

Model Curriculum

Airline Baggage Handler

(Options : Airside Vehicle Operator)

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRLINE
OCCUPATION: LOADING AND UNLOADING
REF ID: AAS/Q0104, V1.0
NSQF LEVEL: 3



Certificate

**CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS**
is hereby issued by the

AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASCC)

for the

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/Qualification Pack : **'Airline Baggage Handler (Options : Airside Vehicle Operator)'** QP No. **'AAS/Q0104 NSQF level 3'**

Date of issuance : 13 December 2017
Valid up to : 12 December 2018
** Valid up to the next review date of the Qualification Pack*



(Authorised signatory)
Aerospace & Aviation Sector Skill Council (AASCC)

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Airline Baggage Handler (Options : Airside Vehicle Operator)

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Airline Baggage Handler (Options : Airside Vehicle Operator)”, in the “Aerospace and Aviation” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Airline Baggage Handler (Options : Airside Vehicle Operator)		
Qualification Pack Name & Reference ID.	AAS/Q0104		
Version No.	1.0	Version Update Date	20 – 02 - 2017
Pre-requisites to Training	Class X		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> • Prepare baggage, cargo and mail to be transported to an aircraft. • Receive loads from an aircraft. • Interpret baggage tags and labelling information and use appropriate equipment. • Identify and use basic tools, equipment & materials; Understanding of carrying out tool box, machinery equipment for its operation. • Achieve basic communication skills and good inter-personal skills. • Acquire abilities to stand and walk for long periods of time consistent kneeling, squatting and reaching above the head with caution to avoid accidents. 		

This course encompasses 4 out of 4 Compulsory National Occupational Standards (NOS) of “Airline Baggage Handler (Options : Airside Vehicle Operator)” Qualification Pack and 1 out of 1 Optional NOS issued by “Aerospace and Aviation Sector Skill Council (AASCC)”.

Compulsory NOS :			
Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Follow safety and security procedures Theory Duration (hh:mm) 25:00 Practical Duration (hh:mm) 23:00 Corresponding NOS Code AAS/N0502</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> comprehend the organisation's safety and security policies and procedures comprehend the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference report any identified breaches of safety, and security policies and procedures to the designated person coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment 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 report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines follow organisation's emergency procedures for incidents or accidents, fires or acts of unlawful interference identify and recommend opportunities for improving health, safety, and security to the designated person ensure completion of all health and safety records are updates and procedures well defined 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, Charts regarding health & hygiene, fire-fighting, first aid, chart of prohibited items, chart of parking layout, traffic markings, video content demonstrating safety & security procedures, personal protective equipment (PPE) (consisting of safety jacket, safety goggles, ear plugs, gloves & safety shoes)</p>
2	<p>Unloading of aircraft load Theory Duration (hh:mm) 27:00 Practical Duration (hh:mm) 29:00 Corresponding NOS Code AAS/N0103</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> understand the signs which indicate that it is safe to approach the aircraft identify the personal protective equipment (PPE) required to perform the function ensure that the equipment or personnel approach the aircraft from the right direction and as per the operational guidelines set forth by the organisation or regulators ensure that the equipment is parked at the designated location to perform its function ensure that the equipment is secured 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, marking tape, signage, jackets, Chart on traffic signals and symbols, walkie-talkie, chart of prohibited items,</p>

Compulsory NOS :

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>and no movement of equipment can take place which can damage the aircraft</p> <ul style="list-style-type: none"> • identify the location of the cargo door controls • ensure that the equipment is in a safe configuration and shall not restrict or damage the cargo door in the process of its opening • ensure that no external force is applied to the cargo doors in case of any fault in the process of cargo door opening • ensure that the cargo door is opened only by individuals who are authorized as per organisational policy or by regulatory guidelines • ensure that any visual defect observed on the cargo door is immediately escalated to appropriate personnel without any delay • align the unloading equipment in line with the cargo door sill • ensure that the load can be transferred from the aircraft cargo compartment onto the equipment without any damage to cargo, equipment or aircraft. • ensure that the unloading sequence is in line with the offloading instructions from the loading supervisor and as per organisation policies. • ensure that the person is physically fit to enter into confined space and move or lift cargo in a sitting or kneeling position, if the space is not enough for the personnel to stand. • ensure that during the process of moving the cargo in the cargo compartment there is no damage to the cargo or the aircraft. • escalate to the appropriate personnel if any cargo is found damaged or in case of any issue observed which can impact the security or safety of aircraft. 	
3	<p>Loading an aircraft load Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 36:00 Corresponding NOS Code AAS/N0104</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • understand the signs which indicate that it is safe to approach the aircraft • ensure that the equipment or personnel are approaching the aircraft from the right direction and as per the operational guidelines set forth by the organisation or regulators • identify the personal protective 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, marking tape, signage, jackets, Chart on traffic signals and symbols, walkie-talkie, chart of prohibited items,</p>

