powers of the harbour master
3. how to review:
 - 3.1. local harbour master legislation and powers
 - 3.2. national harbour master legislation and powers
4. how to determine the need to review local or national legislation in light of new port marine information
5. how to identify appropriate new powers and construct a compelling case for their implementation
6. how to apply for appropriate new powers
7. how to maintain auditable records of local and nationally conferred legislation reviews

PSS HM103

Review port marine powers conferred by national legislation and local regulation

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Original URN	PSS HM103
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, conferred powers, legislation, regulation, assistant harbour master

PSS HM104

Develop and operate marine enforcement policy



Overview

This standard covers the competence required to develop and implement a marine enforcement policy.

It includes: the development and operation of a marine enforcement policy; promulgation of the policy to stakeholders; enforcement, including prosecution and administrative action.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation; codes of practice, standards, frameworks and industry guidance

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour and use powers conferred by national legislation and local regulation.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM104

Develop and operate marine enforcement policy

Performance criteria

You must be able to:

1. develop an Enforcement Policy in line with statutory and local powers that incorporates:
 - 1.1. stakeholder consultation
 - 1.2. industry good practice
2. operate an Enforcement Policy in line with statutory and local powers and industry good practice including:
 - 2.1. collect evidence and take statements
 - 2.2. take enforcement action up to criminal prosecution
 - 2.3. initiate criminal prosecution
3. promulgate the port marine Enforcement Policy to potentially affected stakeholders
4. review an Enforcement Policy in line with statutory and local powers and industry good practice
5. Enforce relevant legislation and take legal and/or administrative action in line with the requirements of that legislation
6. cooperate with enforcement agencies to implement effective marine enforcement
7. maintain appropriate auditable records in line with data protection principles

PSS HM104

Develop and operate marine enforcement policy

Knowledge and understanding

You need to know and understand:

1. international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance
2. the enforcement powers of the harbour master as conferred by national and local legislation
3. how to use nationally and locally conferred powers to enforce marine policy
4. the purpose, powers and working practices of statutory and other organisations that may be concerned with marine enforcement
5. the nature of the interaction between the port and statutory or other organisations, including the extent of the port's obligation to cooperate on marine enforcement matters
6. current port marine legislation (national and international) under which the harbour master might be required/able to take enforcement action
7. current national guidance on:
 - 7.1. enforcement
 - 7.2. public consultation
 - 7.3. initiating criminal prosecutions
 - 7.4. standards of evidence
 - 7.5. taking into account the Public Interest
 - 7.6. publishing plans and policies
8. the typical principles, content and format of an Enforcement Policy and how to produce one
9. who the appropriate marine enforcement policy stakeholders are
10. the methods used to promulgate findings and recommendations to stakeholders
11. how to collect evidence and take statements
12. how to initiate criminal prosecutions
13. how to maintain auditable records in line with data protection principles

PSS HM104

Develop and operate marine enforcement
policy

14. enforcement options available as an alternative to prosecution

PSS HM104

Develop and operate marine enforcement policy

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Original URN	PSS HM104
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, marine enforcement, policy, stakeholder, prosecution, assistant harbour master

Overview

This standard covers the competence required to Report and Investigate Marine Incidents.

It includes compliance with regulatory reporting requirements; investigating marine incidents; producing and communicating findings; proposing and implementing remedial action.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour and use powers conferred by national legislation and local regulation.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM105

Report and Investigate Marine Incidents

Performance criteria

You must be able to:

1. provide appropriate information and support to statutory agencies during their investigations
2. comply with regulatory reporting requirements, maintaining a record of incidents reported
3. conduct investigations by systematically collecting, preserving and documenting evidence
4. determine conclusions on the basis of objective interpretation of evidence including whether significant regulatory contravention has occurred
5. produce formal findings and appropriate proposals for remedial action to minimise risk of recurrence so far as reasonably practicable
6. circulate findings and proposals to appropriate stakeholders
7. implement and monitor remedial action appropriate to incident findings
8. maintain auditable records in line with data protection principles

PSS HM105

Report and Investigate Marine Incidents

Knowledge and understanding

You need to know and understand:

