



Part of the
Enginuity Group

Qualification Manual

EAL Level 2 NVQ in Port Operations

Qualification Number: **610/3208/6**

Issue 1



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1.0 About EAL

For over fifty years, EAL has been the specialist awarding organisation for engineering, manufacturing, building services and related sectors. Developed to the highest technical standards, our qualifications reflect ever-changing industry and regulatory needs. We support the providers of our qualifications with an unparalleled level of service to ensure that learners are well prepared to take the next step in their journeys, whether study, an apprenticeship or work.

Through industry partnerships with EAL centres and training providers, decades of experience supporting our core sectors, and our role as part of the Enginuity Group, we have built unrivalled knowledge and understanding of employer skills needs. As a result, EAL's skills solutions, including apprenticeship End-Point Assessment, External Quality Assurance and qualifications are respected and chosen by employers to deliver real lifelong career benefits for all our learners. That's why in the last ten years, 1.2 million people across the UK have taken EAL qualifications.

1.1 Equal Opportunities and Diversity

EAL expects its centres to enable learners to have equal access to training and assessment for qualifications in line with equalities legislation. Further details can be located in the EAL Equal Opportunities and Diversity Policy:

<http://www.eal.org.uk/centre-support/centre-support/policies-and-important-documents>

1.2 Customer Experience and Feedback

Customer Experience is a fundamental part of EAL's commitment to you. EAL aims to ensure that all customers receive a high-quality efficient service. We are always interested in feedback and if you have any comments or feedback on our qualifications, products or services, please contact the Customer Experience team:

EAL Customer Experience

Tel: +44 (0)1923 652 400

Email: Customer.Experience@eal.org.uk

2.0 Introduction to the Qualification

2.1 What is the purpose of this qualification?

This qualification is a National Vocational qualification (NVQ). It involves the skills and knowledge needed to do the job, ability to organise work and identify and prevent problems. NVQs are based on national occupational standards, which the learner must meet to be competent in a particular task. The achievement of NVQs will encourage an employee to value their contribution to the workplace, and it will develop their skills and potential. This qualification requires occupational evidence.

2.2 Who is this qualification for?

This qualification is individuals who need recognition of their competence in one or more of a wide variety of Port operations activities and also need a nationally recognised qualification at level two. The qualification may also be suitable for learners who are working in a Port operations environment and would like to work towards a relevant Level 2 qualification and/or are considering a career change and wish to develop new skills within the industry.

It is suitable for learners aged:

16-18

19+

2.3 What does this qualification cover?

The skills and knowledge in one or more of a wide variety of Port operations activities including:

- Securing and transporting cargo
- Moving loads and cargo by various methods
- Handling various cargos
- Planning and implementing a lifting plan
- Berthing vessels
- Handling and navigating port craft

Typical Job roles include:

- Loading, unloading, handling and securing cargo (including general, bulk, project, liquid and freight containers).
- Warehousing, storage and retrieval of cargos e.g. checking, marking and despatching cargo.
- Roll-on/roll-off (RoRo) vessel operations, e.g. moving various kinds of wheeled vehicles via ramps.
- On-shore mooring and vessel handling operations.
- Passenger operations e.g. directing passengers and handling baggage.
- Workplace transport operations, e.g. directing and moving driving vehicles/cargo
- Infrastructure operations e.g. operating lock gate and bridges.

- Operate heavy machinery, operate specialised port operating equipment (such as ship-to-shore container and general cargo cranes, conveyor belts/suction pipes for grain and pipelines for oil tankers) and lifting and handling equipment (such as mobile cranes, lift trucks, materials handlers, straddle carriers, reach stackers etc.).

2.4 Accreditation and industry support for this qualification

This qualification is:

- Regulated at level 2
- Has been developed in conjunction with industry and training providers.

2.5 Qualification Support Materials

The following materials are available for this qualification:

Qualification Units:

Each unit that forms part of the qualification relates to a defined area of skills and/or knowledge and contains the following information:

- **A unit title** – this provides a concise description of unit content
- **Guided learning hours (GLH)** – this is the number of hours of teacher-supervised or directed study time that is normally required to teach the content of the unit
- **Unit aim** – this sets out the broad purpose and objective of the unit
- **Unit assessment information** – this sets out the assessment methods for the unit and/or other specific requirements that need to be adhered to in assessing the unit
- **Learning outcomes** – these specify what a learner is expected to know, understand or be able to do as a result of the process of learning
- **Assessment criteria** – these specify the standard a learner is expected to meet to demonstrate that the learning outcomes of the unit have been achieved and will be used as the basis for any assessments that the learner undertakes.

All materials can be accessed by EAL registered Centres from the EAL Website
www.eal.org.uk

2.6 Achievement of the Qualification

This qualification is gained when all the necessary units have been achieved. The centre will then be able to apply for the learner's Certificate. The learner will also receive a Certificate of Unit Credit, listing all the units they have achieved.

However, if they don't manage to complete the full qualification learners can still claim a Certificate of Unit Credit for the units achieved therefore, they still have proof of their ability and could complete the qualification at a later date.

Units can also be taken individually (standalone). This manual must be used in conjunction with the delivery and assessment of any individual units to ensure that assessment requirements and methodologies are consistently applied.



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2.7 Progression Opportunities

Further information can be obtained from the EAL website www.eal.org.uk or alternatively contact:

EAL Customer Experience:

Tel: +44 (0)1923 652 400

Email: customer.experience@eal.org.uk

3.0 Qualification Structure

3.1 Rule of Combination

This qualification has a minimum of 60 guided learning hours (GLH) and it has a total qualification time of 80 hours which is the notional time required by the learner to complete the qualification. Learners will need to complete the two mandatory units followed by the required number of optional units.

