

QUALIFICATION PACK – OCCUPATIONAL STANDARDS FOR AEROSPACE & AVIATION INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Contents

1	Introduction and Contacts.....	P.1
2	Qualifications Pack.....	P.2
3	Glossary of Key Terms	P.3
4	OS Units.....	P.4
5	Annexure: Nomenclature for QP & NOS.....	P.27
6	Assessment Criteria.....	P.29

Introduction

Qualifications Pack – Airline Ground Support Equipment Operator

SECTOR: AEROSPACE AND AVIATION

SUB-SECTOR: Airline

OCCUPATION: Loading and Unloading

REFERENCE ID: AAS/Q0703

ALIGNED TO: NCO-2015/NIL

Other equipment operator performs the function of operating other equipments at the airport

Brief Job Description: Preparing vehicle for airside use, manoeuvre the vehicle airside, maintain procedures and practices which contribute to the safety of airside traffic and apron operations.

Personal Attributes: The individual should have basic communication ability and should be responsible in order to maintain procedures. He should have the ability to work for long hours and be cautious avoid any accidents.

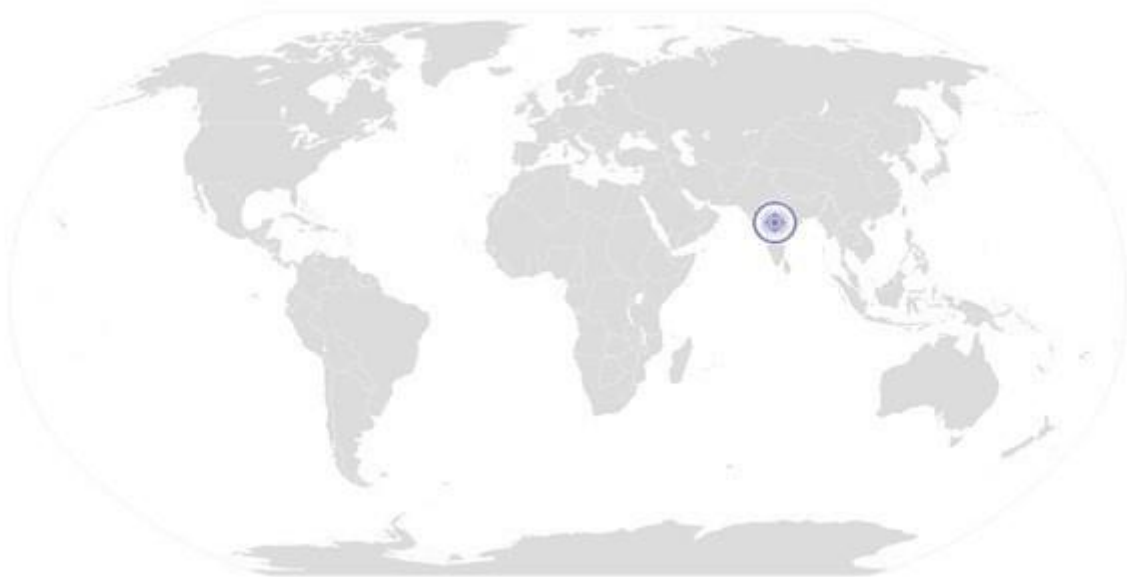
Qualifications Pack Code	AAS/Q0703		
Job Role	Airline Ground Support Equipment Operator		
Credits (NSQF)	TBD	Version number	1.0
Sector	Aviation & Aerospace	Drafted on	03/10/2016
Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Loading and Unloading	Next review date	15/03/2020
NSQC Clearance On	NA		

Job Role	Airline Ground Support Equipment Operator
Role Description	Preparing vehicle for airside use, manoeuvre the vehicle airside, maintain procedures and practices which contribute to the safety of airside traffic and apron operations
NSQF	4
Minimum Educational Qualifications	Class X
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. AAS/N0502 Follow safety and security procedures 2. AAS/N0702 Operate a vehicle airside 3. AAS/N0701 Prestart inspection of equipment/ vehicle 4. AAS/N0703 post operation inspection of equipment/ vehicle 5. AAS/N0503 Work Effectively in a Team <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

National Occupational Standard



Overview

This unit is about following safety and security procedures.

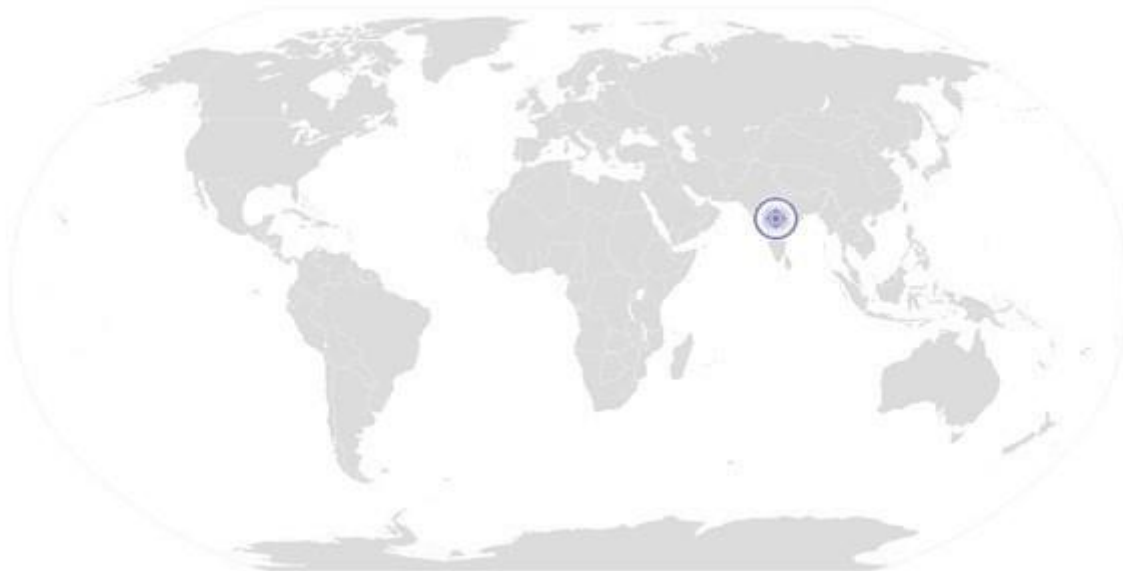
Unit Code	AAS/N0502
Unit Title (Task)	Follow safety and security procedures
Description	This unit is about following safety and security procedures as defined by organisational policies and regulatory guidelines
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Comprehending the safety and security procedures for conduct of operations
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Comprehending the safety and security procedures for conduct of operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with the organisation's safety and security policies and procedures</p> <p>PC2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference</p> <p>PC3. report any identified breaches of safety, and security policies and procedures to the designated person</p> <p>PC4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment</p> <p>PC5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual's authority</p> <p>PC6. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines</p> <p>PC7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference</p> <p>PC8. identify and recommend opportunities for improving health, safety and security to the designated person</p> <p>PC9. ensure all health and safety records are updated and procedures well defined</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. hazard identification and risk management as defined within the organisational policy and procedures</p> <p>KA2. regulatory requirements and organisation's procedures for maintenance of safety and security standards and individual's role and responsibilities in relation to this</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different emergency situations and the importance of following these</p>