1. international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance
2. current regulatory reporting requirements and guidance
3. how to use nationally and locally conferred powers to facilitate the investigation of incidents and implementation of remedial action
4. the powers and working practices of statutory and other organisations that may be concerned with reporting and investigating marine incidents
5. the nature of the interaction between the port and statutory or other organisations, including the extent of the port's obligation to cooperate on marine incident investigation
6. how to conduct systematic, well-documented investigations
7. current regulations and guidance on:
 - 7.1. investigating incidents
 - 7.2. collection and security of evidence
 - 7.3. record keeping
8. how to collect evidence and take statements
9. how to produce remedial recommendations based on report findings
10. who the appropriate marine incident investigation stakeholders are
11. the methods used to promulgate findings and recommendations to stakeholders
12. how to implement and monitor remedial action
13. how to maintain auditable records in line with data protection principles

PSS HM105

Report and Investigate Marine Incidents

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Originating organisation	Port Skills and Safety
Original URN	PSS HM105
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, report marine incident, investigate marine incident, findings, remedial action, assistant harbour master

Overview

This standard covers the competence required to assess the need for an appropriate pilotage service.

It includes assessing the need for, and scope of, an appropriate port pilotage service based on a formal risk assessment.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM106

Assess the need for a port pilotage service

Performance criteria

You must be able to:

1. conduct a navigational risk assessment
2. assess the need for, and scope of, port pilotage services based on a formal risk assessment
3. produce documented findings and recommendations in line with accepted practice and circulate findings and outputs to affected stakeholders
4. identify and implement suitable and sufficient alternate navigational risk management measures where a pilotage service is assessed to be unnecessary

PSS HM106

Assess the need for a port pilotage service

Knowledge and understanding

You need to know and understand:

1. international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance relating to pilotage and navigation
2. how to determine the legislative powers required to enact pilotage services
3. the purpose and typical functioning principles of pilotage and their respective benefits/constraints
4. how to use formal Risk Assessment to establish:
 - 4.1. the need for a pilotage service
 - 4.2. the extent of any necessary pilotage service
5. the extent and features of the physical environment for which the harbour master has responsibility and authority
6. the operations and activities typically undertaken in the physical environment for which the harbour master has responsibility and authority and/or which might impact on the safe and efficient use of the harbour
7. how to produce recommendations based on findings from a formal assessment process in line with accepted practice.
8. who the appropriate pilotage service stakeholders are
9. the methods used to promulgate findings and recommendations to stakeholders
10. what alternate risk management and safety management systems might typically be required when a pilotage service is assessed to be unnecessary

PSS HM106

Assess the need for a port pilotage service

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Originating organisation	Port Skills and Safety
Original URN	PSS HM106
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, report marine incident, investigate marine incident, findings, remedial action, assistant harbour master

Overview

This standard covers the competence required to operate an appropriate pilotage service by a Competent Harbour Authority

The unit covers development, management and review of a pilotage service, pilot recruitment, selection, training and certification and the development, promulgation and operation of pilotage directions.

This standard is directly associated with standard HM106 Assess the need for a port pilotage service.

An individual would need to be able to meet standard HM106 before they could meet standard HM107.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM107

Operate a safe and efficient pilotage service

Performance criteria

You must be able to:

1. develop Pilotage Directions in consultation with appropriate stakeholders
2. obtain formal approval for the Pilotage Directions from the Competent harbour Authority
3. promulgate and operate Pilotage Directions
4. develop, comprehensive formal procedures and rules for the administration of pilots and operation of a pilotage service
5. operate a pilotage service appropriate to the port, that takes account of international, national and local regulation, guidance and codes of practice relating to pilotage.
6. review Directions, procedures and rules for the operation of a pilotage service, periodically and in light of new information

PSS HM107

Operate a safe and efficient pilotage service

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation; codes of practice, standards, frameworks and industry guidance
2. the purpose and typical functioning principles of a pilotage service
3. the different service provision models available for the management of a pilotage service and their respective benefits/constraints
4. the powers and working practices of statutory and other organisations that may be concerned with pilotage services
5. the nature of the interaction between the port and statutory or other organisations, including the extent of the port's obligation to cooperate on pilotage service matters
6. the applicable rules when joint or shared pilotage is required
7. current port marine regulations, guidance and codes relating to pilotage and navigation, including:
 - 7.1. the extent and features of the physical environment for which the harbour master has responsibility and authority
 - 7.2. the typical principles, content and format of Pilotage Directions and how to write them
 - 7.3. who the appropriate pilotage service stakeholders are
 - 7.4. the methods used to promulgate findings and recommendations to stakeholders
 - 7.5. the rights, responsibilities and duties of authorised pilots
8. how a pilotage service is typically administered including the procedures required for:
 - 8.1. assignment of pilots
 - 8.2. operational conduct
 - 8.3. duties and responsibilities
 - 8.4. rosters, working hours and rest periods