The learner must complete a minimum of 7 units: This should consist of the 2 mandatory unit plus optional units from groups A (at least 2, but no more than 3 units) and one pathway from optional units B (at least 3, but no more than 4 units). A maximum of 4 units at Level 1 can be taken throughout the qualification.

Mandatory unit: This unit must be achieved:

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2 001	Work safely	2	12	15	A/650/8323
PSSP2 002	Maintain security in ports	2	8	10	T/650/8377

Optional Units Group A select at least 2 units and no more than 3 units

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/005	Work safely with dangerous cargo	2	8	10	Y/650/83 78
PSSP2/006	Work safely near water	1	8	10	A/650/83 79
PSSP2/009	Work safely at heights	2	20	30	H/650/83 80
PSSP2/010	Work safely in confined spaces	2	16	20	J/650/83 81
PSSP2/012	Respond to emergency situations	3	30	30	D/650/83 24
PSSP2/013	Respond to a pollution incident	2	16	20	F/650/83 25
PSSP2/014	Administer emergency first aid in ports	2	28	40	H/650/83 26
PSSP2/015	Respond to emergency situations aboard vessels	2	30	30	J/650/83 27
PSSP2/016	Maintain environmental good practices within ports	2	23	30	K/650/83 28
PSSP2/017	Give customers a positive impression of yourself and your organisation	2	33	50	L/650/83 29
PSSP2/018	Develop productive working relationships with colleagues	2	27	90	T/650/83 30
PSSP2/077	Resolve customer service problems	2	25	30	Y/650/83 31

Pathway: Cruise and Ferry Terminal Operations (CFT)

Optional Group B select at least 3 units and no more than 4 units

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/021	Check, mark and record cargo	2	16	20	A/650/83 32
PSSP2/022	Secure cargo	2	8	10	D/650/83 33
PSSP2/023	Transfer loads through slinging and signalling	2	20	20	F/650/83 34
PSSP2/024	Load and unload cargo transport units	2	40	40	H/650/83 35
PSSP2/025	Receive, store and dispatch cargo	2	15	30	J/650/83 36
PSSP2/026	Handle loads manually	1	20	20	K/650/83 37
PSSP2/027	Support cargo handling operations associated with RO/RO vessels	2	8	10	L/650/83 38
PSSP2/028	Move loads using mobile lifting equipment	2	40	40	M/650/83 39
PSSP2/030	Lift and position loads by crane	2	60	60	Y/650/83 40
PSSP2/034	Drive shore-based tractor units	2	30	30	A/650/83 41
PSSP2/035	Drive tractor vehicles within Ro/Ro vessels	2	30	30	D/650/83 42
PSSP2/036	Drive light vehicles on and off Ro/Ro vessels	2	30	30	H/650/83 53
PSSP2/043	Berth vessels	2	8	10	H/650/83 44
PSSP2/044	Position access equipment on vessels	2	12	20	J/650/83 45

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/053	Transfer passengers to/from small vessels	2	16	20	K/650/83 46
PSSP2/057	Undertake basic maintenance and servicing of vehicles	2	16	20	L/650/83 47
PSSP2/061	Operate radio equipment	2	14	20	M/650/83 48
PSSP2/065	Use IT Systems	1	20	30	R/650/83 49
PSSP2/070	Fuel vessels	2	40	50	A/650/83 50
PSSP2/076	Control vehicle movements	2	25	30	L/650/83 65
PSSP2/078	Process travel documents	2	25	30	M/650/83 66
PSSP2/079	Process baggage	2	25	30	R/650/83 67
PSSP2/084	Maintain records of vessel movement	2	8	10	J/650/83 72

Pathway: General Operations (GO)

Optional Group B select at least 3 units and no more than 4 units

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2 021	Check, mark and record cargo	2	16	20	A/650/83 32
PSSP2 022	Secure cargo	2	8	10	D/650/83 33
PSSP2 023	Transfer loads through slinging and signalling	2	20	20	F/650/83 34
PSSP2 026	Handle loads manually	1	20	20	K/650/83 37
PSSP2 030	Lift and position loads by crane	2	60	60	Y/650/83 40
PSSP2 034	Drive shore-based tractor units	2	30	30	A/650/83 41
PSSP2 040	Handle port craft	2	30	30	L/650/83 56
PSSP2 041	Navigate port craft	2	30	30	M/650/8 357
PSSP2 044	Position access equipment on vessels	2	12	20	J/650/83 45
PSSP2 053	Transfer passengers to/from small vessels	2	16	20	K/650/83 46
PSSP2 057	Undertake basic maintenance and servicing of port plant and equipment	2	16	20	L/650/83 47
PSSP2 061	Operate radio equipment	2	14	20	M/650/8 348
PSSP2 062	Operate marine radar equipment	2	14	20	R/650/83 58
PSSP2 065	Use IT Systems	1	20	30	R/650/83 49

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2 069	Handle unpowered craft	3	65	80	T/650/83 59
PSSP2 070	Fuel vessels	2	40	50	A/650/83 50
PSSP2 071	Position moorings and lay buoys	2	30	40	D/650/83 60
PSSP2 072	Maintain clear channels and water areas	2	40	50	F/650/83 61
PSSP2 073	Establish water depths	2	40	50	H/650/83 62
PSSP2 074	Operate lock systems	2	30	50	J/650/83 63
PSSP2 075	Operate bridges	2	30	30	K/650/83 64
PSSP2 076	Control vehicle movements	2	25	30	L/650/83 65
PSSP2 080	Plan and coordinate routine maintenance of port plant and equipment	2	32	30	T/650/83 68
PSSP2 081	Maintain marine equipment	2	32	40	Y/650/83 69
PSSP2 082	Clean and maintain port craft	2	16	20	F/650/83 70
PSSP2 083	Undertake minor repairs to port infrastructure	2	32	40	H/650/83 71
PSSP2 084	Maintain records of vessel movement	2	8	10	J/650/83 72

Pathway: Stevedoring Operations (SO)