Follow safety and security procedures

	<p>KA6. importance of maintaining high standards of safety and security</p> <p>KA7. implications that any non-compliance with safety and security may have on individuals and the organisation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches of safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and passengers</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. regulatory guidelines on dealing with safety and security emergencies</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. accurately complete a well written report in English language detailing the situations of emergency with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
SA2. read instructions/guidelines/procedures/rules	
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA3. listen to and orally communicate information with all concerned	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response if permitted by the authority matrix
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. monitor efficient functioning of all activities
	SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
The user/individual on the job needs to know and understand how to:	
SB4. communicate with passengers and other stakeholders in a courteous manner	
SB5. maintain cordial work relationship	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB6. identify trends/common causes for errors and suggest possible solutions to the supervisor / management	
SB7. identify and correct errors	

Follow safety and security procedures

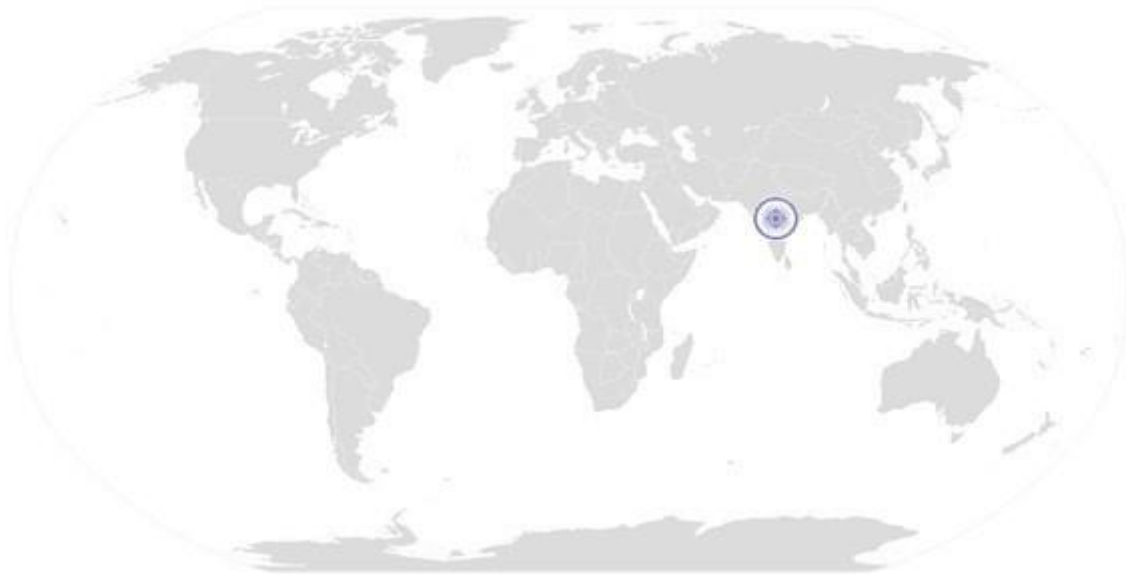
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. analyse best possible solutions (cost, time, effort, etc.) suited for operations
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. concentrate on task at hand and complete it without errors SB10. apply balanced judgments to different situations



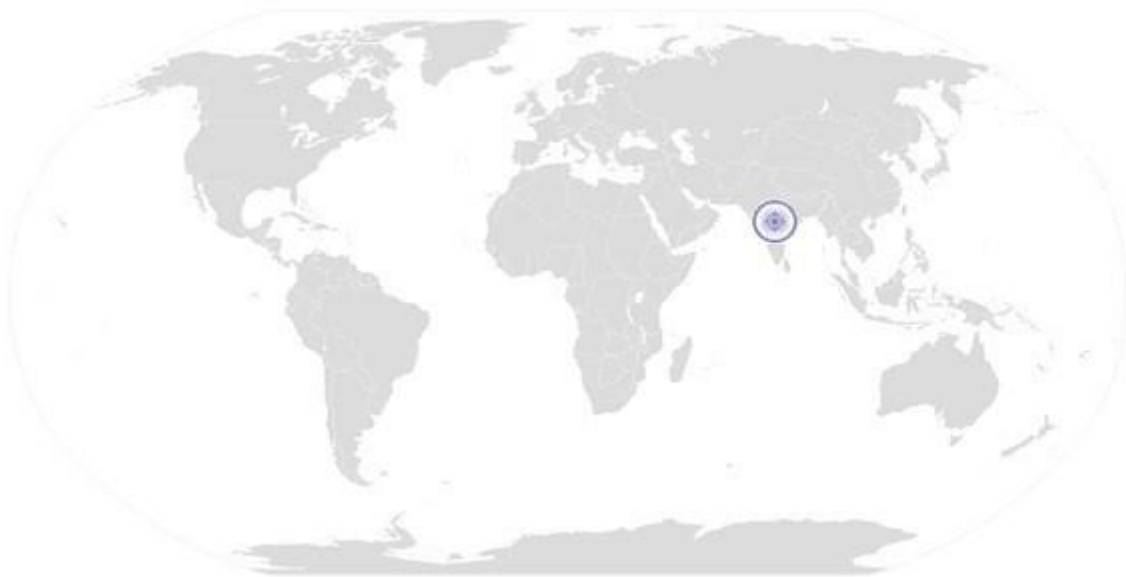
NOS Version Control

NOS Code	AAS/N0502		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	13/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Loading and Unloading	Next review date	15/03/2020

[Back to QP](#)



National Occupational Standard



Overview

This unit is about driving safely on the airfield in a controlled manner, following airside markings and driving regulations.