PSS HM107

Operate a safe and efficient pilotage service

8.5. boarding and landing operations

- 8.6. communication arrangements
 - 8.7. preparation and conduct of pilotage acts
 - 8.8. provision and use of Personal Protection Equipment and lifesaving appliances
 - 8.9. provision and use of pilot boats
 - 8.10. recruitment and training
 - 8.11. testing and introduction of new technologies
 - 8.12. assessment and re-assessment of competence
 - 8.13. authorisation, re-validation, revocation and suspension
 - 8.14. disciplinary arrangements
9. the national competence standards applicable to marine pilots
10. the procedures typically used for pilotage exemption certificates including:
- 10.1. assessment and re-assessment of competence
 - 10.2. granting, renewal, revocation and suspension of pilotage exemption certificates
 - 10.3. conditions for use
 - 10.4. monitoring and recording pilotage exemption certificates
 - 10.5. how to set, implement and monitor service standards

PSS HM107

Operate a safe and efficient pilotage service

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Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, pilotage, marine pilot, risk assessment, pilotage service, manage pilotage, recruitment, selection, training, certification, pilotage directions

Overview

This standard covers the competence required to assess the need for an appropriate vessel traffic service based on a formal risk assessment.

It includes assessing the need for, and scope of, an appropriate port vessel traffic services based on a formal risk assessment

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM108

Assess the need and scope of port vessel traffic services

Performance criteria

You must be able to:

1. conduct a navigational risk assessment
2. identify risk management measures, suitable to reduce risks to As Low As Reasonably Practicable (ALARP)
3. assess the need for and scope of port vessel traffic services, either Vessel Traffic Services or Local Port Information Services based on a formal risk assessment
4. produce documented findings and recommendations in line with accepted practice and circulate findings and outputs to affected stakeholders

PSS HM108

Assess the need and scope of port vessel traffic services

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation; codes of practice, standards, frameworks and industry guidance relating to vessel traffic services and navigation
2. the purpose, typical functioning principles, benefits and constraints of Vessel Traffic Services and Local Port Information Services
3. how to use formal Risk Assessment to establish
 - 3.1. the need for a vessel traffic service
 - 3.2. the extent of any necessary vessel traffic management service
4. the extent and features of the physical environment for which the harbour master has responsibility and authority
5. the port marine operations and activities typically undertaken in the physical environment for which the harbour master has responsibility and authority and/or which might impact on the safe and efficient use of the harbour
6. how to produce recommendations based on findings from a formal assessment process in line with accepted practice.
7. who the appropriate vessel traffic services stakeholders are
8. the methods used to promulgate findings and recommendations to stakeholders

PSS HM108

Assess the need and scope of port vessel traffic services

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Original URN	PSS HM108
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, vessel traffic service, risk assessment, assistant harbour master

Overview

This standard covers the competence required to manage port vessel traffic.

This unit covers the development and operation of Vessel Traffic Services and Local Port Services to maintain navigational safety, including control of dangerous and polluting substances.

This standard is directly associated with standard HM108 assess the need and scope of port vessel traffic services. An individual would need to be able to meet standard HM108 before they could meet standard HM109.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour and regulate the movement and handling of dangerous and polluting substances within the port's area of jurisdiction.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM109

Manage Port Vessel Traffic

Performance criteria

You must be able to:

1. develop comprehensive procedures for the operation of a vessel traffic service or local port information service appropriate to the port, in consultation with stakeholders.
2. circulate procedures for the operation of a vessel traffic service or local port information service to affected stakeholders
3. implement a vessel traffic service or local port information service appropriate to the port that takes account of
 - 3.1. local context
 - 3.2. international and national regulations, guidance and codes
4. review procedures and rules for the operation of a vessel traffic service or local port information service periodically and in light of new information
5. manage the potential risk posed by dangerous and polluting substances and dangerous vessels
6. provide appropriate vessel traffic service information and support to statutory agencies