Optional Group B select at least 3 units and no more than 4 units

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/021	Check, mark and record cargo	2	16	20	A/650/83 32
PSSP2/022	Secure cargo	2	8	10	D/650/83 33
PSSP2/023	Transfer loads through slinging and signalling	2	20	20	F/650/83 34
PSSP2/024	Load and unload cargo transport units	2	40	40	H/650/83 35
PSSP2/025	Receive, store and dispatch cargo	2	15	30	J/650/83 36
PSSP2/026	Handle loads manually	1	20	20	K/650/83 37
PSSP2/028	Move loads using mobile lifting equipment	2	40	40	M/650/83 39
PSSP2/029	Move containers using shore-based lifting equipment	2	40	40	D/650/83 51
PSSP2/030	Lift and position loads by crane	2	60	60	Y/650/83 40
PSSP2/033	Handle dry bulk cargo using automated equipment	2	3	30	F/650/83 52
PSSP2/034	Drive shore-based tractor units	2	3	30	A/650/83 41
PSSP2/035	Drive tractor units within RO/RO vessels	2	3	30	D/650/83 42
PSSP2/036	Drive vehicles on or off RO/RO vessels	2	3	30	H/650/83 53
PSSP2/038	Trim and clean out dry bulk cargo	2	1	10	J/650/83 54

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/039	Operate equipment for moving bulk liquids	2	3	30	K/650/83 55
PSSP2/043	Berth vessels	2	8	10	H/650/83 44
PSSP2/061	Operate radio equipment	2	14	20	M/650/83 48
PSSP2/065	Use IT Systems	1	20	30	R/650/83 49
PSSP2/076	Control vehicle movements	2	25	30	L/650/83 65

Pathway: Marine Operations (MO)

Optional Group B select at least 3 units and no more than 4 units

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/021	Check, mark and record cargo	2	16	20	A/650/83 32
PSSP2/022	Secure cargo	2	8	10	D/650/83 33
PSSP2/023	Transfer loads through slinging and signalling	2	20	20	F/650/83 34
PSSP2/030	Lift and position loads by crane	2	60	60	Y/650/83 40
PSSP2/040	Handle port craft	2	30	30	L/650/83 56
PSSP2/041	Navigate port craft	2	30	30	M/650/83 57
PSSP2/043	Berth vessels	2	8	10	H/650/83 44
PSSP2/044	Position access equipment on vessels	2	12	20	J/650/83 45
PSSP2/053	Transfer passengers to/from small vessels	2	16	20	K/650/83 46
PSSP2/057	Undertake basic maintenance and servicing of port plant and equipment	2	16	20	L/650/83 47
PSSP2/061	Operate radio equipment	2	14	20	M/650/83 48
PSSP2/062	Operate marine radar equipment	2	14	20	R/650/83 58
PSSP2/065	Use IT Systems	1	20	30	R/650/83 49
PSSP2/069	Handle unpowered craft	3	65	80	T/650/83 59

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/070	Fuel vessels	2	40	50	A/650/83 50
PSSP2/071	Position moorings and lay buoys	2	30	40	D/650/83 60
PSSP2/072	Maintain clear channels and water areas	2	40	50	F/650/83 61
PSSP2/073	Establish water depths	2	40	50	H/650/83 62
PSSP2/074	Operate lock systems	2	30	50	J/650/83 63
PSSP2/075	Operate bridges	2	30	30	K/650/83 64
PSSP2/076	Control vehicle movements	2	25	30	L/650/83 65
PSSP2/080	Plan and coordinate routine maintenance of port plant and equipment	2	32	30	T/650/83 68
PSSP2/081	Maintain marine equipment	2	32	40	Y/650/83 69
PSSP2/082	Clean and maintain port craft	2	16	20	F/650/83 70
PSSP2/083	Undertake minor repairs to port infrastructure	2	32	40	H/650/83 71
PSSP2/084	Maintain records of vessel movement	2	8	10	J/650/83 72

Pathway: Containers Operations (CO)

Optional Group B select at least 3 units and no more than 4 units

EAL Code	Unit title	Level	GLH	TQT	Ofqual Code
PSSP2/021	Check, mark and record cargo	2	16	20	A/650/83 32
PSSP2/022	Secure cargo	2	8	10	D/650/83 33
PSSP2/023	Transfer loads through slinging and signalling	2	20	20	F/650/83 34
PSSP2/024	Load and unload cargo transport units	2	40	40	H/650/83 35
PSSP2/025	Receive, store and dispatch cargo	2	15	30	J/650/83 36
PSSP2/026	Handle loads manually	1	20	20	K/650/83 37
PSSP2/028	Move loads using mobile lifting equipment	2	40	40	M/650/83 39
PSSP2/029	Move containers using shore-based lifting equipment	2	40	40	D/650/83 51
PSSP2/030	Lift and position loads by crane	2	60	60	Y/650/83 40
PSSP2/034	Drive shore-based tractor units	2	30	30	A/650/83 41
PSSP2/043	Berth vessels	2	8	10	H/650/83 44
PSSP2/061	Operate radio equipment	2	14	20	M/650/83 48
PSSP2/065	Use IT Systems	1	20	30	R/650/83 49
PSSP2/076	Control vehicle movements	2	25	30	L/650/83 65

4.0 Centre and Qualification Approval

Centres wishing to run the qualification will need to comply with the Qualification Manual and EAL's Centre recognition criteria for this qualification upon accreditation and launch. Centres must also put in place the appropriate physical and human resources and administration systems to effectively run the qualification. Please refer to Section 5 for the requirements of Centre staff involved in the delivery of the qualification.

For existing EAL Centres to put the qualification on your Centre remit:

- To add this qualification to your Centre qualification remit, create and complete a qualification approval application form in Smarter Touch and submit to EAL.