Compulsory NOS :

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>equipment (PPE) required to perform the function</p> <ul style="list-style-type: none"> • ensure that the equipment is parked at the designated location to perform its function • ensure that the equipment is secured and no movement of equipment can take place which can damage the aircraft • identify the location of the cargo door controls • ensure that the equipment is in a safe configuration and shall not restrict or damage the cargo door in the process of its opening • ensure that no external force is applied to the cargo doors in case of any fault in the process of cargo door opening • ensure that the cargo door is opened only by individuals who are authorized as per organisation policy or by regulatory guidelines • ensure that any visual defect observed on the cargo door is immediately escalated to appropriate personnel without any delay • perform visual check of the aircraft compartment to ensure there is no unauthorized cargo or item left inside the cargo compartment. • escalate any findings to the appropriate personnel immediately before commencing loading. • align the loading equipment in line with the cargo door sill • ensure that the load can be transferred from the equipment into the aircraft cargo compartment without any damage to cargo, equipment or aircraft. • ensure that the loading sequence is in line with the instructions from the loading supervisor and organisation policies. • ensure that the person is physically fit to enter into confined space and move or lift cargo in a sitting or kneeling position, if the space is not enough for the personnel to stand. • ensure that during the process of moving the cargo in the cargo compartment there is no damage to the cargo or the aircraft. • ensure that the cargo is secured in accordance to organisational 	

Compulsory NOS :

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>procedures.</p> <ul style="list-style-type: none"> escalate to the appropriate personnel if any cargo is found damaged or in case of any issue observed which can impact the security or safety of aircraft. 	
4	<p>Work Effectively in a Team Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code AAS / N0503</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> display courteous and helpful behaviour at all times. take opportunities to enhance the level of assistance offered to colleagues. meet all reasonable requests for assistance within acceptable workplace timeframes. complete allocated tasks as required. seek assistance when difficulties arise. use questioning techniques to clarify instructions or responsibilities. identify and display a non-discriminatory attitude in all contacts with customers and other staff members. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. follow personal hygiene procedures according to organisational policy and relevant legislation. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task interpret, confirm and act on legal requirements in regard to antidiscrimination, sexual harassment and bullying. ask questions to seek and clarify workplace information. plan and organise daily work routine within the scope of the job role prioritise and complete tasks according to required timeframes identify work and personal priorities and achieve a balance between competing priorities 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, video film demonstrating typical questioning techniques</p>
	<p>Compulsory NOS: Total Duration (hh:mm) 192:00 Theory Duration (hh:mm) 85:00 Practical Duration (hh:mm) 107:00</p>		

Optional NOS :			
OPTIONS (Optional to choose any or all or none)			
OPTION 1: Operate a vehicle airside			
5	<p>Operate a vehicle airside (Optional) Theory Duration (hh:mm) 19:00 Practical Duration (hh:mm) 29:00 Corresponding NOS Code AAS/N0702</p>	<p>Candidates will be able to</p> <ul style="list-style-type: none"> • make sure that airside driving authorization/license is appropriate and valid to the vehicle • confirm that the vehicle is lit and marked according to airside driving requirements • complete documents relating to using the vehicle in line with the organisation procedures • manoeuvre the vehicle in a controlled manner in all conditions • park the vehicle safely in appropriate areas in line with organisation procedures • follow airside signage/markings • give priority to moving aircraft at all times • maintain a safe distance between the vehicle and aircraft at all times as defined by regulatory guidelines • make sure that all doors and shutters (where relevant) are closed while driving the vehicle • reverse the vehicle according to organisational and regulatory guidelines • be constantly vigilant when driving • wear appropriate Personal Protective Equipment (PPE) while driving • secure vehicle loads in line with the organisation procedures • carry an airside driving license in line with the organisation procedures and regulatory guidelines • take appropriate remedial action when foreign object debris (FOD) or spillage is seen on the airfield/apron • report dangerous or unsafe practices to appropriate authority • get rid of all waste products in line with the organisation procedures and regulatory guidelines • provide unhindered access for emergency services at all times • report all airside incidents, accidents and emergencies in line with organisation procedures and regulatory guidelines • respond to airside incidents, accidents and emergencies in line with organisation procedures and regulatory guidelines 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets, and communication. Chart on traffic signals and symbols, walkie-talkie, video content demonstrating safe & secure airside driving procedures,</p>
		<p>baggage handling equipment like tug, baggage cart/dolly, baggage chute,</p>	



