



Australian Government

Department of Education, Employment and Workplace Relations

RIIHAN401A Organise and monitor wharf/terminal operations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers organising and monitoring wharf/terminal operations in the resources and infrastructure industry. It includes organising equipment, machinery and personnel; identifying, assessing and managing potential risks; monitoring work performance and progress; monitoring status of pending work; solving problems and making decisions; completing the shift and preparing for the next shift. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit

This unit is appropriate for those working in a supervisory role or as a technical specialist, at worksites within:

- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Organise equipment, machinery and personnel	1.1. Access, interpret and apply compliance documentation relevant to the work activity 1.2. Organise equipment, machinery and personnel to facilitate the safe and efficient loading and unloading of the ship 1.3. Maintain liaison with supervisors to ensure the availability of adequate resources
2. Identify, assess and manage potential risks	2.1. Identify, address and report potential risks and hazards 2.2. Remove potential risks to safe and efficient operations from the work area or make other arrangements to ensure conditions for safe work 2.3. Advise supervisors of potential risks and maintain liaison until the risk has been removed
3. Monitor work performance and progress	3.1. Monitor work performance and progress to ensure work is performed in accordance with established guidelines and procedures and that safe work practices are maintained 3.2. Monitor and refine methods and procedures of work in consultation with supervisors and operational personnel 3.3. Monitor work performance rates with delays minimised to ensure work program objectives are met 3.4. Monitor work practices to ensure compliance 3.5. Monitor environmental conditions to ensure safe working conditions are maintained
4. Monitor status of pending work	4.1. Monitor the status of pending work, in order of priorities, taking into account the needs of the ship and the wharf/terminal
5. Solve problems and make decisions	5.1. Solve problems and make decisions to ensure optimum efficiency of operations 5.2. Resolve complaints and grievances where possible, at the point of work
6. Complete shift and prepare for next shift	6.1. Complete shift ensuring that a report summarising the shift is compiled and the

	oncoming relief is informed of necessary details for the safe and efficient operation of the next shift
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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following as required to organise and monitor wharf/terminal operations:

- apply legislative, organisation and site requirements and procedures for organising and monitoring wharf/terminal operations
- establish plans
- describe consequences
- complete tasks
- identify improvements
- apply safety precautions relevant to the task
- assess operational capability of equipment used and work processes selected
- take account of work environment when planning and coordinating work
- use leadership skills to ensure a safe and efficient work area is maintained

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following as required to organise and monitor wharf/terminal operations:

- site layout
- focus of operation of work systems, equipment, management and site operating systems
- impact of job on enterprise and individual performance
- application of relevant industrial requirements
- relevant bond, quarantine or other legislative requirements
- identification and correct use of equipment, processes and procedures used within context of the job
- modifying activities dependent on differing workplace contexts, risk situations and environments
- estimation of size, shape and special requirements of loads
- identification of container and goods coding, IMDG markings and, where applicable, emergency information panels
- identification of protective clothing and safety precautions appropriate to the task

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following: • knowledge of the requirements, procedures and instructions for organising and monitoring wharf/terminal operations • implementation of requirements, procedures and techniques for the safe, effective and efficient completion of organising and monitoring wharf/terminal operations • working with others to organise and monitor wharf/terminal operations • evidence of the consistent successful organising and monitoring wharf/terminal operations
Context of and specific resources for assessment	• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances. • The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job. • Customisation of assessment and delivery

	environment should sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second language issues. • Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods: • written and/or oral assessment of the candidate's required knowledge • observed, documented and/or first hand testimonial evidence of the candidate's: • implementation of appropriate requirements, procedures and techniques for the safe, effective and efficient achievement of required outcomes • consistent achievement of required outcomes • first hand testimonial evidence of the candidate's: • working with others to organise and monitor wharf/terminal operations • provision of clear and timely instruction and supervision by the individual or those involved in the conduct of organising and monitoring wharf/terminal operations
Guidance information for assessment	Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Compliance documentation may include:

- legislative, organisation and site requirements, including:
 - relevant OHS
 - workplace relations
 - workers compensation
 - water and road use and license arrangements
 - relevant license, patent or copyright arrangements
 - relevant dangerous goods and air freight regulations
 - export/import/quarantine/bond requirements
 - marine orders
 - environmental protection legislation
 - emergency procedures
 - relevant Australian and International Explosives Codes
 - relevant certification requirements
- procedures, including:
 - hazard policies and procedures included code of practice
 - issue resolution procedures
 - job procedures and work instructions
 - relevant guidelines relating to the use of machinery and equipment capability and limitation tagging of unserviceable or damaged items
 - quality procedures (where existing)
 - security procedures
 - follow enterprise housekeeping processes
 - waste, pollution and recycling management processes
 - action taken promptly, accidents and incidents reported in accordance with statutory requirements and enterprise

	procedures • recognise and adapts appropriately to cultural differences in the workplace, including models of behaviour and interactions among staff and others • work completed systematically with attention to detail without damage to goods, equipment or personnel • manufacturer's guidelines and specifications • Australian standards • relevant Australian and international regulations and code of practice for the handling and transport of dangerous goods and hazardous substances, including: • relevant Australian and International Dangerous Goods Codes, • relevant Australian Marine Orders and the International Maritime Dangerous Goods Code • relevant IATA's 'Dangerous Goods by Air' regulations • Employment and workplace relations legislation • Equal Employment Opportunity and Disability Discrimination legislation
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Unit Sector(s)

Load Handling

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.