For non EAL Centres to gain Centre approval to run the qualification:

- Please contact the EAL Customer Experience Team who will be delighted to hear from you:

Tel: +44 (0)1923 652 400

Email: Customer.Experience@eal.org.uk

5.0 Profiles and Requirements

5.1 Staff Responsible for Registering and Certification of Learners

Centres are required to appoint a suitable member of staff who can take responsibility for registering learners onto qualifications, submitting entries for assessments to EAL, and taking receipt of external assessment procedures (if appropriate). They may also be responsible for applying to EAL for learner certificates. The role may be undertaken by the same person who undertakes quality assurance.

5.2 Learners

Entry requirements

There are no formal entry requirements for this qualification; however, centres should ensure that the learners have the potential to achieve this qualification. Learners must have the minimum levels of literacy and numeracy to complete the learning outcomes and the external assessment.

Learners with particular requirements

Centres should make learners with particular requirements aware of the content of the qualification and they should be given every opportunity to successfully complete the qualification. EAL will consider any reasonable suggestions for, and from, those with disabilities that would help them to achieve the learning outcomes without compromising the standards required.

Age restrictions

Learners must be at least 16 years old.

5.3 Teaching Staff

Teaching staff must have knowledge and understanding of:

- The occupations covered by this qualification
- The qualification structure and content
- The learning outcomes and assessment criteria they are delivering.

It is a recommendation that teaching staff will:

- Have 2 years' experience in teaching/training
- or**
- Be working towards an appropriate teaching/training qualification (e.g. Cert Ed or Learning and Development trainer units)
- or**
- Hold an appropriate teaching/training qualification (e.g. Cert Ed or Learning and Development trainer units).

5.4 Assessors

The Centre MUST provide EAL with the names of any teachers, trainers or other individuals who will undertake the assessment so that these can be approved prior to them carrying out an assessment role.

Assessors must:

- Have knowledge and understanding of the assessment criteria they are assessing
- Have knowledge and understanding of the qualification structure, content and assessment components
- Understand the assessment process.

Assessors must hold:

- Level Three Award “Assessing Vocationally Related Achievement”
- or**
- Level Three Certificate “Assessing Vocationally Related Achievement”
- or**
- A1* or D32 /D33 with an Upgrade to A1 as a minimum
- or**
- SQA Accredited Learning and Development Unit L&D 9DI – Assess workplace competence using direct and indirect methods (replaces Units A1)*

* The Teaching Qualification for Secondary Education (TQSE) or the Teaching Qualification for Further Education (TQFE) (which is recognised in Scotland) these awards are acceptable providing they are the versions that are recognised as equivalents to the A1 award plus appropriate CPD.

Internal Assessors that hold either ‘D’ or ‘A’ units must also have evidence of Continuing Professional Development (CPD) to demonstrate compliance with the current Assessor standards.

Note: ‘Candidate Assessors’ who are working towards their Assessor qualifications and who do not have the requisite 2 years’ experience must be supervised by a Qualified Assessor. Candidate Assessors must have a clear action plan for achieving the Assessor qualification(s). Assessor approval will be withdrawn if a relevant qualification has not been attained within 18 months.

Assessors are also required to have a minimum of occupational experience evidenced by having an engineering sector related qualification or proven sector competence and/or experience.

Assessor continuing professional development

The occupational competence of assessors must be updated on a regular basis and be periodically confirmed via continuing professional development (CPD) via the Assessment Centre. Evidence of CPD will be sought by the External Quality Assurer (EQA) for all approved Assessors at the Centre.

It is the responsibility of each assessor to identify and make use of opportunities for CPD, such as industry conferences, access to trade journals, and Professional Body/Trade Association events, at least on an annual basis to enhance and upgrade their professional development and technical knowledge.

It is imperative that records are kept of all such CPD opportunities/occasions and that they provide evidence of cascading such technical knowledge and industry intelligence to all relevant colleagues.

5.5 Internal Quality Assurers

This relates to staff undertaking internal verification of assessment. The Centre **MUST** provide EAL with the names of any Internal Quality Assurers who will undertake internal quality assurance, so that these can be approved prior to them carrying out this role.

The main focus of internal quality assurance (IQA) for this qualification is:

- The quality assurance of assessment procedures, including standardisation of assessment practice across different assessors within the Centre
- Internal standardisation of marking and moderation of learner marks awarded

Internal quality assurance staff must:

- Be familiar with the occupation(s) covered by this qualification
- Have knowledge and understanding of the qualification structure and content
- Understand the assessment process and the role of quality assurance.

Internal quality assurance staff must also hold the following:

- Level Three Certificate “Assessing Vocationally Related Achievement”
or
- A1 or D32/D33 with an upgrade to A1 as a minimum
or
- Learning and Development Unit L&D 9DI – Assess workplace competence using direct and indirect methods
And
- Level Four Award “Internal Quality assurance of assessment processes and practice”
or
- Level Four Certificate “leading the Internal Quality assurance of assessment processes and practice”
or
- V1 or D34 with an upgrade to V1 as a minimum*

*The Teaching Qualification for Secondary Education (TQSE) or the Teaching Qualification for Further Education (TQFE) these awards are acceptable providing they are the versions that are recognised as equivalents to the A1 award plus appropriate CPD.

Internal Quality Assurers holding D units must have evidence of CPD to demonstrate compliance with the A and V units

or

- SQA Accredited Learning and Development Unit L&D 11 “Internally monitor and maintain the quality of workplace assessment”.

It is recommended that ‘Candidate Internal Quality Assurers have a clear action plan for achieving the IQA qualification(s).

IQA approval will be withdrawn if the qualification / units have not been attained within 18 months.

Quality assurance staff are also required to have a minimum of occupational experience evidenced by having an engineering sector related qualification or proven sector competence and/or experience, plus access to relevant ‘occupational expertise’, which will enable them to conduct their quality assurance role appropriately. This evidence and access to ‘occupational expertise’ is quality assured by EAL.

