
Model Curriculum

Airline Customer Service Executive

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRLINE
OCCUPATION: CUSTOMER SERVICE
REF ID: AAS/Q0301
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 Customer Service Executive' QP No. 'AAS/Q0301 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 Customer Service Executive

CURRICULUM / SYLLABUS

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

Program Name	Airline Customer Service Executive		
Qualification Pack Name & Reference ID.	AAS/Q0301		
Version No.	1.0	Version Update Date	20 – 02 - 2017
Pre-requisites to Training	Class XII		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> • Handle the administrative and customer service functions responsibly. • Meet the needs and safety requirements of passengers and airport personnel. • Assist customers before and after a flight. • Provide support to other airport personnel, including pilots and engineers. • Identify and use basic tools, equipment & materials; Understanding of carrying out tool box, machinery equipment for its operation. • Acquire basic communication skills and good inter-personal skills. • 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 Customer Service Executive” Qualification Pack issued by “SSC: Aerospace & Aviation Sector Skill Council (AASCC)”.

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, Screening & search equipment – hand-held metal detector, doorframe metal detector, Under chassis inspection mirror, torch, Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets. Chart on traffic signals and symbols, walkie-talkie, personal protective equipment (PPE) (consisting of high visibility safety jacket & safety shoes)</p>
2	<p>Passenger Check-In Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code AAS/N0301</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> receive passengers in a courteous manner at the check in counter identify the bona fide passengers with their passenger name record(PNR) in accordance with the airline procedure and an acceptable identification document as per regulatory requirements take appropriate action to deal with passengers who are unfit or incapable of air travel as per organisation and or regulatory guidelines “check-In” the passenger in the departure control system as per 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook, walkie-talkie, video films demonstrating typical passenger reception procedures,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>organisation procedures</p> <ul style="list-style-type: none"> • allocate seat, services and facilities to bonafide passengers according to their requests and their eligibility • “check-In” the bag(s) of the passenger, if any, while ensuring that the bag(s) are within prescribed limits • enter the details of the bag(s) into the departure control system and print the baggage tag(s) • tag the bag(s) appropriately. • ensure that the copy of the baggage tag(s) is affixed on the boarding card of the passenger • deal with any observed discrepancies in line with policies and procedures of the organisation • provide boarding pass to passenger(s) • handover all the documents to the passenger and brief the passenger on the details of the departing flight • escalate any safety or security concerns about passengers 	
3	<p>Passenger boarding Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code AAS/N0303</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • gather the information of flight and the departure gate • announce boarding of the flight in clear and concise manner as per boarding sequence • ensure that the boarding announcements are as per defined organisation procedures • deal with passengers in a courteous manner at all times • ask for the boarding pass at the boarding gate • scan and cross verify the boarding pass • inspect the boarding pass for airport security stamp • assign a porter/helper to special needs passenger, if required • direct the passengers to the aircraft through the aerobridge or coach • reconcile the passenger headcount and escalate any deficiency through the appropriate channel 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook,</p>
4	<p>Manage lounge services Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • receive and greet the passengers at the lounge service desk • verify the eligibility of the passenger to access the lounge services based on organisation policies • ensure to record all the details of the passenger at the lounge service desk 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook, jackets, batons, whistle, lights, and communication, tag scanners/access control</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	AAS/N0302	<ul style="list-style-type: none"> • keep the passenger informed about the boarding gate for the flight and the boarding time • provide passengers with newspapers, food and drink, when requested • operate equipment in the executive lounge • resolve queries from passengers in a courteous and friendly manner • dress appropriately at all times • maintain high levels of hygiene • make announcements at appropriate times to make sure that passengers board their flights in a timely manner • deal effectively and politely with passengers during flight delays 	devices, Charts regarding safety & security, health & hygiene, fire-fighting, first aid, prohibited items,
5	Manage passenger complaints at airport Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code AAS/N0304	Candidates will be able to; <ul style="list-style-type: none"> • deal with passengers in a courteous manner at all times • examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers • explain the lost baggage procedure to passengers in a clear and concise manner • record the details of the bag(s) as per checklist defined by the organisation • raise the complaint within the airline system(s) using appropriate processes • communicate to the passenger his/her rights to claim compensation and the process to receive compensation for delayed or lost bag(s) as per organisation policies and regulatory guidelines • escalate the complaint based on the situation and the passenger's reaction • deal with passengers in a courteous manner at all times • examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers • inspect bag(s) for alleged pilferage or damage and attempt to verify the alleged claims by the passenger • explain the claims procedure to passengers in a clear and concise manner • record the passenger complaint and details of the pilferage/damage as per organisation procedures and regulatory guidelines 	White/Black board, Markers, computer and projector, trainer's guide, student handbook, jackets, batons, whistle, lights, and communication, tag scanners/access control devices, Charts regarding safety & security, health & hygiene, fire-fighting, first aid, prohibited items,