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation codes of practice, standards, frameworks and industry guidance
2. the purpose, typical functioning principles, benefits and constraints of Vessel Traffic Services and Local Port Information Services
3. international and national regulations, guidance and codes relating to vessel traffic services and navigation
4. the nature, purpose, powers and working practices of statutory and other organisations that may be concerned with vessel traffic services
5. the nature of the interaction between the port and statutory or other organisations, including the extent of the port's obligation to cooperate on vessel traffic service matters
6. the types, benefits and constraints of vessel traffic service equipment presently available
7. the extent and features of the physical environment for which the harbour master has responsibility and authority
8. the typical principles, content and format of vessel traffic services procedures and how to write them
9. the local and statutory powers that may be delegated to vessel traffic services personnel including the issuing of Special Directions
10. how a vessel traffic service is typically administered including the procedures required for:
 - 10.1. information service (INS)
 - 10.2. traffic organisation service (TOS)
 - 10.3. navigational assistance service (NAS)
 - 10.4. operational procedures (including emergency and pre-arrival)
 - 10.5. duties and responsibilities
 - 10.6. rosters, working hours and rest periods
 - 10.7. communication arrangements, information broadcasts and reports

PSS HM109

Manage Port Vessel Traffic

10.8. assessment and re-assessment of competence

PSS HM109

Manage Port Vessel Traffic

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Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, vessel traffic services, risk assessment, port vessel traffic, local port services, navigational safety, dangerous substances, pollution, assistant harbour master

Overview

This standard covers the competence required to manage port marine conservancy responsibilities.

It includes but not limited to provision of navigational information to port users; undertaking hydrographic surveys; the provision of aids to navigation, maintenance of navigational channels by dredging and other means.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour and conserve the port for the safe use by vessels.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM110

Manage conservancy

Performance criteria

You must be able to:

1. develop a comprehensive method for the provision of timely and accurate navigational information for:
 - 1.1. navigational warnings
 - 1.2. tidal data
 - 1.3. local Notices to Mariners
 - 1.4. other relevant navigational safety
2. provide timely and accurate navigational information to stakeholders
3. review the provision of timely and accurate navigational information:
 - 3.1. periodically
 - 3.2. in light of new information
4. Undertake hydrographic surveys of all navigable water and circulate the information to affected stakeholders
5. maintain accurate hydrographic and hydrological records
6. manage the provision and maintenance of aids to navigation including:
 - 6.1. purchase/replacement
 - 6.2. inspection
 - 6.3. maintenance and repair
7. consult with the appropriate Lighthouse Authority in respect of the installation, inspection, removal, or changes to aids to navigation
8. manage inspection, maintenance and replacement of aids to navigation to deliver appropriate Lighthouse Authority defined service levels
9. manage the safe and effective provision, of other marine services relevant to the port
10. maintain navigational channels by dredging to provide safe passage of vessels

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance
2. the purpose, typical functioning principles, benefits and constraints of Vessel Traffic Services and Local Port Information Services
3. international and national regulations, guidance and codes relating to marine conservancy
4. the types of navigational information typically provided by a port
5. the available means of promulgating navigational information in a timely fashion and their associated benefits and constraints
6. third-party conservancy information and publications, and where to find them
7. the activities included under the title 'conservancy' and what are the specific responsibilities of the individual port
8. the techniques and equipment typically used when conducting hydrographic surveys in ports and what are their benefits and constraints
9. the factors that determine:
 - 9.1. when surveys should be conducted
 - 9.2. how survey results are processed and recorded
 - 9.3. how chart corrections are made, reported and promulgated locally
 - 9.4. how charts are kept up to date
10. the equipment that can be used to monitor tidal height and current
11. how to use formal Risk Assessment to establish the need for, and use of, Aids to Navigation
12. the purpose, powers and working practices of statutory and other organisations that may be concerned with conservancy
13. the nature of the interaction between the port and statutory or other organisations, including the extent of the port's obligation to cooperate on conservancy matters