Continuing professional development of internal quality assurance staff

The occupational experience of quality assurance staff must be updated on a regular basis and be periodically confirmed via continuing professional development (CPD) via the Assessment Centre. This will be quality assured by EAL.

It is the responsibility of each internal quality assurance staff member to identify and make use of opportunities for CPD, such as industry conferences, access to trade journals, and SSC and Professional Body/Trade Association events, at least on an annual basis to enhance and upgrade their professional development and technical knowledge. It is imperative that records are kept of all such CPD opportunities/occasions and that they provide evidence of cascading such technical knowledge and industry intelligence to all relevant colleagues.

5.6 Staff invigilating external assessments

This relates to staff that are conducting and controlling exam sessions only.

These personnel must:

- Have experience in conducting and controlling exam sessions

or

- Be supervised, conducting this function, by an individual experienced in conducting and controlling exam sessions
- Have knowledge, understanding and compliance to EAL examination procedures ‘Procedures for Conducting the Exam Component within EAL Qualifications’ (EAF 1), see website.

Note; A tutor/assessor who has prepared the learners for the subject of the exam must not be the sole Supervisor at any time during an exam of that subject(s).

6.0 Assessment

6.1 Aspects to be Assessed Through Performance in the Workplace

Direct evidence produced through normal performance in the workplace is the primary source for meeting the requirements. This includes naturally occurring documentary evidence (hard copy and electronic), direct observation of activities and witness testimony as relevant.

In order to demonstrate competent performance for a unit, learners will need to show consistent performance across multiple examples and must be sufficient to show that the performance requirements of the unit have been carried out to the prescribed standards. It is possible that some of the scope/range items may be covered more than once. If, however, the examples chosen of performance evidence are not sufficient to cover all the specified scope/range items, then further examples of performance evidence will be required to ensure this coverage is achieved.

The most effective way of assessing competence, especially for the performance statements in relation to scope/range items, is through direct observation of the learner. Assessors must make sure that the evidence provided reflects the learner's competence and not just the achievement of a training programme.

Evidence that has been produced from team activities is only valid when it clearly relates to a learner's specific and **individual** contribution to the activity (e.g. loading and discharging operations), and not to the general outcome(s).

Items of performance evidence often contain features that apply to more than one unit and can be used as evidence in any unit where appropriate.

Performance evidence must be a combination of:

- products of the learner's work, such as items that have been produced or worked on, and documents produced as part of a work activity

and

- evidence of the way the learner carried out the activities such as expert witness testimonies, assessor observations or authenticated learner reports, records or photographs of the work/activity carried out.

Competent performance is more than just carrying out a series of individual set tasks. Many of the units contain statements that require the learner to provide evidence that proves they are capable of combining the various features and techniques. Where this is the case, separate fragments of evidence would not provide this combination of features and techniques and will not, therefore, be acceptable as demonstrating competent performance.

The assessor and learner need to devise an assessment plan to ensure that performance evidence is sufficient to cover all the specified assessment criteria, and which maximises the opportunities to gather evidence. Where applicable, performance evidence may be used for more than one unit.

Workplace evidence must be supported by the required evidence of knowledge and understanding.

This evidence may be identified by:

- questioning the candidate
- recognised industry education and training programme assessment or professional interview assessment that has been matched to NOS requirements
- performance evidence

There must be workplace evidence against each performance criterion. Where the workplace evidence does not cover the whole scope/range, knowledge evidence must be provided to cover the remaining items of scope/range for each relevant performance criterion.

Knowledge evidence may be established from questioning the candidate, or from industry recognised industry education and training programme assessment, or professional interview assessment, that has been matched to the requirements of the National Occupational Standards. Such assessments should also have their own independent external assessment, moderation or verification.

If there is any doubt as to what constitutes suitable evidence, the external quality assurer should be consulted.

Witness testimony

Where observation is used to obtain performance evidence this must be carried out against the unit assessment criteria. Best practice would require that such observation is carried out by a qualified Assessor. If this is not practicable, then alternative sources of evidence may be used.

For example, the observation may be carried out against the assessment criteria by someone else that is in close contact with the learner. This could be a team leader, supervisor, mentor or line manager who may be regarded as a suitable witness to the learner's competency. However, the witness must be technically competent in the process or skills that they are providing testimony for, to at least the same level of expertise as that required of the learner. It will be the responsibility of the assessor to make sure that any witness testimonies accepted as evidence of the learner's competency are reliable, auditable and technically valid.

7.0 Quality Control of Assessments

There are two major points where EAL interacts with the Centre in relation to the external quality control of assessment for a qualification and these are:

Recognition - when a Centre take on new qualifications, EAL, normally through an External Quality Assurer (EQA) ensures that the Centre is suitably equipped and prepared to deliver the new qualification

Monitoring - Throughout the ongoing delivery of the qualification EAL, through EQA monitoring and other mechanisms will review the quality and consistency of assessment and internal quality assurance and recommend actions to address issues of concern.

Recognition

In granting approval, EAL, normally through its EQAs, will ensure that the prospective Centre:

- Meets any procedural requirements specified by EAL
- Has sufficient and appropriate physical and staff resources
- Meets relevant health and safety and/or equality and access requirements
- Has a robust plan for the delivery, assessment and QA for the qualifications (including, where appropriate, scope for involving employers).

EAL may decide to visit the Centre to view the evidence provided.

Monitoring

EAL, through EQA monitoring and other mechanisms will ensure that:

- A strategy is developed and deployed for the on-going monitoring of the Centre – this will be based on an active risk assessment of the Centre, and will include details of the learner, assessor and internal quality assurer's sampling strategy and the rationale behind this
- The Centre's internal quality assurance processes are effective in learner assessment
- Sanctions are applied to a Centre where necessary and that corrective actions are taken by the Centre and monitored by the EQA
- Reviews of EAL's external auditing arrangements are undertaken.

