

---

# Model Curriculum

## Airport Unit Load Device (ULD) Staff (Options: Airside Vehicle Operator)

**SECTOR: AEROSPACE AND AVIATION**  
**SUB-SECTOR: AIRPORT OPERATIONS, CARGO AND GROUND HANDLING**  
**OCCUPATION: CARGO TERMINAL OPERATIONS**  
**REF ID: AAS/Q4301, 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 : **'Airport Unit Load Device (ULD) Staff (Options: Airside Vehicle Operator)'** QP No. **'AAS/4301' NSQF level 3'**

Date of issuance : 12 December 2017  
Valid up to : 11 December 2018  
\* Valid up to the next review date of the Qualification Pack



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

## TABLE OF CONTENTS

<b>1. Curriculum</b>	<b>1</b>
<b>2. Trainer Prerequisites</b>	<b>6</b>
<b>3. Annexure: Assessment Criteria</b>	<b>7</b>

# Airport Unit Load Device (ULD) Staff (Options: Airside Vehicle Operator)

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Airport Unit Load Device (ULD) Staff (Options: Airside Vehicle Operator)”, in the “Aerospace and Aviation” Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Airport Unit Load Device (ULD) Staff (Options: Airside Vehicle Operator)		
Qualification Pack Name & Reference ID.	AAS/Q4301		
Version No.	1.0	Version Update Date	28 – 06 - 2017
Pre-requisites to Training	Class X pass		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> <li>• Manage incoming and outgoing shipping logistics for cargo transportation with responsibility.</li> <li>• Expedite route movement of incoming and outgoing cargo and freight shipment</li> <li>• Maintain and control stock availability of ULD's for airline network stations to move cargo and baggage in a safe cost effective manner.</li> <li>• Achieve basic communication skills and good inter-personal skills.</li> <li>• Acquire abilities to withstand stress.</li> <li>• Acquire critical thinking abilities</li> <li>• Achieve decision making skills.</li> </ul>		

This course encompasses 3 out of 3 **Compulsory** National Occupational Standards (NOS) of “Airport Unit Load Device (ULD) Staff (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><b>Follow safety and security procedures</b> Theory Duration (hh:mm) <b>25:00</b> Practical Duration (hh:mm) <b>23:00</b> Corresponding NOS Code <b>AAS/N0502</b></p>	<ul style="list-style-type: none"> <li>Comply with the organisation’s safety and security policies and procedures</li> <li>Comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference</li> <li>Report any identified breaches of safety, and security policies and procedures to the designated person</li> <li>Coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment</li> <li>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</li> <li>Report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and regulatory guidelines</li> <li>Follow organisation’s emergency procedures for accidents, fires or acts of unlawful interference</li> <li>Identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>Ensure all health and safety records are updated and procedures well defined</li> </ul>	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer’s guide, student handbook, Charts regarding health &amp; hygiene, fire-fighting, first aid, chart of prohibited items, chart of parking layout, traffic markings, video content demonstrating safety &amp; security procedures, personal protective equipment (PPE) (consisting of safety jacket, safety goggles, ear plugs, gloves &amp; safety shoes)</p>
2	<p><b>Perform cargo tracking and ULD checks</b> Theory Duration (hh:mm) <b>45:00</b> Practical Duration (hh:mm) <b>67:00</b> Corresponding NOS Code <b>AAS/N4301</b></p>	<ul style="list-style-type: none"> <li>Attend to cargo irregularities by sending tracing telexes to overseas stations, monitoring their replies and taking corrective action to resolve such cases</li> <li>Maintain/keep records of cargo mishandling</li> <li>Answer queries from shippers and consignees regarding their mishandled shipments</li> <li>Reply to telexes from overseas station on damaged cargo</li> <li>Retrieve documents and prepare duplicate copies to facilitate claims</li> <li>Maintain/keep records of damaged cargo via the computer system</li> </ul>	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer’s guide, student handbook,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Perform the ULD inventory check for all airlines clients on a weekly basis and tally with the airline ULD record</li> <li>Ensure that ULDs are stored in their designated areas</li> <li>Perform daily cargo inventory check in all areas of the warehouse and tally with system inventory record</li> <li>Maintain documents such as service reports, acceptance forms and BOE copies for the defined period of time</li> </ul>	
3	<p><b>Work Effectively in a Team</b>  <b>Theory Duration (hh:mm)</b>  <b>13:00</b>  <b>Practical Duration (hh:mm)</b>  <b>19:00</b>  <b>Corresponding NOS Code</b>  <b>AAS/N0503</b></p>	<ul style="list-style-type: none"> <li>Display courteous and helpful behaviour at all times</li> <li>Take opportunities to enhance the level of assistance offered to colleagues</li> <li>Meet all reasonable requests for assistance within acceptable workplace timeframes</li> <li>Complete allocated tasks as required</li> <li>Seek assistance when difficulties arise</li> <li>Use questioning techniques to clarify instructions or responsibilities</li> <li>Identify and display a non-discriminatory attitude in all contacts with customers and other staff members</li> <li>Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact</li> <li>Follow personal hygiene procedures according to organisational policy and relevant legislation</li> <li>Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task</li> <li>Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying</li> <li>Ask questions to seek and clarify workplace information</li> <li>Plan and organise daily work routine within the scope of the job role</li> <li>Prioritise and complete tasks according to required timeframes</li> <li>Identify work and personal priorities and achieve a balance between competing priorities</li> </ul>	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, video film demonstrating typical questioning techniques</p>
	<p><b>Compulsory NOS:</b>  <b>Total Duration (hh:mm)</b>  <b>192:00</b>  <b>Theory Duration (hh:mm)</b></p>		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>83:00</b> <b>Practical Duration</b> <b>(hh:mm)</b> <b>109:00</b>		