PSS HM110

Manage conservancy

14. the responsibilities a port undertakes when acting as a Local Lighthouse Authority including typical:
 - 14.1. service levels
 - 14.2. inspection and maintenance procedures
15. the range, operating principles, benefits and constraints of aids to navigation that are potentially available for port use
16. typical principles, content and format of an asset register and how to produce one
17. the types of inspections, planned maintenance routines and records typically applied to marine assets and port infrastructure
18. how to plan and operate a budget

PSS HM110

Manage conservancy

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Status	Reviewed and up-issued
Originating organisation	Port Skills and Safety
Original URN	PSS HM110
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, conservancy, navigation, navigational information, port user, hydrographic, hydrography, aid to navigation, assistant harbour master

Overview

This standard covers the competence required to manage other marine activities.

It includes operating and administering port recreational and other activities and port facilities through policies, directions, guidance, licensing and port user engagement.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM111

Manage other marine service providers and users

Performance criteria

You must be able to:

1. develop formal policies, directions and guidance for routine and non-routine port marine recreational and other port marine activities in consultation with stakeholders:
 - 1.1. taking into account potential risks
 - 1.2. identifying suitable controls
2. ensure the policies, directions and guidance for routine and non-routine port marine recreational and other port marine activities are circulated to affected stakeholders
3. operate and enforce formal policies, directions and guidance for routine and non-routine port marine recreational and other port marine activities
4. administer port-owned recreational facilities
5. develop formal licensing policy and systems for commercial and passenger craft and their operators
6. develop, implement and enforce formal licensing, policy and systems for activities relevant to the port
7. build relationships with port users
8. manage port marine assets and infrastructure including:
 - 8.1. purchase/replacement
 - 8.2. inspection
 - 8.3. maintenance and repair

PSS HM111

Manage other marine service providers and users

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance concerning port use and recreational safety
2. the extent and features of the physical environment for which the harbour master has responsibility and authority
3. the port marine recreational and other activities typically undertaken in the physical environment for which the harbour master has responsibility and authority and/or which might impact on the safe and efficient use of the harbour
4. the risks that are typically associated with recreational marine activities
5. how recreational marine risks should feature in the port risk register
6. how recreational marine risks are managed through the safety management system
7. what local legislation might typically exist in respect of recreational marine activities
8. how to engage with recreational event organisers to ensure risks are managed
9. the typical means for promulgating details of non-routine recreational events to other port users who might be affected
10. the typical recreational facilities that a port might own or wish to acquire
11. typical administrative arrangements for operation and hiring out port recreational facilities
12. how documented inspection and maintenance routines can assist in reducing risks
13. the legislation required by a port in order to license commercial and passenger vessels
14. the types of commercial and passenger vessels that a port may be required to licence
15. typical administrative arrangements for licensing commercial and passenger vessels
16. availability of towage provision

PSS HM111

Manage other marine service providers and users

17. towage methods and their respective benefits/constraints

PSS HM111

Manage other marine service providers and users

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Originating organisation	Port skills and Safety
Original URN	PSS HM111
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, port recreation, port facilities, directions, port user, assistant harbour master

Overview

This standard covers the competence required to plan for and manage port marine emergencies and periods of disruption.

It includes determining potential navigational and non-navigational emergencies; the preparation, exercising and operation of a port emergency response plan; discharging responsibilities under civil contingencies legislation; contributing to business continuity; responding to a marine pollution incident.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM112

Plan for and manage port emergencies and periods of disruption

Performance criteria

You must be able to:

1. assess the types and potential consequences of navigational and non-navigational port emergencies:
 - 1.1. based on assessment of port hazards, risks and controls
 - 1.2. in consultation with stakeholders
2. develop an integrated Response Plan for port emergencies and circulate it to appropriate stakeholders
3. resource the port emergency Response Plan including equipment:
 - 3.1. purchase/replacement
 - 3.2. inspection
 - 3.3. maintenance and repair
4. exercise the port emergency Response Plan
5. review the port emergency Response Plan:
 - 5.1. periodically
 - 5.2. in light of new information
6. implement the response plan in the event of a port emergency
7. contribute to the development of an effective port Business Continuity Plan
8. determine the types and potential consequences of port pollution incident:
 - 8.1. based on assessment of port hazards, risks and controls
 - 8.2. in consultation with stakeholders
9. develop a port counter-pollution plan to minimise navigational, environmental, commercial, and reputational impact and circulate it to affected stakeholders
10. resource the port counter-pollution plan including equipment:
 - 10.1. purchase/replacement
 - 10.2. inspection