Appendix 1: Unit Summary

Unit name: Work safely

Level 2

Unit Code: PSSP2-001

Overview

This unit identifies the competencies you need to maintain the health and safety of yourself and others within your own area of operations in the port environment. It includes complying with health and safety systems and procedures, identifying hazards, evaluating the levels of the different risks in your workplace, monitoring activities around you and taking relevant precautions to address the risks identified.

Unit name: Maintain security in ports.

Level 2

Unit Code: PSSP2-002

Overview

This unit identifies the competencies you need to maintain security in ports. It includes: maintaining a constant awareness of potential security risks within a port, checking that only authorized personnel enter restricted and/or controlled areas and meeting the particular requirements of the International Ship and Port Security (ISPS) Code as it impacts everyone working within a port environment.

Unit name: Work safely with dangerous cargo.

Level 2

Unit Code: PSSP2-005

Overview

This unit identifies the competencies you need to work safely when handling dangerous goods as part of cargo handling operations. It includes assessing the risks involved and taking all suitable precautions when working with dangerous cargo.

Unit name: Work safely near water.

Level 1

Unit Code: PSSP2-006

Overview

This unit identifies the competencies you need to work safely near water, particularly where you work near to the quay edge, and also when working in port vessels. It includes assessing the risks involved and taking all possible precautions to prevent falling into the water.

Unit name: Work safely at heights.

Level 2

Unit Code: PSSP2-009

Overview

This unit identifies the competencies you need to work safely at heights, on land, on a quayside or when working aboard a vessel. It includes assessing risks, taking all suitable precautions, and following the correct procedures. The unit applies to individuals who work at heights, including those working, for example, on containers, gantries, ladders or similar structures from where there is a danger of falling.

Unit name: Work safely in confined spaces.

Level 2

Unit Code: PSSP2-010

Overview

This unit identifies the competencies you need to work safely when in a confined space as defined within relevant legislation. Such spaces can include, for example, the hold of a vessel or freight container. This unit includes assessing the risks involved and taking all suitable precautions, including those relevant to ensuring adequate ventilation and safe access. It also recognizes that working practices in confined spaces are regulated and should be undertaken only where strictly necessary.

Unit name: Respond to emergency situations.

Level 3

Unit Code: PSSP2-012

Overview

This unit identifies the competencies you need to make the correct, initial response to an emergency situation occurring within a port. It includes: identifying the emergency, raising the alarm, contacting the emergency services, and providing initial assistance, where it is safe to do so. This unit does not include the specific activities required to deal with the emergency, as this is normally the responsibility of appropriate specialists.

Unit name: Respond to a pollution incident.

Level 2

Unit Code: PSSP2-013

Overview

This unit identifies the competencies you need to respond to a port pollution incident under supervision. It includes oil spillage, land spills and other forms of pollution. It also includes: locating and tracking the spillage, determining its nature, containing the source and recovering the spillage.

Unit name: Administer emergency first aid in ports.

Level 2

Unit Code: PSSP2-014

Overview

This unit identifies the competencies you need to apply first aid in emergency situations. It includes responding promptly to various situations to preserve life and protect casualties until specialist aid becomes available.

Unit name: Respond to emergency situations aboard vessels.

Level 2

Unit Code: PSSP2-015

Overview

This unit identifies the competencies you need to respond to emergency situations, including fire when on board a floating vessel, including harbour launches, pilot boats and work boats.

Unit name: Maintain environmental good practices within ports.

Level 2

Unit Code: PSSP2-016

Overview

This unit identifies the competencies you need to maintain good environmental practices within a port.

Unit name: Give customers a positive impression of yourself and your organisation.

Level 2

Unit Code: PSSP2-017

Overview

This unit identifies the competencies you need to present a positive image to customers, whether they are passengers or other visitors to your port. It includes communicating with customers, assisting and responding to queries and generally providing information.

Unit name: Develop productive working relationships with colleagues.

Level 2

Unit Code: PSSP2-018

Overview

This unit identifies the competencies you need to develop working relationships with colleagues, within your own organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. 'Colleagues' are any people that you are expected to work with, whether they are at a similar position to yourself, or in other positions.

Unit name: Check, mark and record cargo.

Level 2

Unit Code: PSSP2-021

Overview

This unit identifies the competencies necessary to check or tally cargo to ensure that the quantity agrees with the amounts indicated in the accompanying paperwork. It includes marking cargo, where appropriate, to assist with its correct storage, stowage within a ship, or distribution. It also includes maintaining records regarding the movement of cargo passing through a port. The unit applies to anyone responsible for checking and marking cargo or maintaining accurate and comprehensive records of cargo movements.

Unit name: Secure cargo.

Level 2

Unit Code: PSSP2-022

Overview

This unit identifies the competencies you need to secure cargo before it leaves the port. It includes securing cargo on vessels, and/or in containers or other areas for transport by road or rail.

Unit name: Transfer loads through slinging and signalling.

Level 2

Unit Code: PSSP2-023

Overview

This unit identifies the competencies you need to transfer loads using the appropriate methods and equipment for slinging. It includes precise signalling/communication to the crane operator by hand or radio.

Unit name: Load and unload cargo transport units.

Level 2

Unit Code: PSSP2-024

Overview

This unit identifies the competencies you need to remove cargo from a transport unit. It also covers packing, or repacking cargo, for example, when meeting the needs of inspections by Customs and Excise, or other authorities, offering a part-load service, by accepting break-bulk cargo and making up container loads.

Unit name: Receive, store and dispatch cargo.

Level 2

Unit Code: PSSP2-025

Overview

This unit identifies the competencies you need to receive, store and despatch cargo. It includes: preparing for the receipt of cargo, storing cargo, covering the monitoring and maintaining of appropriate storage conditions, including where the cargo is being held in transit and handling and despatching cargo using safe handling methods, to and from various modes of transport.

