
Model Curriculum

Airline Cargo Assistant

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRLINE
OCCUPATION: LOADING & UNLOADING
REF ID: AAS/Q0103, V 1.0
NSQF LEVEL: 3



Certificate

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

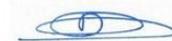
AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASSC)

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack : **'Airline Cargo Assistant'** QP No. **'AAS/Q0103' NSQF level 3'**

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



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

TABLE OF CONTENTS

1. Curriculum	4
2. Trainer Prerequisites	11
3. Annexure: Assessment Criteria	12

Airline Cargo Assistant

CURRICULUM / SYLLABUS

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

Program Name	Airline Cargo Assistant		
Qualification Pack Name & Reference ID.	AAS/Q0103		
Version No.	1.0	Version Update Date	20 – 02 - 2017
Prerequisites to Training	Class X		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> • Ensure smooth handling of cargo throughout Cargo/Ramp Operations by performing multi-skilled role. • Utilise the resources provided effectively. • Perform Air cargo handling including but not limited to, documentation, customer service, acceptance, delivery, breakdown, build up, equipment operation and transport. • 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 4 out of 4 Compulsory National Occupational Standards (NOS) of “Airline Cargo Assistant” Qualification Pack and 1 out of 1 Optional NOS issued by “Aerospace & 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>Accept and prepare cargo and mail for air transport under the supervision of the supervisor Theory Duration (hh:mm) 22:00 Practical Duration (hh:mm) 34:00 Corresponding NOS Code AAS/N0102</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> receive cargo or mail documents from the shipper and verify the air waybill number and the booking of cargo or mail. verify that the required documents pertaining to the cargo or mail shipment is in line with organisational and regulatory requirements. perform visual inspection of the cargo or mail to identify any existing damage to the cargo or mail and make records of the same. perform weight check of the cargo to confirm that the weight and 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, chart of prohibited items, Screening & search equipment – hand-held metal detector, doorframe metal detector, whistle, lights, and communication. Chart on traffic signals and symbols, walkie-talkie</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>dimensions of the cargo are in line with the information on the Air waybill Number / booking.</p> <ul style="list-style-type: none"> process the cargo and mail for security check as per regulatory guidelines oversee the stacking of the cargo and record the location of the cargo in the storage area for future retrieval. oversee the retrieval for cargo buildup for air transport visually check the cargo transport container and or pallets to ascertain any existing damages to the containers. oversee the cargo build up including distribution of cargo across the containers / pallets and verify the same is in accordance with instructions of load distribution from load controller. verify the cargo air waybill details and number of shipments to confirm if the same matches as per the list of planned cargo for the specific flight. verify that all documents of the built up cargo are available and in accordance with the organisational and regulatory requirements. dispatch the built up cargo along with all the documents to the aircraft or loading areas for loading onto the aircraft update the cargo system with all relevant information as required 	
3	<p>Delivery of incoming cargo and mail Theory Duration (hh:mm) 27:00 Practical Duration (hh:mm) 29:00 Corresponding NOS Code AAS/N0101</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> gather relevant information about incoming cargo with regards to volume and type of cargo and notify appropriate authorities as per applicable procedures deploy adequate equipment to handle the volume and type of incoming cargo at the cargo warehouse receive the incoming cargo and the associated documents at the aircraft/designated area transport the incoming cargo using proper equipment to the cargo processing base/warehouse stage the cargo at the designated area receive the cargo and the cargo documents at the incoming cargo processing base/warehouse Delivery of cargo and mail 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook Screening & search equipment, marking tape, signage, jackets, batons, whistle, walkie-talkie</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> breakdown the cargo from its built up configuration and segregate the cargo based on air waybill numbers. verify the cargo air waybill numbers and the number of consignments against the incoming cargo documents received along with the cargo. visually check the condition of the cargo to ascertain any damage/ discrepancy with the cargo that might have occurred during transportation and record the same. oversee the storage and stacking of incoming cargo as per organisational and regulatory procedures and record the position of the cargo. update the cargo system with all the relevant information about the incoming cargo. notify the recipient of the shipper via channels as detailed by the organisation confirming the arrival of the cargo shipment. create a delivery order for the cargo in accordance with the organisational and regulatory procedures and policies. accept the delivery order charges/proof of payment of delivery order charges by the recipient or a verified representative of the recipient of the shipment. retrieve the cargo shipment from its storage area and deliver the same to the recipient of the shipment or its verified representative. update the cargo system with the delivery of the shipment and store the confirmation of delivery documents along with cargo documents for record purposes as per organisational policies 	
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. 	<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
		<ul style="list-style-type: none"> • 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>Compulsory NOS: Total Duration (hh:mm) 192:00 Theory Duration (hh:mm) 87:00 Practical Duration (hh:mm) 105:00</p>		

Optional NOS :

OPTIONS (Optional to choose any or all or none)

