

Model Curriculum

Airline High Lift Truck Operator

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRLINE
OCCUPATION: LOADING & UNLOADING
REF ID: AAS/Q0102, V 1.0
NSQF LEVEL: 4



Certificate

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

AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASSC)

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack : '**Airline High Lift Truck Operator**' QP No. '**AAS/Q0102**' **NSQF level 4**'



(Authorised signatory)

Aerospace & Aviation Sector Skill Council (AASSC)

Date of issuance : 01 September 2017
Valid up to : 31 August 2018
* Valid up to the next review date of the Qualification Pack

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Airline High Lift Truck Operator

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Airline High Lift Truck Operator”, in the “Aerospace & Aviation” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Airline High Lift Truck Operator		
Qualification Pack Name & Reference ID.	AAS/Q0102		
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"> • Preparing vehicle for airside use • Maneuver the vehicle airside • Maintain procedures and practices which contribute to the safety of airside traffic and apron operations. • Servicing of aircraft for arrival/departure in the given time frame along with the required responsibilities. • 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 ability 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 7 out of 7 National Occupational Standards (NOS) of “Airline High Lift Truck Operator” Qualification Pack issued by “Aerospace & Aviation Sector Skill Council (AASSC)”.

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, Markers, computer and projector, trainer’s guide, student handbook, Charts regarding health & hygiene, fire-fighting, first aid, chart of prohibited items, walkie-talkie, personal protective equipment (PPE) (consisting of safety jacket, safety goggles, ear plugs, gloves, safety shoes & safety helmet)</p>
2	<p>Unloading of aircraft load Theory Duration (hh:mm) 16:00 Practical Duration (hh:mm) 24:00 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 and no movement of equipment can take place which can damage the aircraft identify the location of the cargo door controls 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook, first aid, chart of prohibited items, whistle, walkie-talkie</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> 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) 14:00 Practical Duration (hh:mm) 26:00 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 equipment (PPE) required to perform the function 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 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, first aid, chart of prohibited items, walkie-talkie</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>aircraft identify the location of the cargo door controls</p> <ul style="list-style-type: none"> • 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 procedures. • 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>Prestart inspection of equipment/ vehicle Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm)</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • identify the appropriate prestart inspection checklist for the respective equipment/vehicle 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, Chart of parking layout, traffic markings, Chart on traffic</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	20:00 Corresponding NOS Code AAS/N0701	<ul style="list-style-type: none"> perform the prestart inspection on the respective equipment/vehicle as per the checklist identify any defects on the equipment/vehicle and determine if the same can impact the operations of the equipment/vehicle ensure that all the findings against the prestart inspection checklist are duly filled in the appropriate checklist forms record any additional defects found beyond the prestart inspection checklist in the appropriate form in relevant detail file the duly filled form in the manner as defined by the organisation or regulatory policies and procedures 	signals and symbols, walkie-talkie
5	Operating a vehicle airside Theory Duration (hh:mm) 19:00 Practical Duration (hh:mm) 29:00 Corresponding NOS Code AAS/N0702	Candidates will be able to; <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 	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

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • 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 	
6	<p>Post operations inspection of equipment / vehicle Theory Duration (hh:mm) 19:00 Practical Duration (hh:mm) 21:00 Corresponding NOS Code AAS/N0703</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • identify appropriate post operations inspection checklist for the respective equipment /vehicle • perform the post operations inspection on the respective equipment /vehicle as per the checklist • identify any defects with the equipment/vehicle and determine if the same can impact the operations of the respective equipment/ vehicle • ensure that all the findings against the post operations inspection checklist are duly filled in the appropriate checklist forms • record any additional defects found or caused during operations or in the appropriate form in relevant detail • file the duly filled form in the manner as defined by the organisation or regulatory policies and procedures 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, Chart of parking layout, traffic markings, Chart on traffic signals and symbols, walkie-talkie, documents/charts on reporting of defects, checklists/forms on defect identification/reporting</p>
7	<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. • follow 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 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, video film demonstrating typical questioning techniques</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>relevant legislation.</p> <ul style="list-style-type: none"> • 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>Total Duration Theory Duration (hh:mm) 126:00 Practical Duration (hh:mm) 162:00</p>	<ul style="list-style-type: none"> • high lift truck • fork lift • wheel chair & stretcher • Aircraft handling manual (AHM) of widely used aircraft 	