AAS/N0702

Operate a vehicle airside

National Occupational Standard

Unit Code	AAS/N0702
Unit Title (Task)	Operate a vehicle airside
Description	This unit is about driving safely on the airfield in a controlled manner, following airside signage/ markings and driving regulations
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare the vehicle for airside use • Manoeuvre the vehicle airside • Maintain procedures and practices which contribute to the safety of airside traffic and apron operations • Comply with airside incident, accident, hazard and emergency procedures
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare the vehicle for airside use	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that airside driving authorization/ license is appropriate to the vehicle</p> <p>PC2. confirm that the vehicle is lit and marked according to airside driving requirements</p> <p>PC3. complete documents relating to using the vehicle in line with the organisation procedures</p>
Manoeuvre the vehicle airside	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. manoeuvre the vehicle in a controlled manner in all conditions</p> <p>PC5. park the vehicle safely in appropriate areas in line with organisation procedures</p> <p>PC6. follow airside signage/ markings</p> <p>PC7. ensure priority is given to moving aircraft at all times</p> <p>PC8. maintain a safe distance between the vehicle and aircraft at all time as defined by regulatory guidelines</p> <p>PC9. ensure that all doors and shutters (where relevant) are closed while driving the vehicle</p> <p>PC10. reverse the vehicle according to organisational and regulatory guidelines</p> <p>PC11. ensure constant vigilance when driving</p>
Maintain procedures and practices which contribute to safety of airside traffic and apron operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. wear appropriate Personal Protective Equipment (PPE) while driving</p> <p>PC13. secure vehicle loads in line with the organisation procedures</p> <p>PC14. carry an airside driving pass or license in line with the organisation procedures and regulatory guidelines</p> <p>PC15. take appropriate remedial action when foreign object debris (FOD) or spillage is seen on the airfield</p> <p>PC16. report dangerous or unsafe practices to appropriate authority</p>

Operate a vehicle airside

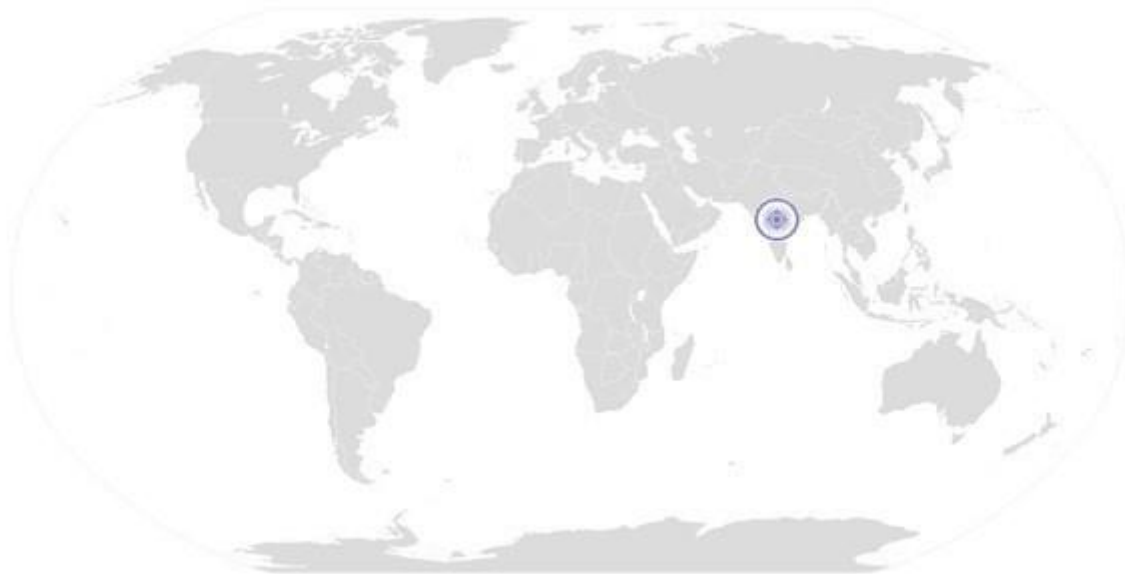
	<p>PC17. dispose all waste products in line with the organisation procedures and regulatory guidelines</p> <p>PC18. provide unhindered access for emergency services at all times</p>
Comply with airside accident, hazard and emergency procedures	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC19. report all airside accidents and emergencies in line with organisation procedures and regulatory guidelines</p> <p>PC20. respond to airside accidents and emergencies in line with organisation procedures and regulatory guidelines</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation safety policy and procedures; basic compliance to technical requirements and standards; safety and hazards</p> <p>KA2. organisation structure</p> <p>KA3. escalation procedure</p>
B. Technical knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. organisation and regulatory procedures as they may apply to airside traffic</p> <p>KB2. airside safety instruction</p> <p>KB3. airside safety areas (roads, manoeuvring areas, stands) in relation to license categories</p> <p>KB4. airside signs and markings</p> <p>KB5. aircraft crossing points</p> <p>KB6. airport and stand layout</p> <p>KB7. speed limits</p> <p>KB8. airside parking regulations</p> <p>KB9. regulations concerning reversing</p> <p>KB10. low visibility notification and operating procedures</p> <p>KB11. the effect that poor weather conditions including snow and ice, high winds, rain/surface water, lightning and heat on driving airside</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. complete documents related to use of vehicle
	Reading Skills
	The user/individual on the job needs to know and understand how to:
SA2. interpret airport and stand layout	
SA3. read airside safety instructions	
SA4. read airside parking regulations	
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA5. communicate clearly with supervisors and peers	
SA6. regularly communicate with all employees in the chain of activities to ensure efficient operations	
SA7. share best practices with peers and juniors	