OPTION 1: Operate a vehicle airside

5	<p>Operating a vehicle airside 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 	<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>
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Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>times</p> <ul style="list-style-type: none"> • 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>Option 1: Total Duration (hh:mm) 48:00 Theory Duration (hh:mm) 19:00 Practical Duration (hh:mm) 29:00</p>	<p>Unique equipment required; Aircraft handling manual (AHM) of widely used aircraft, Unit Loading Device (ULD), Cargo dozer, Cargo Excavator, Crane, Backhoe Loader, cargo handling equipment like Tug, cargo cart/dolly, cargo loader, Container</p>	
	<p>Grand Total Duration</p> <p>Minimum Duration for the QP= <u>192 hrs</u> Theory: <u>105 hrs</u> Practical: <u>87 hrs</u></p> <p>Maximum Duration for the QP= <u>240 hrs</u> Theory: <u>106 hrs</u> Practical: <u>134 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 & Aviation Sector Skill Council)

Trainer Prerequisites for Job role: “Airline Cargo Assistant” mapped to Qualification Pack: “AAS/Q0103”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0103”.
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 Cargo Assistant” mapped to QP: “AAS/Q0103”. 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

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Airline Cargo Assistant

Qualification Pack: AAS/Q0103

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 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	PC 1. comply with the organisation's safety and security policies and procedures	100	10	5	5
	PC 2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference		10	5	5
	PC 3. report any identified breaches of safety, and security policies and procedures to the designated person		10	5	5
	PC 4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment		20	10	10
	PC 5. 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
	PC 6. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines		20	10	10

	PC 7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference		5	2	3
	PC 8. identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC 9. complete all health and safety records are updates and procedures well defined		5	2	3
	Total		100	52	48
			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
2.AAS/N0102 Accept and prepare cargo and mail for air transport	PC 1. receive cargo or mail documents from the shipper and verify the air waybill number and the booking of cargo or	100	10	4	6
	PC 2. verify that the required documents pertaining to the cargo or mail shipment is in line with organisational and regulatory requirements.		10	5	5
	PC 3. perform visual inspection of the cargo or mail to identify any existing damage to the cargo or mail and make records of the same.		10	4	6
	PC 4. perform weight check of the cargo to confirm that the weight and dimensions of the cargo are in line with the information on the Air waybill Number / booking.		10	3	7
	PC 5. process the cargo and mail for security check as per regulatory guidelines		5	2	3
	PC 6. oversee the stacking of the cargo and record the location of the cargo in the storage area for future retrieval.		5	2	3
	PC 7. oversee the retrieval for cargo buildup for air transport		10	3	7
	PC 8. visually check the cargo transport container and or pallets to ascertain any existing damages to the containers.		10	3	7
	PC 9. oversee the cargo build up including distribution of cargo across the containers / pallets and verify the same is in accordance with instructions of load distribution from load controller.		5	2	3

	PC 10. verify the cargo air waybill details and number of shipments to confirm if the same matches as per the list of planned cargo for the specific flight.		10	4	6
	PC 11. verify that all documents of the built up cargo are available and in accordance with the organisational and regulatory requirements.		5	2	3
	PC 12. dispatch the built up cargo along with all the documents to the aircraft or loading areas for loading onto the aircraft		5	4	1
	PC 13. update the cargo system with all relevant information as required		5	2	3
		Total	100	40	60
			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
3. AAS/N0101 Delivery of incoming cargo and mail	PC 1. gather relevant information about incoming cargo with regards to volume and type of cargo and notify appropriate authorities as per applicable procedures	100	6	3	3
	PC 2. deploy adequate equipment to handle the volume and type of incoming cargo at the aircraft bay		6	3	3
	PC 3. receive the incoming cargo and the associated documents at the aircraft		6	3	3
	PC 4. transport the incoming cargo using proper equipment to the cargo processing base/warehouse		7	3	4
	PC 5. stage the cargo at the designated area		6	3	3
	PC 6. receive the cargo and the cargo documents at the incoming cargo processing base/warehouse		6	3	3
	PC 7. breakdown the cargo from its built up configuration and segregate the cargo based on air waybill numbers.		7	3	4
	PC 8. verify the cargo air waybill numbers and the number of consignments against the incoming cargo documents received along with the cargo.		6	3	3
	PC 10. oversee the storage and stacking of incoming cargo as per organisational and regulatory procedures and record the position of the cargo.		6	3	3
	PC 11. update the cargo system with all the relevant information about the incoming cargo.		6	3	3

	PC 12. notify the recipient of the shipper via channels as detailed by the organisation confirming the arrival of the cargo shipment.		6	3	3
	PC 13. create a delivery order for the cargo in accordance with the organisational and regulatory procedures and policies.		6	3	3
	PC 14. accept the delivery order charges / proof of payment of delivery order charges by the recipient or a verified representative of the recipient of the shipment.		6	3	3
	PC 15. retrieve the cargo shipment from its storage area and deliver the same to the recipient of the shipment or its verified representative.		7	3	4
	PC 16. update the cargo system with the delivery of the shipment and store the confirmation of delivery documents along with cargo documents for record		6	3	3
	Total		100	48	52
			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
4. AAS/N0702 (Optional) 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
		Total	100	40	60
			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