		baggage conveyor, baggage loader, Aircraft handling manual (AHM) of widely used aircraft, Baggage Scanner	
	<p>Grand Total Duration</p> <p>Minimum Duration for the QP= <u>192 hrs</u> Theory: <u>85 hrs</u> Practical: <u>107 hrs</u></p> <p>Maximum Duration for the QP= <u>240 hrs</u> Theory: <u>104 hrs</u> Practical: <u>136 hrs</u></p>		

*Grand Total Course Duration (Minimum): **192 Hours, 0 Minutes***

*Grand Total Course Duration (Maximum): **240 Hours, 0 Minutes***

This syllabus/ curriculum has been approved by Aerospace and Aviation Sector Skill Council (AASCC)

Trainer Prerequisites for Job role: “Airline Baggage Handler (Options : Airside Vehicle Operator) ” mapped to Qualification Pack: “AAS/Q0104”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0104”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well- organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Class XII Passed
4a	Domain Certification	Statutory Certificate from Aerospace and Aviation Sector Skill Council (AASCC) for Job Role: “Airline Baggage Handler (Options : Airside Vehicle Operator)” mapped to QP: “AAS/Q0104”. Minimum accepted score for domain certification will be 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the job role “Trainer” mapped to the Qualification Pack : “MEP/Q 0102”. Minimum accepted percentage as per respective SSC guidelines is 80%.
5	Experience	2-3 years of experience

Annexure : Assessment Criteria

Job Role	Airline Baggage Handler (Options : Airside Vehicle Operator)
Qualification Pack	AAS/Q0104
Sector Skill Council	Aerospace and Aviation Sector Skill Council

Sl. No.	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	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6	To pass the Qualification Pack, every trainee should score a minimum of 50% of aggregate marks to successfully clear the assessment.
7	In case of <i>unsuccessful completion</i> , the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
1. AAS/N0502 Follow safety and security procedures	PC 1. search carry-on or checked baggage by hand when it is suspected to contain prohibited items such as weapons	100	10	5	5
	PC 2. inspect carry-on items, using x-ray viewing equipment, to determine whether items contain objects that warrant further.		10	5	5
	PC 3. inspect cargo to identify potential hazards.		10	5	5
	PC 4. view images of checked bags and cargo, using remote screening equipment, and alert baggage screeners or handlers to any possible problems.		20	10	10
	PC 5. test baggage for any explosive materials, using equipment such as explosive detection machines or chemical swab systems.		10	5	5
	PC 6. locate suspicious bags pictured in printouts sent from remote monitoring areas, and set these bags		20	10	10

Compulsory NOS				Marks Allocation	
Total Marks: 400					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	aside for inspection.				
	PC 7. confiscate dangerous items and hazardous materials found in opened bags and turn them over to airlines for disposal		5	2	3
	PC 8. Identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC 9. ensure all health and safety records are updates and procedures well defined		5	2	3
	Total		100	52	48
2.AAS/N0103 Unloading an aircraft	PC 1. understand the signs which indicate that it is safe to approach the aircraft		7	3	4
	PC 2. identify the Personal Protective Equipment (PPE) required to perform the function		7	3	4
	PC 3. ensure that the equipment or personnel approach the aircraft from the right direction and as per the operational guidelines set forth by the organisation or regulators		6	3	3
	PC 4. ensure that the equipment is parked at the designated location to perform its function		6	3	3
	PC 5. ensure that the equipment is secured and no movement of equipment can take place which can damage the aircraft	100	6	3	3
	PC 6. identify the location of the cargo door opening controls		6	3	3
	PC 7. ensure that the equipment is in a safe configuration and shall not restrict or hit the cargo door in the process of its opening		7	3	4
	PC 8. ensure that no external force is applied to the cargo doors in case of any fault in the process of cargo door opening		6	3	3
	PC 9. ensure that the cargo door is opened only by individuals who are authorized as per organisation policy or by regulatory guidelines		6	3	3