Unit name: Handle loads manually.

Level 1

Unit Code: PSSP2-026

Overview

This unit identifies the competencies you need to handle loads manually. It includes: determining that the loads are suited for lifting manually and moving loads manually and safely, by the appropriate methods, such as lifting, carrying, pushing, pulling and lowering.

Unit name: Support cargo handling operations associated with Ro/Ro vessels.

Level 2

Unit Code: PSSP2-027

Overview

This unit identifies the competencies you need to support cargo handling associated with RoRo vessels. It includes signalling to drivers, using associated equipment, such as trestles and jacks and operating air suspension devices.

Unit name: Move loads using mobile lifting equipment.

Level 2

Unit Code: PSSP2-028

Overview

This unit identifies the competencies you need to use mobile lifting equipment and their attachments, to move break-bulk loads safely within a port environment. This includes operating lift trucks on the quayside, in a shed, or in the hold of a vessel.

Unit name: Move containers using shore-based lifting equipment.

Level 2

Unit Code: PSSP2-029

Overview

This unit identifies the competencies you need to handle containers using shore-based equipment. The equipment may be used to stack containers and/or to move them on and off transport. It covers the competence of an individual operating such equipment as straddle carriers, rubber tyred or rail-mounted gantry cranes, and mobile derrick cranes. Achieving competence to operate one of these types of equipment does not confer competence to operate others. Operators seeking to use equipment other than that for which they achieved competence through this unit, will need to be trained in the use of other equipment before they might be assessed as competent in its use.

Unit name: Lift and position loads by crane.

Level 2

Unit Code: PSSP2-030

Overview

This unit identifies the competencies you need to move loads by crane using quayside and/or mobile cranes. It includes working closely with a team to ensure safe and successful operations.

Unit name: Handle dry bulk cargo using automated equipment.

Level 2

Unit Code: PSSP2-033

Overview

This unit identifies the necessary competencies you need to load and/or discharge dry bulk cargo from vessels.

Unit name: Drive shore-based tractor units.

Level 2

Unit Code: PSSP2-034

Overview

This unit identifies the competencies you need to operate tractor units on shore. It includes: moving semi and roll-trailers, ensuring safe hook-up and parking procedures, and using attachments, for example, fifth wheel and gooseneck attachments.

Unit name: Drive tractor vehicles within Ro/Ro vessels.

Level 2

Unit Code: PSSP2-035

Overview

This unit identifies the competencies you need to operate tractor units on shore. It includes: moving semi and roll-trailers, ensuring safe hook-up and parking procedures, and using attachments, for example, fifth wheel and gooseneck attachments.

Unit name: Drive vehicles on and off Ro/Ro vessels.

Level 2

Unit Code: PSSP2-036

Overview

This unit identifies the competencies you need to drive and manoeuvring heavy vehicles on and off Ro/Ro vessels. Such vehicles can include, for example, excavators, military vehicles, mobile cranes and special-purpose vehicles.

Unit name: Trim and clean out dry bulk cargo.

Level 2

Unit Code: PSSP2-038

Overview

This unit identifies the necessary competencies you need to trim, or cleaning out, cargo holds using self-drive plant such as bulldozers, skid-steer loaders, vibro-rigs or similar types of mobile plant and excavator-type machines. It also includes using hand tools and other equipment, particularly when trimming the hold.

Unit name: Operate equipment for moving bulk liquids.

Level 2

Unit Code: PSSP2-039

Overview

This unit identifies the necessary competencies you need to operate equipment to discharge and/or load bulk liquid cargo. It includes preparing for the arrival of the tanker or vessel, connecting the pipelines and ensuring that the cargo flows properly, disconnecting the pipelines, and cleaning the equipment used.

Unit name: Handle port craft.

Level 2

Unit Code: PSSP2-040

Overview

This unit identifies the competencies you need to handle port craft within a port area under the supervision of a foreman or skipper. Such craft can include launches, survey boats and workboats. The unit includes ensuring that vessels are fuelled and fit for operations, manoeuvring, and berthing vessels. It does not include working on sea-going vessels, including dredges and tugs.

Unit name: Navigate port craft.

Level 2

Unit Code: PSSP2-041

Overview

This unit identifies the competencies you need to navigate port craft within a port area under the direction of a foreman or skipper. Whilst all navigation will be within an enclosed area, the unit includes the correct use of navigation equipment, locating the craft's position and setting course to intended destinations.

Unit name: Berth vessels.

Level 2

Unit Code: PSSP2-043

Overview

This unit identifies the competencies you need to berth larger vessels within ports, for example, cargo vessels, coasters, cruise ships and ferries. The unit includes: preparing the berth, using ropes, wires and other equipment during berthing operations and using a mooring boat to transfer ropes and wires.

All references to berthing in this unit also cover 'un-berthing', or the letting go of a vessel.

Unit name: Position access equipment on vessels.

Level 2

Unit Code: PSSP2-044

Overview

This unit identifies the competencies you need to position access equipment on vessels to allow passengers to board and/or depart. This includes the placing and removing of equipment such as gangways, shore ramps, linkspans and bridges to vessels.

Unit name: Transfer passengers to/from small vessels.

Level 2

Unit Code: PSSP2-053

Overview

This unit identifies the competencies you need to ensure the safe transfer of passengers to and from small vessels, where the port provides facilities to transport passengers to outlying islands, or in some larger ports, to river piers. The unit includes: assisting in berthing the vessels; providing gangways for passengers; ensuring the safe movement of passengers on to, or off, the vessels; assisting with enquiries.

Unit name: Undertake basic maintenance and servicing of port plant and equipment.

Level 2

Unit Code: PSSP2-057

Overview

This unit identifies the competencies you need to undertake basic maintenance and servicing of port plant and equipment.