Grand Total Course Duration: 288 Hours, 0 Minutes

(This syllabus/ curriculum has been approved by [SSC: Aerospace & Aviation Sector Skill Council](#))

Trainer Prerequisites for Job role: “Airline High Lift Truck Operator” mapped to Qualification Pack: “AAS/Q0102”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0102”.
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
4a	Domain Certification	Statutory Certificate from Aerospace & Aviation Sector Skill Council (AASSC) for Job Role: “Airline High Lift Truck Operator” mapped to QP: “AAS/Q0102”. 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 High Lift Truck Operator
Qualification Pack : AAS/Q0102
Sector Skill Council : Aerospace & Aviation

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 50% 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

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference		5	2	3
	PC8. identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC9. complete all health and safety records are updates and procedures well defined		5	2	3
		Total	100	52	48
2. AAS/N0103 Unloading an aircraft load	PC1. ensure understanding of the signs which indicate that it is safe to approach the		5	2	3
	PC2. identify the Personal Protective Equipment (PPE) required to perform the function		10	4	6
	PC3. 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		5	2	3

	PC4. ensure that the equipment is parked at the designated location to perform its function	100	10	4	6
	PC5. ensure that the equipment is secured and no movement of equipment can take place which can damage the aircraft		10	4	6
	PC6. identify the location of the cargo door controls		10	4	6
	PC7. ensure that the equipment is in a safe configuration and shall not restrict or hit the cargo door in the process of its opening		10	4	6
	PC8. ensure that no external force is applied to the cargo doors in case of any fault in the process of cargo door opening		10	5	5
	PC9. ensure that the cargo door is opened only by individuals who are authorized as per organisation policy or by regulatory guidelines		10	3	7
	PC10. ensure that any visual defect observed on the cargo door is immediately escalated to appropriate personnel without any delay		10	4	6
	PC11. align the unloading equipment in line with the cargo compartment		10	4	6

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC12. ensure that the load can be transferred from the aircraft cargo compartment onto the equipment without any damage to cargo, equipment or aircraft.	100	10	4	6
	PC13. ensure that the unloading sequence is in line with the instructions from the loading supervisor and organisation policies.		10	2	8
	PC14. 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.		10	4	6
	PC15. ensure that during the process of moving the cargo in the cargo compartment there is no damage to the cargo or the aircraft.		10	4	6
	PC16. 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.		10	4	6
		Total	100	40	60
3. AAS/N0104 Loading an aircraft load	PC1. understand the signs which indicate that it is safe to approach the aircraft	100	6	2	4

PC2. 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	6	2	4
PC3. identify the Personal Protective Equipment (PPE) required to perform the function	6	2	4
PC4. ensure that the equipment is parked at the designated location to perform its function	6	2	4
PC5. ensure that the equipment is secured and no movement of equipment can take place which can damage the aircraft	6	2	4
PC6. identify the location of the cargo door opening controls	6	2	4
PC7. 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	2	4

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC8. ensure that no external force is applied to the cargo doors in case of any fault in the process of cargo door opening		6	2	4
	PC9. ensure that the cargo door is opened only by individuals who are authorized as per organisation policy or by regulatory guidelines		6	2	4
	PC10. ensure that any visual defect observed on the cargo door is immediately escalated to appropriate personnel without any delay		6	2	4
	PC11. perform visual check of the aircraft compartment to ensure there is no unauthorized cargo or item left inside the cargo compartment.		5	2	3
	PC12. escalate any findings to the appropriate personnel immediately before commencing loading.		5	2	3
	PC13. align the loading equipment in line with the cargo compartment		5	2	3
	PC14. ensure that the load can be transferred from the equipment onto the aircraft cargo compartment without any damage to cargo, equipment or aircraft.		5	2	3
	PC15. ensure that the loading sequence is in line with the instructions from the loading supervisor and organisation policies.		5	2	3

	PC16. 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.		5	2	3
	PC17. 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
	PC19. 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
			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
4. AAS/N0701 Prestart inspection of equipment/vehicles	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	50
5. 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 driving		5	2	3
	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
			100	40	60
6. 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 in the appropriate form in relevant detail		16	8	8
	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

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Marks Allocation		
			Out of	Theory	Skills Practical
7. 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