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. understand types of faults occurring and how to deal with it
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB2. monitor efficient functioning of all activities SB3. prioritise and execute tasks in within the scheduled time limits
	Customer Centricity
	Not applicable
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB5. identify and correct errors
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. take the most appropriate remedial action when hazards are identified on the airside
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB7. concentrate on the task at hand and complete it without errors	

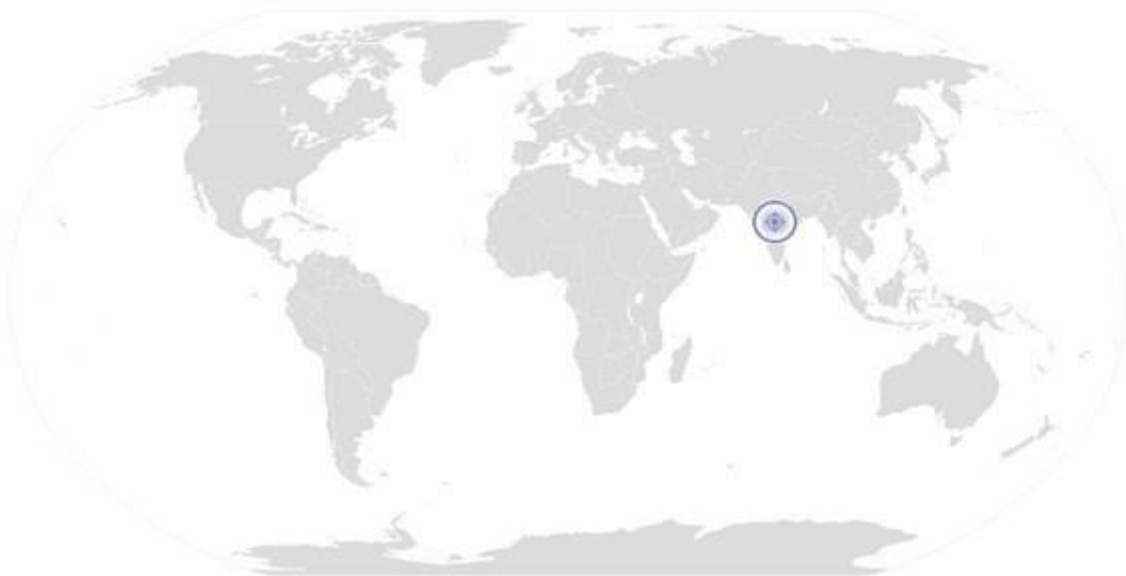
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NOS Code	AAS/N0702		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	07/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Loading and Unloading	Next review date	15/03/2020

[Back to OP](#)



National Occupational Standard



Overview

This unit is about the activities undertaken during prestart inspections of airside equipment / vehicle.

AAS/N0701

Prestart inspection of equipment/ vehicle

National Occupational Standard

Unit Code	AAS/N0701
Unit Title (Task)	Prestart inspection of equipment/ vehicle
Description	This unit is about performing prestart inspection of equipment or vehicle
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Reviewing prestart inspection checklist • Recording of inspection findings
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reviewing prestart inspection checklist	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify the appropriate prestart inspection checklist for the respective equipment / vehicle</p> <p>PC2. perform the prestart inspection on the respective equipment/ vehicle as per the checklist</p> <p>PC3. identify any defects on the equipment / vehicle and determine if the same can impact the operations of the equipment/vehicle</p>
Recording of inspection findings	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. ensure that all the findings against the prestart inspection checklist are duly filled in the appropriate checklist forms</p> <p>PC5. record any additional defects found beyond the prestart inspection checklist in the appropriate form in relevant detail</p> <p>PC6. file the duly filled form in the manner as defined by the organisation or regulatory policies and procedures</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation safety policy and procedures; basic compliance to technical requirements and standards; safety and hazards</p> <p>KA2. organisation structure</p> <p>KA3. escalation procedure</p>
B. Technical knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of equipment / vehicles in use</p> <p>KB2. basic knowledge of the various operating parts of an equipment / vehicle</p> <p>KB3. basic knowledge of the kinds of defects that can be observed on an equipment / vehicle</p> <p>KB4. airside safety regulations</p> <p>KB5. airside driving regulations</p> <p>KB6. aviation security regulations</p>

AAS/N0701

Prestart inspection of equipment/ vehicle

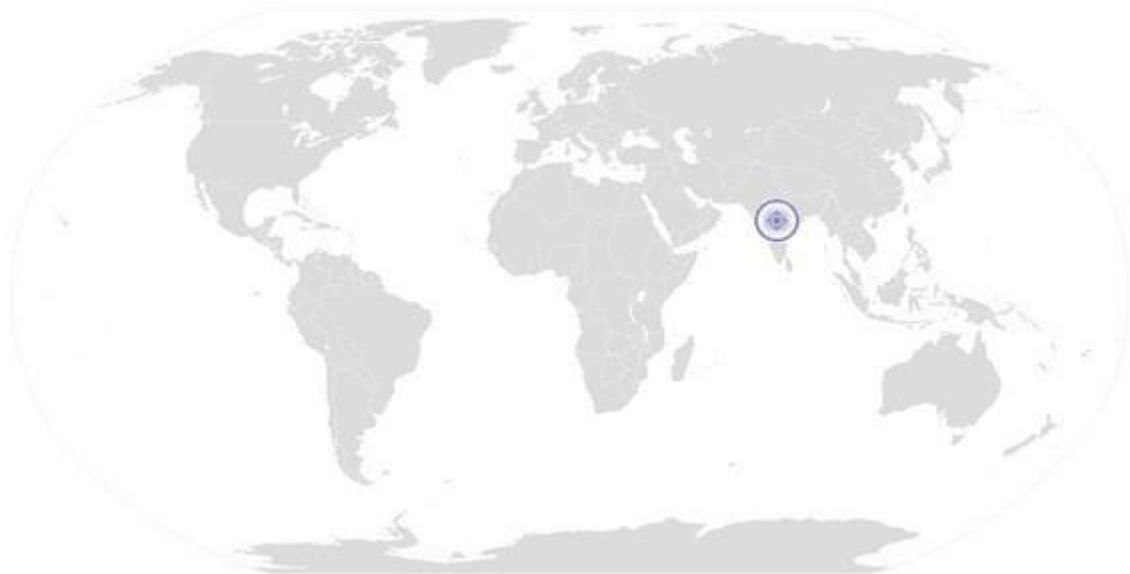
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to: SA1. write in English language the inspection findings and defects observed on the equipment/vehicle
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read the details of any instructions SA3. read and understand the organisation policy & procedures SA4. read the equipment/vehicle maintenance manual
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate clearly with supervisors and peers SA6. regularly communicate with all employees in the chain of activities to ensure efficient operations SA7. share best practices with peers and juniors
	B. Professional Skills
Decision Making	
The user/individual on the job needs to know and understand how to: SB1. identify if the equipment / vehicle is fit for operations	
Plan and Organise	
The user/individual on the job needs to know and understand how to: SB2. monitor efficient functioning of all activities SB3. plan and organise work to achieve targets and deadlines	
Customer Centricity	
Not applicable	
Problem Solving	
The user/individual on the job needs to know and understand how to: SB4. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB5. identify and correct errors	
Analytical Thinking	
The user/individual on the job needs to know and understand how to: SB6. take the most appropriate remedial action when hazards are identified on the airfield	
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB7. concentrate on task at hand and complete it without errors SB8. apply balanced judgments to different situations	