PSS HM112

Plan for and manage port emergencies and periods of disruption

- 10.3. maintenance and repair
- 11. exercise the port counter-pollution plan
- 12. review the port counter-pollution plan:
 - 12.1. periodically
 - 12.2. in light of new information
- 13. manage a pollution incident, minimising navigational, environmental, commercial, and reputational impact
- 14. respond to third party enquiries concerning emergencies or pollution incidents

PSS HM112

Plan for and manage port emergencies and periods of disruption

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance
2. the extent and features of the physical environment for which the harbour master has responsibility and authority
3. the port marine operations and activities typically undertaken in the physical environment for which the Harbour Master has responsibility and authority and/or which might impact on the safe and efficient use of the harbour
4. current port marine regulations, guidance and codes relating to emergencies and pollution incidents
5. potential port emergency and pollution incident:
 - 5.1. types
 - 5.2. severity categories
 - 5.3. likely consequences
6. the types of port emergency or pollution incident control measures and their respective benefits/constraints
7. how to assess the emergency/incident mitigation effects of control measures
8. who the appropriate port emergency and pollution incident stakeholders are
9. the powers and working practices of statutory and other organisations that may be concerned with responding to a port emergency or pollution incident
10. the nature of the interaction between the port and statutory or other organisations, including the extent of the port's obligation to cooperate on emergencies or pollution incidents
11. how to develop effective relationships with statutory and other organisations that might be involved in an emergency or pollution incident
12. how to design and run a response plan exercise
13. how to manage media enquiries in the event of an incident

PSS HM112

Plan for and manage port emergencies and periods of disruption

14. Principles of business continuity planning and:

- 14.1. which core operations, services and resources need to be sustained
- 14.2. national business continuity guidance
- 14.3. how to discharge responsibilities under civil contingencies legislation

PSS HM112

Plan for and manage port emergencies and periods of disruption

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Original URN	PS HM112
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master, deputy harbour master, port marine emergency, marine emergency, navigation emergency response, civil contingency, business continuity, pollution, assistant harbour master

Overview

This standard covers the competence required to manage a port's marine environmental responsibilities including producing and operating a port environmental management system; managing maintenance dredging; managing capital dredging and managing port waste

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM113

Manage the port marine environmental status

Performance criteria

You must be able to:

1. identify and formally document port marine environmental status and conservation features in consultation with stakeholders
2. comply with international and national regulations relevant to port environmental management
3. manage the environmental impact of port marine operations
4. assess the need for capital and maintenance dredging
5. manage port waste, including:
 - 5.1. developing a port waste management policy and plan
 - 5.2. resourcing the management of port waste
 - 5.3. operating the port waste management system
 - 5.4. monitoring and reviewing port waste management

PSS HM113

Manage the port marine environmental status

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance
2. the extent and features of the physical environment for which the harbour master has responsibility and authority
3. what port activities are likely to have an impact on the environment, and what adverse consequences could potentially arise from those activities
4. the types and classification of port environmental and conservational features
5. current regulations, guidance and codes relating to port environmental management, including requirements for licenses and consents
6. who the port environmental management stakeholders are
7. the powers and working practices of statutory and other organisations that may be concerned with port environmental management
8. typical conservation measures a port might use to protect the environment within its jurisdiction
9. how to assess the risk mitigation effect of conservation measures
10. the typical format and content of a port environmental policy
11. the principles of environmental impact assessments
12. the typical format, content and issues addressed in port waste management policies and plans
13. how to produce a formally documented port environmental management system in consultation with appropriate stakeholders to:
 - 13.1. assess
 - 13.2. control
 - 13.3. monitor and recordthe environmental impact of port marine operations
14. the typical format, content and issues addressed in maintenance dredging policies and plans including:

PSS HM113

Manage the port marine environmental status

- 14.1. licensing
- 14.2. monitoring of dredging and disposal
- 15. how to manage maintenance dredging, including:
 - 15.1. develop a dredging policy and dredge plan
 - 15.2. gain consent for dredging and disposal
 - 15.3. resource the dredging policy and dredge plan
 - 15.4. monitor and review the dredging policy and dredge plan
- 16. the typical criteria, processes and requirements of capital dredging projects
- 17. how to manage capital dredging, including:
 - 17.1. plan capital dredging
 - 17.2. gain consent
 - 17.3. resource capital dredging
 - 17.4. monitor and review capital dredging

PSS HM113

Manage the port marine environmental status

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Originating organisation	Port Skills and Safety
Original URN	PSS HM113
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, port marine environment, assistant harbour master

Overview

This standard covers the competence required to manage port security.