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • issue appropriate documents to passengers • process internal paperwork relating to damage in line with the organisation procedures and raise the complaint within the airline system(s) using appropriate processes • communicate to the passenger his/her rights to claim the compensation and the process to claim the compensation in line with organisation policy and procedure 	
6	<p>Take actions to deal with incidents, accidents and emergencies in the aviation security environment Theory Duration (hh:mm) 16:00 Practical Duration (hh:mm) 16:00 Corresponding NOS Code AAS/N0501</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • comprehend the probability and severity of emergency situations • take action to deal with emergencies, incidents or accidents in line with the organisation's procedures and regulatory guidelines • make sure the action planned does not increase the risk or threat to self and others • consider the needs of others when taking action • keep all the relevant and appropriate person(s) informed on action taken in line with organisation's procedures • get help from the appropriate sources in situation(s) that are outside your own authority or ability • document all actions taken to mitigate risks/emergencies in line with organisation procedures and regulatory guidelines 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, jackets, batons, whistle, lights, and communication, tag scanners/access control devices, Charts regarding safety & security, health & hygiene, fire-fighting, first aid, prohibited items,</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. • observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. 	<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"> • 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>Total Duration(hh:mm) 240:00</p> <p>Theory Duration (hh:mm) 106:00</p> <p>Practical Duration (hh:mm) 134:00</p>	<p>Typical access control devices for passenger information system, hand held ticket scanners, Charts & documentation on passenger information control system software, charts and documents on regulation regarding hand baggages, security & safety procedures, charts & documents on complaint recording & escalation/action procedures, passenger claims procedures, CPR or Emergency Breathing Apparatus, Bomb threat contingency plan</p>	

Grand Total Course Duration: 240 Hours, 0 Minutes

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

Trainer Prerequisites for Job role: “Airline Customer Service Executive” mapped to Qualification Pack: “AAS/Q0301”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0301”.
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	Graduate (in any subject)
4a	Domain Certification	Statutory Certificate from Aerospace & Aviation Sector Skill Council (AASSC) for Job Role: “Airline Customer Service Executive” mapped to QP: “AAS/Q0301”. 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.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Airline Customer Service Executive

Qualification Pack: AAS/Q0301

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 60% 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

Marks Allocation

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	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
2. AAS/N0301 Passenger Check-In	PC 1. receive passengers in a courteous manner at the check in counters	100	10	4	6
	PC 2. identify the bonafide passengers with their passenger name record (PNR) in accordance with the airline procedure and an acceptable identification document as per regulatory requirements		10	4	6
	PC 3. take appropriate action to deal with passengers who are unfit or incapable of air travel as per organisation and or regulatory guidelines		10	4	6
	PC 4. "check-In" the passenger in the airline reservation or departure control system as per organisation procedures		10	4	6
	PC 5. allocate seat, services and facilities to bonafide passengers according to their requests and their eligibility		10	4	6
	PC 6. "check-In" the bag(s) of the passenger, if any, while ensuring that the bag(s) are within the limits as per organisation policies		5	2	3
	PC 7. enter the details of the bag(s) into the reservation or departure control system and print the baggage tag(s)		10	4	6
	PC 8. tag the bag(s) appropriately.		5	2	3
	PC 9. ensure that the copy of the baggage tag(s) is affixed on the boarding card of the passenger		5	2	3

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC 10. deal with any observed discrepancies in line with policies and procedures of the organisation		5	2	3
	PC 11. provide boarding pass to passenger(s)		5	2	3