Prestart inspection of equipment/ vehicle

NOS Version Control

NOS Code	AAS/N0702		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	13/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Loading and Unloading	Next review date	15/03/2020

[Back to QP](#)



National Occupational Standard



Overview

This unit is about performing post operations inspection of airside equipment/ vehicle.

AAS/N0703

Post operation inspection of equipment/vehicle

National Occupational Standard

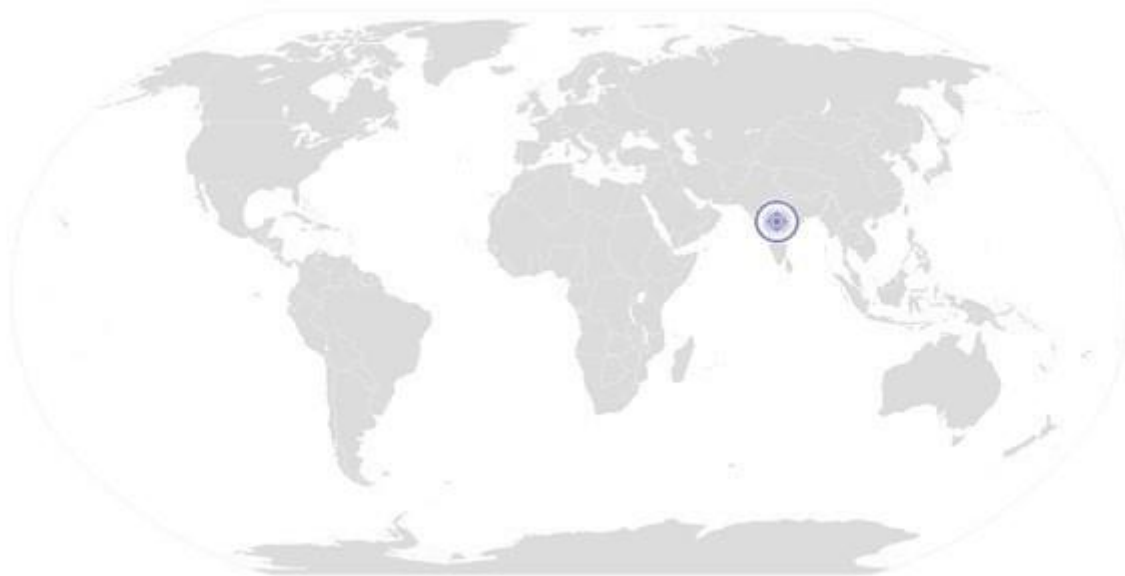
Unit Code	AAS/N0703
Unit Title (Task)	Post operations inspection of equipment / vehicle
Description	This unit is about performing post operations inspection of equipment or vehicle
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Reviewing post operations inspection checklist • Recording of inspection findings
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reviewing post operations inspection checklist	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify appropriate post operations inspection checklist for the respective equipment / vehicle</p> <p>PC2. perform the post operations inspection on the respective equipment / vehicle as per the checklist</p> <p>PC3. identify any defects with the equipment / vehicle and determine if the same can impact the operations of the respective equipment / vehicle</p>
Recording of inspection findings	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. ensure that all the findings against the post operations inspection checklist are duly filled in the appropriate checklist forms</p> <p>PC5. record any additional defects found or caused during operations or in the appropriate form in relevant detail</p> <p>PC6. file the duly filled form in the manner as defined by the organisation or regulatory policies and procedures</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation safety policy and procedures; basic compliance to technical requirements and standards; safety and hazards</p> <p>KA2. organisation structure</p> <p>KA3. escalation procedure</p>
B. Technical knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of equipment / vehicles in use</p> <p>KB2. basic knowledge of the various operating parts of an equipment / vehicle</p> <p>KB3. basic knowledge of the kinds of defects that can be observed on an equipment / vehicle</p> <p>KB4. airside safety regulations</p> <p>KB5. aviation security regulations</p>

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to: SA1. write in English language the inspection findings and defects observed on the respective equipment / vehicle
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read the details of any instructions SA3. read and understand the organisation policies & procedures SA4. read the equipment maintenance manual
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate clearly with supervisors and peers SA6. regularly communicate with all employees in the chain of activities to ensure efficient operations SA7. share best practices with peers and juniors
	B. Professional Skills
Decision Making	
The user/individual on the job needs to know and understand how to: SB1. identify the type of fault in the equipment/ vehicle	
Plan and Organise	
The user/individual on the job needs to know and understand how to: SB2. monitor efficient functioning of all activities SB3. plan and organise work to achieve targets and deadlines	
Customer Centricity	
Not applicable	
Problem Solving	
The user/individual on the job needs to know and understand how to: SB4. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB5. identify and correct errors	
Analytical Thinking	
The user/individual on the job needs to know and understand how to: SB6. take the most appropriate remedial action when hazards are identified on the airfield	
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB7. concentrate on task at hand and complete it without errors SB8. apply balanced judgments to different situations	