It includes assessing port security needs in consultation with stakeholders; the establishment, operation, maintenance and review of appropriate security; cooperation with relevant agencies; compliance with regulatory security requirements.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour. This is an essential unit for any Harbour Master with defined responsibilities under national and international security codes and regulations.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM114

Manage port security

Performance criteria

You must be able to:

1. conduct a port security assessment in consultation with stakeholders to establish the type and level of security regime required and communicate the findings to the affected stakeholders
2. manage port security, including:
 - 2.1. developing appropriate port security policies and plans
 - 2.2. resourcing the management of port security
 - 2.3. operating an appropriate port security system
 - 2.4. monitoring and reviewing port security
 - 2.5. conducting port security exercises
3. cooperate with enforcement and other relevant agencies to ensure effective port security and comply with regulatory security requirements
4. maintain auditable records in line with the port security plan

Knowledge and understanding

You need to know and understand:

1. international and national regulations; local legislation, codes of practice, standards, frameworks and industry guidance applicable to port security
2. the extent and features of the physical environment for which the harbour master has responsibility and authority
3. the nature of the interaction between the port and statutory or other organisations, with respect to port security including the extent of the port's obligation to cooperate on security matters
4. the different types and levels of port security assessment and how to conduct them
5. the different types of security risk likely to arise at a port
6. typical measures a port might use to protect its security and their respective benefits/constraints
7. how to assess the risk mitigation effect of security control measures
8. the powers available to a port for maintaining its security
9. how to design and run a port security exercise

PSS HM114

Manage port security

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Status	Reviewed and up-issued
Originating organisation	Port Skills and Safety
Original URN	PSS HM114
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, port security, manage port security, security, consultation, regulatory security requirements, assistant harbour master

Overview

This standard covers the competence required to manage marine employee health and safety.

The main focus is on the land-side activities of marine department personnel and others to whom the Harbour Master owes a duty of care. However, this standard may also apply to on-water operations. The land-side focus differentiates this standard from standard PSS HM101 Manage port marine safety, which has a wider remit and is primarily marine (on-water) focussed. The standard includes conducting a risk assessment; producing, documenting, operating and reviewing safety systems.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM115

Manage marine employee workplace health and safety

Performance criteria

You must be able to:

1. conduct a formal risk assessment to identify all hazards associated with land-side marine employee work place activities, in consultation with stakeholders; including hazards on land, on-water and at the land/water interface
2. assess level of risk associated with hazards using a recognised process
3. document hazards and risks in a formal workplace risk assessment
4. identify and formally document suitable and sufficient workplace control measures
5. implement control measures that reduce risks to as low as reasonably practicable
6. operate a formally documented Safety Management System (SMS) ensuring controls are monitored and maintained and risks remain as low as reasonably practicable
7. ensure that safety policies, plans, procedures and systems information are circulated to affected stakeholders
8. monitor and maintain controls
9. set key performance indicators in relation to land-side safety performance
10. measure and routinely report on land-side safety performance to the organisation management/duty holder

PSS HM115

Manage marine employee workplace health and safety

Knowledge and understanding

You need to know and understand:

1. international and national regulations; codes of practice, standards, frameworks and industry guidance
2. the port marine operations and activities typically undertaken in the physical environment for which the harbour master has responsibility and authority and/or which might impact on the safety of:
 - 2.1. marine staff
 - 2.2. other port employees
 - 2.3. others accessing the port
3. how to locate and select information, relevant to the area of responsibility and authority, concerning port:
 - 3.1. hazards
 - 3.2. risks
 - 3.3. regulatory changes
 - 3.4. incidents and accidents
 - 3.5. organisation safety and port industry good practice
 - 3.6. operations and activities
4. how to conduct a formal safety risk assessment
5. the types of control measures appropriate to port hazards and their respective benefits/constraints
6. how to assess the risk mitigation effect of control measures
7. the As Low As Reasonably Practicable principle
8. the principles, content and format of port marine safety documentation:
 - 8.1. Risk Register
 - 8.2. Safety Management System
9. how to promulgate policies, plans, procedures and systems
10. where and how to locate appropriate information in relation to organisational Key Performance Indicators