Compulsory NOS				Marks Allocation	
Total Marks: 400					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC 10. ensure that any visual defect observed on the cargo door is immediately escalated to appropriate personnel without any delay		6	3	3
	PC 11. align the unloading equipment in line with the cargo compartment		6	3	3
	PC 12. ensure that the load can be transferred from the aircraft cargo compartment onto the equipment without any damage to cargo, equipment or aircraft		7	3	4
	PC 13. ensure that the unloading sequence is in line with the instructions from the loading supervisor and organisation policies		6	3	3
	PC 14. ensure that the person is physically fit to enter into confined space and move or lift cargo in a sitting or kneeling position, if the space is not enough for the personnel to stand		6	3	3
	PC 15. ensure that during the process of moving the cargo in the cargo compartment there is no damage to the cargo or the aircraft		6	3	3
	PC 16. escalate to the appropriate personnel if any cargo is found damaged or in case of any issue observed which can impact the security or safety of aircraft		6	3	3
	Total		100	48	52
3.AAS/N0104 loading an aircraft	PC 1. understand the signs which indicate that it is safe to approach the aircraft		6	3	3
	PC 2. ensure that the equipment or personnel are approaching the aircraft from the right direction and as per the operational guidelines set forth by the organisation or regulators	100	6	3	3
	PC 3. identify the Personal Protective Equipment (PPE) required to perform the function		6	3	3

Compulsory NOS				Marks Allocation	
Total Marks: 400					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC 4. ensure that the equipment is parked at the designated location to perform its function		6	3	3
	PC 5. ensure that the equipment is secured and no movement of equipment can take place which can damage the aircraft		6	3	3
	PC 6. identify the location of the cargo door opening controls		6	3	3
	PC 7. ensure that the equipment is in a safe configuration and shall not restrict or hit the cargo door in the process of its opening		6	3	3
	PC 8. ensure that no external force is applied to the cargo doors in case of any fault in the process of cargo door opening		6	3	3
	PC 9. ensure that the cargo door is opened only by individuals who are authorized as per organisation policy or by regulatory guidelines		6	3	3
	PC 10. ensure that any visual defect observed on the cargo door is immediately escalated to appropriate personnel without any delay		6	3	3
	PC 11. perform visual check of the aircraft compartment to ensure there is no unauthorized cargo or item left inside the cargo compartment		4	1	3
	PC 12. escalate any findings to the appropriate personnel immediately before commencing loading		4	2	2
	PC 13. align the loading equipment in line with the cargo compartment		6	3	3
	PC 14. ensure that the load can be transferred from the equipment onto the aircraft cargo compartment without any damage to cargo equipment or aircraft		6	3	3
	PC 15. ensure that the loading sequence is in line with the instructions from		6	3	3

Compulsory NOS				Marks Allocation	
Total Marks: 400					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	the loading supervisor and organisation policies				
	PC 16. ensure that the person is physically fit to enter into confined space and move or lift cargo in a sitting or kneeling position, if the space is not enough for the personnel to stand		4	2	2
	PC 17. ensure that during the process of moving the cargo in the cargo compartment there is no damage to the cargo or the aircraft		3	1	2
	PC18. ensure that the cargo is secured in accordance to organisational procedures.		5	2	3
	PC 19. escalate to the appropriate personnel if any cargo is found damaged or in case of any issue observed which can impact the security or safety of aircraft		2	1	1
	Total		100	36	64
4.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

Compulsory NOS				Marks Allocation	
Total Marks: 400					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	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

Options		Marks Allocation			
Option 1: Airside Vehicle Operator					
Total Marks: 100					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
1.1 AAS/N0702 Operate a vehicle Airside	PC1. make sure 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. maneuvers 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. give priority 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. make sure 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. be constantly vigilant when driving		5	2	3
	PC12. wear appropriate personal protective equipment when		5	2	3

	driving				
	PC13. secure vehicle loads in line with your organisation procedures		5	2	3
	PC14. carry an airside driving pass or license in line with your organisation procedures		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
	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
	Grand Total (Marks)		500	222	278
	Percentage Weightage (%)		--	44	56