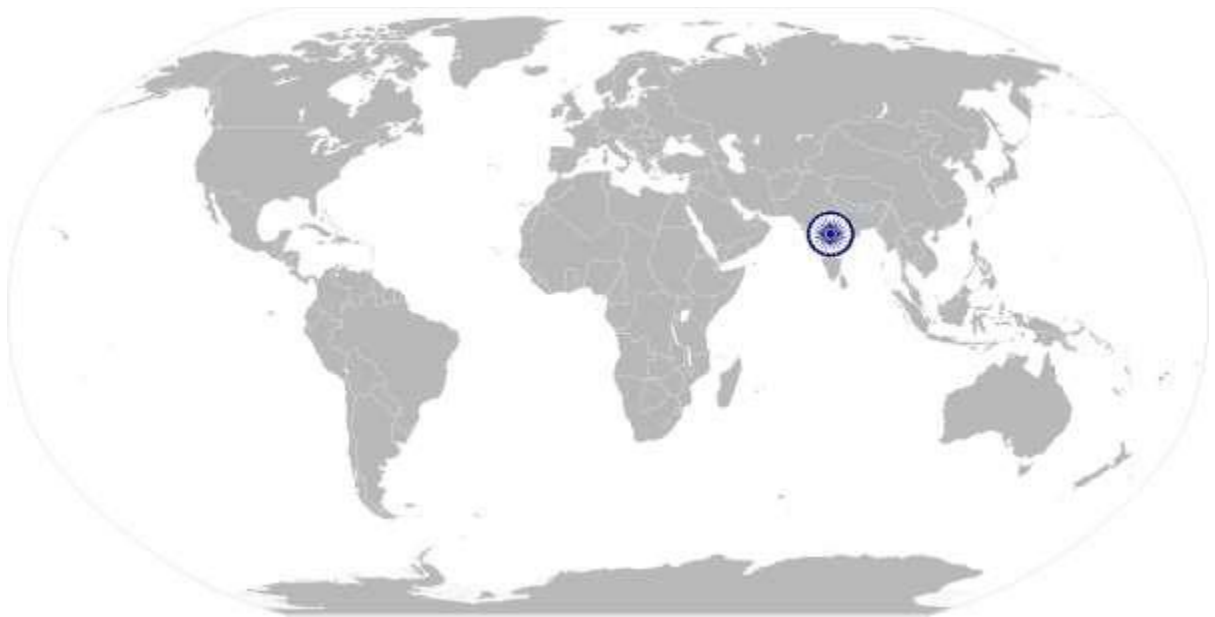
NOS Version Control

NOS Code	AAS/N0703		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	03/10/2016
Industry Sub-sector	Airline Operations	Last reviewed on	15/03/2017
Occupation	Loading and Unloading	Next review date	15/03/2020

[Back to QP](#)



National Occupational Standard



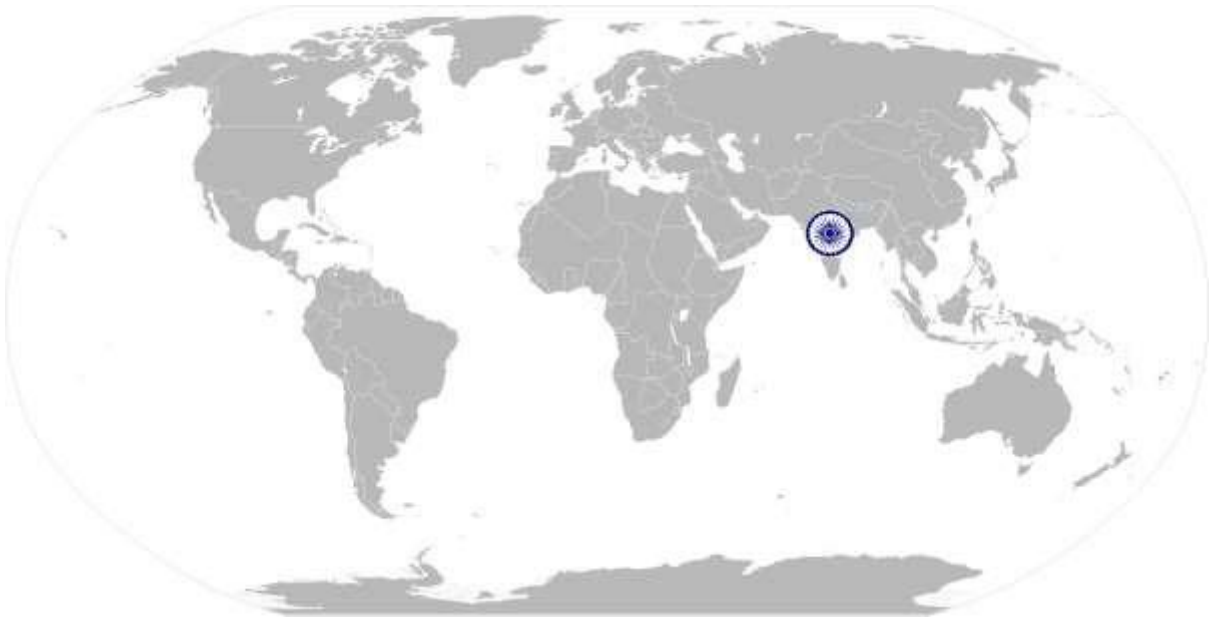
Overview

This unit is about working effectively in a Team

Unit Code	AAS/N0503
Unit Title (Task)	Work Effectively in a Team
Description	This OS describes the skills and knowledge required to work effectively within and with teams.
Scope	The scope of this unit shall include <ul style="list-style-type: none"> • Support the work team • Maintain personal presentation • Develop effective work habits
Performance Criteria	
Element	Performance Criteria
Support the work team	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. display courteous and helpful behaviour at all times. PC2. take opportunities to enhance the level of assistance offered to colleagues. PC3. meet all reasonable requests for assistance within acceptable workplace timeframes. PC4. complete allocated tasks as required. PC5. seek assistance when difficulties arise. PC6. use questioning techniques to clarify instructions or responsibilities. PC7. identify and display a nondiscriminatory attitude in all contacts with customers and other staff members.
Maintain personal presentation	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.
Develop effective work habits	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. PC11. interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying. PC12. ask questions to seek and clarify workplace information. PC13. plan and organise daily work routine within the scope of the job role. PC14. prioritise and complete tasks according to required timeframes. PC15. identify work and personal priorities and achieve a balance between competing priorities.