	PC 12. handover all the documents to the passenger and brief the passenger on the details of the departing		10	5	5
	PC 13. escalate any safety or security concerns about passengers		5	2	3
		Total	100	41	59
3. AAS/N0303 Passenger boarding	PC1. gather the information of flight and the departure gate	100	10	4	6
	PC2. announce boarding of the flight in clear and concise manner as per boarding sequence		10	4	6
	PC3. ensure that the boarding announcements are as per defined organisation procedures		10	4	6
	PC4. deal with passengers in a courteous manner at all times		10	4	6
	PC5. ask for the boarding pass at the boarding gate		10	4	6
	PC6. scan and cross verify the boarding pass		10	4	6
	PC7. Inspect the hand baggage tag for airport security stamp		10	4	6
	PC8. assign a porter/helper to special needs passenger, if required		10	4	6
	PC9. direct the passengers to the aircraft through the aerobridge or		10	4	6
	PC10. reconcile the passenger headcount and escalate any deficiency through the appropriate channel		10	4	6
		Total	100	40	60
4.AAS/N0302 Manage lounge services	PC1. receive and greet the passengers at the lounge service desk	100	10	4	6
	PC2. verify the eligibility of a bonafide passenger to access the lounge services based on organisation		10	4	6
	PC3. ensure to record all the details of the passenger at the lounge service		10	4	6
	PC4. keep the passenger informed about the boarding gate for the flight and the boarding time		5	2	3

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC5. provide passengers with newspapers, food and drink, if they ask		10	4	6
	PC6. operate equipment in the executive lounge		10	4	6
	PC7. resolve queries from passengers in a courteous and friendly manner		10	4	6

	PC8. dress appropriately at all times		10	4	6
	PC9. maintain high levels of hygiene		10	4	6
	PC10. make announcements at appropriate times to make sure that passengers board their flights in a timely manner		5	2	3
	PC11. deal effectively and politely with passengers during flight delays		10	4	6
		Total	100	40	60
5. AAS/N0304 Manage passenger complaints at airport	PC1. deal with passengers in a courteous manner at all times	100	5	2	3
	PC2. examine passengers' tickets and baggage tag identification to identify appropriate reference/ sequence numbers		5	2	3
	PC3. explain the lost baggage procedure to passengers in a clear and concise manner		5	2	3
	PC4. record the details of the bag(s) as per checklist defined by the organisation		5	2	3
	PC5. raise the complaint within the airline systems using appropriate processes		10	4	6
	PC6. communicate to the passenger his/her rights to claim compensation and the process to receive compensation for delayed or lost bag(s) as per organisation policies and regulatory guidelines		10	4	6
	PC7. escalate the complaint based on the situation and the passenger's reaction		5	2	3
	PC8. deal with passengers in a courteous manner at all times		5	2	3
	PC9. examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers		5	2	3
	PC10. inspect bag(s) for alleged theft or damage and attempt to verify the alleged claims by the passenger		10	4	6

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC11. explain the claims procedure to passengers in a clear and concise manner		10	4	6
	PC12. record the passenger complaint and details of the theft/damage as per organisation procedures and regulatory guidelines		5	2	3

	PC13. issue appropriate documents to passengers		5	2	3
	PC14. process internal paperwork relating to damage in line with the organisation procedures and raise the complaint within the airline systems using appropriate processes		10	4	6
	PC15. communicate to the passenger his/her rights to claim the compensation and the process to claim the compensation in line with organisation policy and procedure		5	2	3
		Total	100	40	60
6. AAS/N0501 Take action to deal with incidents, accidents and emergencies in the aviation security environment	PC1. comply with the probability and severity of emergency situations	100	20	10	10
	PC2. take action to deal with emergencies, incidents or accidents in line with its organisation's procedures and regulatory guidelines		20	10	10
	PC 3. make sure the action planned does not increase the risk or threat to oneself and others		10	5	5
	PC 4. consider the needs of others when taking action		10	5	5
	PC 5. keep all the relevant and appropriate person(s) informed on action taken in line with organisation's procedures		10	6	4
	PC 6. get help from the appropriate sources in situation that are outside your own authority or ability		20	10	10
	PC 7. document all actions taken to mitigate risks/ emergencies in line with organisation procedures and regulatory guidelines		10	5	5
		Total	100	51	49

Assessment outcomes	Assessment Criteria for outcomes	Total Mark	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