PSS HM115

Manage marine employee workplace health and safety

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Status	Reviewed and up-issued
Originating organisation	Port Skills and Safety
Original URN	PSS HM115
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, marine employee, health and safety, duty of care, risk assessment, safety documentation, safety systems, assistant harbour master

Overview

This standard covers the competence required to manage marine employees.

The standard includes establishing the staffing and skill levels required; identifying employee numbers and skill levels necessary to deliver the port marine services; managing employee recruitment, training and performance.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations; codes of practice, standards, frameworks and industry guidance

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM116

Manage marine employees

Performance criteria

You must be able to:

1. assess operational requirements to identify the employee structure and skill levels required to deliver a safe and efficient service
2. manage employee:
 - 2.1. recruitment and selection
 - 2.2. training
 - 2.3. professional development
 - 2.4. performance management
3. develop and implement effective employee communications including dialogue with workforce representatives
4. implement workplace succession planning

PSS HM116

Manage marine employees

Knowledge and understanding

You need to know and understand:

1. international and national regulations; codes of practice, standards, frameworks and industry guidance
2. how a marine department is typically constituted and managed, including:
 - 2.1. assignment of roles, duties, responsibilities and authority
 - 2.2. operational conduct
 - 2.3. rosters, working hours and rest periods
 - 2.4. communication arrangements
 - 2.5. provision and use of work equipment
 - 2.6. recruitment and training
 - 2.7. assessment and re-assessment of competence
 - 2.8. authorisation, re-validation, revocation and suspension
 - 2.9. disciplinary arrangements
 - 2.10. performance management systems
3. who the stakeholders and workforce representatives are in the marine organisation
4. current employment regulations, guidance and codes

PSS HM116

Manage marine employees

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Status	Reviewed and up-issued
Originating organisation	Port Skills and Safety
Original URN	PSS HM116
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, manage marine employees, marine employees, skills assessment, marine services, recruitment, training, performance management, assistant harbour master

Overview

This standard covers the competence required to contribute to port management.

It includes developing contributing to and implementing port business; management of non-routine assets and infrastructure; managing projects; operating a port marine budget; change management; quality management; customer service.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port

PSS HM117

Contribute to port management

Performance criteria

You must be able to:

1. develop and implement port marine business including:
 - 1.1. strategy
 - 1.2. targets
 - 1.3. key performance indicators and measurement
2. contribute to the port business strategy by:
 - 2.1. providing information and ideas
 - 2.2. producing plans
 - 2.3. identifying revenue opportunities and cost efficiency measures
3. manage non-marine infrastructure and assets including:
 - 3.1. purchase/replacement
 - 3.2. inspection
 - 3.3. maintenance and repair
4. manage projects to quality, time and cost
5. develop and manage a port marine budget
6. plan, lead and implement change
7. contribute to quality management processes
8. deliver effective customer service
9. promote the port in business and other forums

PSS HM117

Contribute to port management

Knowledge and understanding

You need to know and understand:

1. the principle revenue and expenditure streams of the port and the contribution made to port business by the marine function
2. principles and practice of business strategy
3. the typical non-marine assets that may be found in a port and the principles and practice of managing them
4. the principles of project management and how to apply them
5. the factors likely to affect the financial performance of a port
6. how to develop and operate a budget
7. the principles and practice of effective change management
8. the principles and practice of quality management
9. the principles and practice of effective customer service
10. the principles and practice of effective business networking

PSS HM117

Contribute to port management

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Originating organisation	Port Skills and Safety
Original URN	PSS HM117
Relevant occupations	Harbour Masters and those with delegated Harbour Master powers
Suite	Harbour Masters
Key words	safe and efficient use of the harbour, harbour, marine, port, harbour master deputy harbour master, port management, business management, assets, infrastructure, project management, budget, change management, quality, customer service, assistant harbour master