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	On the job the individual needs to apply organisational knowledge of: KA1. The policies and procedures relating to the job role. KA2. The value system of the organisation. KA3. Employee rights and obligations. KA4. The reporting hierarchy and escalation matrix.
B. Technical Knowledge	On the job the individual needs to apply technical knowledge of communication and interpersonal skills to: KB1. ask questions to identify and confirm requirements. KB2. follow routine instructions through clear and direct communication. KB3. use language and concepts appropriate to cultural differences. KB4. use and interpret non-verbal communication. KB5. the scope of information or materials required within the parameters of the job role. KB6. consequences of poor team participation on job outcomes. KB7. work health and safety requirements.
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills,
	On the job the individual needs to be able to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	On the job the individual needs to be able to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. listen to and orally communicate information with all concerned
B. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB1. make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB2. monitor efficient functioning of all activities SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. communicate with passengers and other stakeholders in a courteous manner SB5. maintain effective work relationship

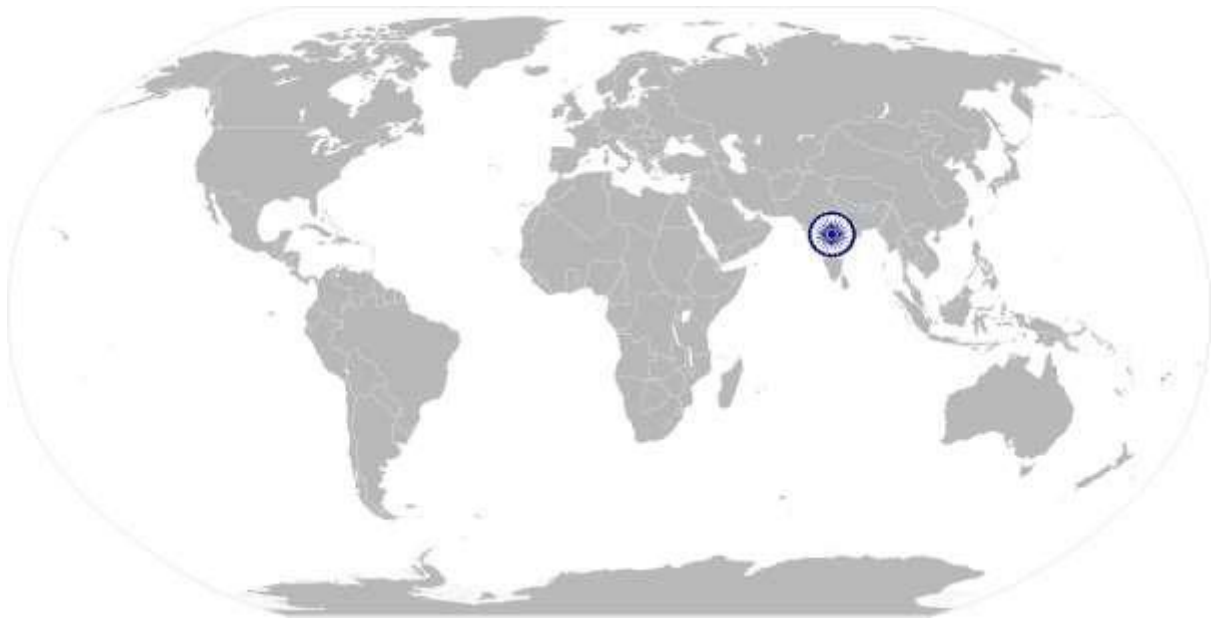
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB7. identify and correct errors
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. analyse best possible solutions (cost, time, effort, etc.) suited for operations
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. concentrate on task at hand and complete it without errors SB10. apply balanced judgments to different situations



NOS Version Control

NOS Code	AAS/N0503		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	15/02/2017
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Loading and Unloading	Next review date	15/03/2020

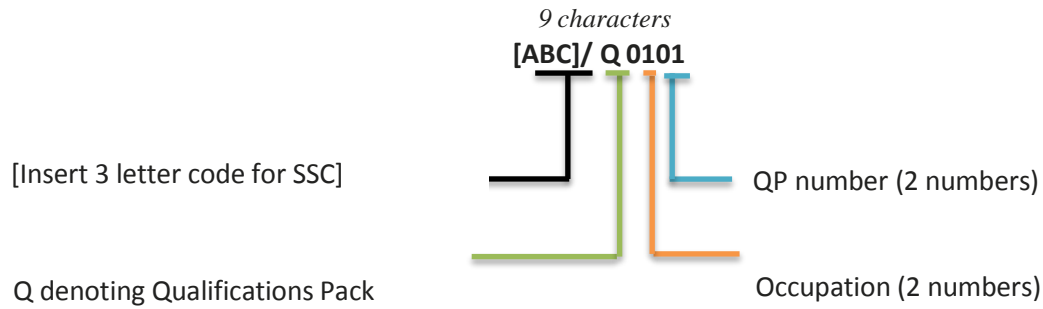
[Back To QP](#)