Unit name: Operate marine radar equipment.

Level 2

Unit Code: PSSP2-062

Overview

This unit identifies the necessary competencies you need to operate marine radar equipment whilst working on board such craft as harbour patrol vessels, pilot boats or survey launches. It includes setting up and operating the equipment and locating and dealing with minor faults.

Unit name: Operate radio equipment.

Level 2

Unit Code: PSSP2-061

Overview

This unit identifies the competencies you need to operate radio equipment. It includes: transmitting and receiving radio communications and complying with statutory procedures. It is recognised that a licence is required to use VHF radio equipment. However, this unit also addresses best practices when using other equipment, including UHF transmissions.

Unit name: Use IT systems.

Level 1

Unit Code: PSSP2-065

Overview

This unit identifies the competencies you need to use information technology effectively within a port environment. It includes setting up and using hardware and inputting and/or extracting data as required. Hardware can include using a personal computer or laptop or using other handheld computer equipment. Applications can include, for example, managing stock control and ship manifests.

Unit name: Handle unpowered craft.

Level 3

Unit Code: PSSP2-069

Overview

This unit identifies the competencies you need to handle unpowered craft safely. It covers ensuring the craft is seaworthy, towing vessels and understanding how the weather can impact on operations.

Unit name: Fuel vessels.

Level 2

Unit Code: PSSP2-070

Overview

This unit identifies the competencies you need to fuel vessels in a port environment. It covers the legislation and guidance individuals must be aware of and the hazards of working with fuel.

Unit name: Position moorings and lay buoys.

Level 2

Unit Code: PSSP2-071

Overview

This unit identifies the competencies you need to assemble, lay and retrieve navigational buoys as well as moorings for ship tiers, yachts and other small craft within a port area.

Unit name: Maintain clear channels and water areas.

Level 2

Unit Code: PSSP2-072

Overview

This unit identifies the competencies you need to maintain clear channels and water areas, such as berths within port areas. It covers keeping such areas clear of flotsam, other hazards, and dredging channels.

Unit name: Establish water depths.

Level 2

Unit Code: PSSP2-073

Overview

This unit identifies the competencies you need to establish water depths to support safe navigation within port areas. The establishment of the depth of water is carried out as part of hydrographic surveys.

Unit name: Operate lock systems.

Level 2

Unit Code: PSSP2-074

Overview

This unit identifies the competencies you need to operate lock systems safely in a port environment. It covers how to operate the entrance to locks in enclosed docks within a port, and the preparation, use and monitoring of vessels passing through.

Unit name: Operate bridges.

Level 2

Unit Code: PSSP2-075

Overview

This unit identifies the competencies you need to operate bridges safely in a port environment. It includes preparing the bridge for use, monitoring vessels through bridges and undertaking basic maintenance.

Unit name: Control vehicle movements.

Level 2

Unit Code: PSSP2-076

Overview

This unit identifies the competencies you need for controlling vehicle movements within a port using direction signs and marshalling techniques. Vehicles may arrive by road, rail or from a vessel.

Unit name: Resolve customer service problems.

Level 2

Unit Code: PSSP2-077

Overview

This unit identifies the competencies you need when working with customers to resolve problems in a port environment. It covers communicating and working with colleagues and others to resolve problems whilst keeping the customer informed.

Unit name: Process travel documents.

Level 2

Unit Code: PSSP2-078

Overview

This unit identifies the competencies you need to process travel documents when working in a passenger port environment. It covers checking and processing the travel documents of people arriving at ports. Travel documents can include tickets, passports, delivery and related papers.

Unit name: Process baggage.

Level 2

Unit Code: PSSP2-079

Overview

This unit identifies the competencies you need when handling and moving baggage in a passenger vessel port environment. It covers identifying and dealing with awkward-shaped, damaged, unclaimed and suspect baggage.

Unit name: Plan and coordinate the routine maintenance of port plant and equipment.

Level 2

Unit Code: PSSP2-080

Overview

This unit identifies the competencies you need to plan and coordinate routine maintenance of port plant and equipment. It also includes monitoring maintenance schedules.

Unit name: Maintain marine equipment.

Level 2

Unit Code: PSSP2-081

Overview

This unit identifies the competencies you need to maintain marine equipment safely in a port environment.

Unit name: Clean and maintain port craft.

Level 2

Unit Code: PSSP2-082

Overview

This unit identifies the necessary competencies to clean and safely maintain port craft. It includes the safe use of materials and substances when carrying out cleaning operations and how to dispose of waste materials in an approved way.

Unit name: Undertake minor repairs to port infrastructure.

Level 2

Unit Code: PSSP2-083

Overview

This unit identifies the competencies you need to undertake minor repairs to port infrastructure. It covers the obtaining of work permits where necessary as well as disposing carefully of any hazardous materials.



Unit name: Maintain records of vessel movement.

Level 2

Unit Code: PSSP2-084

Overview

This unit identifies the necessary competencies for maintaining records of vessel movements. It covers the types of records required, who requires this information and the keeping of the records securely.

Appendix 2: Learner Registration and Certification

Learners must be registered with EAL on a code which relates to the qualification -this must be completed prior to assessment. Both learner registration and certification can be completed online at the EAL Website www.eal.org.uk. For paper-based registration and certification use the appropriate forms. These are located on the EAL Website, for guidance on registration and Certification please refer to the Registration and Certification User Guide.

To register the learner on the chosen qualification/pathway code:

Qualification Title	Code:
EAL Level 2 NVQ in Port Operations	610/3208/6
Pathway: Cruise and Ferry Terminals Operations	610/3208/6 CFT
Pathway: General Operations	610/3208/6 GO
Pathway: Stevedoring Operations	610/3208/6 SO
Pathway: Marine Operations	610/3208/6 MO
Pathway: Container Operations	610/3208/6 CO



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