Annexure

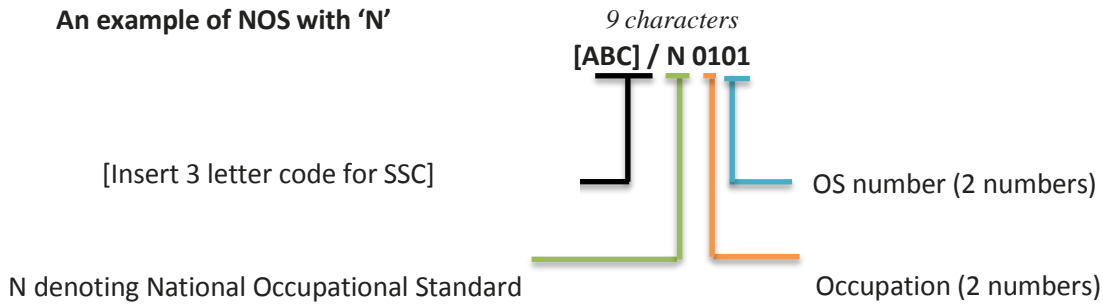
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top](#)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Airline	01-09
Manufacturing & Assembly	10-19
MRO	20-30
Design and Development	31-40
Airport Operations, Air Cargo & Ground Handling	41-50

Sequence	Description	Example
Three letters	Industry name	AAS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Airline Ground Support Equipment Operator

Qualification Pack: AAS/Q0703

Sector Skill Council: Aerospace and Aviation Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate
6. The marks are allocated PC wise, however, every NOS will carry a weightage in the total marks allocated to the specific QP

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1.AAS/N0502 Follow safety and security procedures	PC1. comply with the organisation’s safety and security policies and procedures	100	10	5	5
	PC2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference		10	5	5
	PC3. report any identified breaches of safety, and security policies and procedures to the designated person		10	5	5
	PC4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment		20	10	10
	PC5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual’s authority		10	5	5
	PC6. report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and regulatory guidelines		20	10	10
	PC7. follow organisation’s emergency procedures for accidents, fires or acts of unlawful interference		5	2	3

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC8. identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC9. ensure all health and safety records are updated and procedures well defined		5	2	3
		Total	100	52	48
2.AAS/N0702 Operate a vehicle airside	PC1. ensure that personal driving authorization is appropriate to the vehicle	100	5	2	3
	PC2. confirm that the vehicle is lit and marked according to airside requirements		5	2	3
	PC3. complete documents relating to using the vehicle in line with to organisation procedures		5	2	3
	PC4. manoeuvre the vehicle in a controlled manner in all conditions		5	2	3
	PC5. park the vehicle safely in appropriate areas in line with organisation procedures		5	2	3
	PC6. follow airside signage / markings		5	2	3
	PC7. ensure priority is given to moving aircraft at all times		5	2	3
	PC8. maintain a safe distance between the vehicle and aircraft at all time		5	2	3
	PC9. ensure that all doors and shutters (where relevant) are closed when you are driving the vehicle		5	2	3
	PC10. reverse the vehicle according to aviation and organisational procedures		5	2	3
	PC11. ensure constant vigilance when driving		5	2	3
	PC12. wear appropriate personal protective equipment when driving		5	2	3
	PC13. secure vehicle loads in line with your organisation procedures		5	2	3
	PC14. Ensure carriage of an airside driving pass or license in line with your organisation		5	2	3
	PC15. take appropriate remedial action when foreign objects (FOD) or spillages are seen on the airfield		5	2	3
	PC16. report dangerous or unsafe practices to an appropriate authority		5	2	3
	PC17. get rid of all waste products in line with your organisation procedures		5	2	3
	PC18. provide unhindered access for emergency services at all times		5	2	3

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC19. report all airside accidents and emergencies in line with organisation procedures		5	2	3
	PC20. respond to airside accidents and emergencies in line with organisation procedures		5	2	3
		Total	100	40	60
3. AAS/N0701 prestart inspection of equipment/ vehicle	PC1. identify the appropriate prestart inspection checklist for the respective equipment / vehicle	100	10	5	5
	PC2. perform the prestart inspection on the respective equipment / vehicle as per the checklist		20	10	10
	PC3. identify any defects on the equipment /vehicle and determine if the same can impact the operations of the equipment /vehicle		20	10	10
	PC4. ensure that all the findings against the prestart inspection checklist are duly filled in the appropriate checklist forms		10	5	5
	PC5. record any additional defects found beyond the prestart inspection checklist in the appropriate form in relevant detail		20	10	10
	PC6. file the duly filled form in the manner as defined by the organisation or regulatory policies and procedures		20	10	10
			Total	100	50
4. AAS/N0703 Post operation inspection of equipment/ vehicle	PC1. identify the appropriate post operations inspection checklist for the respective equipment / vehicle	100	17	8	9
	PC2. perform the post operations inspection on the respective equipment / vehicle as per the checklist		17	8	9
	PC3. identify any defects on the equipment / vehicle and determine if the same can impact the operations of the equipment / vehicle		17	8	9
	PC4. ensure that all the findings against the post operations inspection checklist are duly filled in the appropriate checklist forms		17	8	9
	PC5. record any additional defects found or caused during operations or		16	8	8

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	in the appropriate form in relevant detail				
	PC6. file the duly filled form in the manner as defined by the organisation or regulatory policies and procedures		16	8	8
		Total	100	48	52
		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
5.AAS / N0503 Work Effectively as a Team	PC1. display courteous and helpful behaviour at all times.	100	8	3	5
	PC2. take opportunities to enhance the level of assistance offered to colleagues.		7	3	4
	PC3. meet all reasonable requests for assistance within acceptable workplace timeframes.		8	3	5
	PC4. complete allocated tasks as required.		4	1	3
	PC5. seek assistance when difficulties arise.		3	1	2
	PC6. use questioning techniques to clarify instructions or responsibilities.		7	3	4
	PC7. identify and display a non discriminatory attitude in all contacts with customers and other staff members.		7	3	4
	PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		7	3	4
	PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.		7	3	4
	PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		7	3	4
	PC11. interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		7	3	4
	PC12. ask questions to seek and clarify workplace information.		7	3	4
	PC13. plan and organise daily work routine within the scope of the job role.		7	3	4
	PC14. prioritise and complete tasks according to required timeframes.		7	3	4
	PC15. identify work and personal priorities and achieve a balance between competing priorities.		7	3	4
		Total	100	42	58