**Optional NOS :**

OPTIONS (Optional to choose any or all or none)

OPTION 1: Operate a vehicle airside

4	<p><b>Operate a vehicle airside</b>  <b>Theory Duration</b> (hh:mm)  <b>20:00</b>  <b>Practical Duration</b>  <b>(hh:mm)</b>  <b>28:00</b>  <b>Corresponding NOS</b>  <b>Code</b>  <b>AAS/N0702</b></p>	<ul style="list-style-type: none"> <li>• Ensure that airside driving authorization/license is appropriate and valid to the vehicle</li> <li>• Confirm that the vehicle is lit and marked according to airside driving requirements</li> <li>• Complete documents relating to using the vehicle in line with the organisation procedures</li> <li>• Manoeuvre the vehicle in a controlled manner in all conditions</li> <li>• Park the vehicle safely in appropriate areas in line with organisation procedures</li> <li>• Follow airside signage/markings</li> <li>• Give priority to moving aircraft at all times</li> <li>• Maintain a safe distance between the vehicle and aircraft at all times as defined by regulatory guidelines</li> <li>• Make sure that all doors and shutters (where relevant) are closed while driving the vehicle</li> <li>• Reverse the vehicle according to organisational and regulatory guidelines</li> <li>• Ensure constant vigilance when driving</li> <li>• Wear appropriate personal protective equipment (PPE) while driving</li> <li>• Secure vehicle loads in line with the organisation procedures</li> <li>• Carry an airside driving license in line with the organisation procedures and regulatory guidelines</li> <li>• Take appropriate remedial action when foreign object debris (FOD) or spillage is seen on the airfield/apron</li> <li>• Report dangerous or unsafe practices to appropriate authority</li> <li>• Get rid of all waste products in line with the organisation procedures and regulatory guidelines</li> <li>• Provide unhindered access for emergency services at all times</li> <li>• Report all airside incidents, accidents and emergencies in line with organisation procedures and regulatory guidelines</li> </ul>	<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 &amp; secure airside driving procedures,</p>
---	---	--	--

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Respond to airside incidents, accidents and emergencies in line with organisation procedures and regulatory guidelines</li> </ul>	
			<p>Unique equipment required;</p> <ul style="list-style-type: none"> <li>Unit Loading Device (ULD)</li> <li>Cargo handling equipment like Tug, cargo cart/dolly, cargo loader</li> <li>Aircraft Handling Manual (AHM) of widely used aircraft</li> <li>Fork Lift</li> <li>Container, Pallets &amp; dummy packages</li> <li>Step ladder</li> <li>Basic fire safety aids (for solid, liquid, gaseous and electrical fires)</li> <li>Air Cargo Management system mock-up simulator (software installed on server with minimum 5 clients)</li> <li>Handheld scanner (minimum 5) linked with cargo management software system</li> </ul>
	<p><b>Grand Total Duration</b></p> <p><b>Minimum Duration for the QP= <u>192 hrs</u></b>  <b>Theory: <u>83 hrs</u></b>  <b>Practical: <u>109 hrs</u></b></p> <p><b>Maximum Duration for the QP= <u>240 hrs</u></b>  <b>Theory: <u>103 hrs</u></b>  <b>Practical: <u>137 hrs</u></b></p>		

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



## Trainer Prerequisites for Job role: “Airport Unit Load Device (ULD) Staff (Options: Airside Vehicle Operator) ” mapped to Qualification Pack: “AAS/Q4301”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q4301”.
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
4a	Domain Certification	Statutory Certificate from Aerospace and Aviation Sector Skill Council (AASCC) for Job Role: “ <u>Airport Unit Load Device (ULD) Staff (Options: Airside Vehicle Operator)</u> ” mapped to QP: “AAS/Q4301”. 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/Q0102”. Minimum accepted percentage as per respective SSC guidelines is 80%.
5	Experience	2-3 years of experience

## Annexure : Assessment Criteria

**Job Role : Airport Unit Load Device (ULD) Staff**

**Qualification Pack : AAS/Q4103**

**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. 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 *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 300					
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 aside for inspection.		20	10	10
	PC 7. confiscate dangerous items and hazardous materials found in opened		5	2	3

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	bags and turn them over to airlines for disposal				
	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
	<b>Total</b>		<b>100</b>	<b>52</b>	<b>48</b>
2. AAS/N4301 Perform air cargo tracking and Unit Load Device (ULD) checks	PC1. attend to cargo irregularities by sending tracing telexes to overseas stations, monitoring their replies and taking corrective action to resolve such cases	100	10	4	6
	PC2. keep records of cargo mishandling		10	4	6
	PC3. answer queries from shippers and consignees regarding their mishandled shipments		10	4	6
	PC4. reply to telexes from overseas station on damaged cargo		10	4	6
	PC5. retrieve documents and prepare duplicate copies to facilitate claims		10	4	6
	PC6. keep records of damaged cargo via the computer system		10	4	6
	PC7. perform the ULD inventory check for all airlines clients on a weekly basis and tally with the airline ULD record		10	4	6
	PC8. ensure that ULDs are stored in their designated areas		10	4	6
	PC9. perform daily cargo inventory check in all areas of the warehouse and tally with system inventory record		10	4	6
	PC10. maintain documents such as service reports, acceptance forms and BOE copies for the defined period of time		10	4	6
	<b>Total</b>		<b>100</b>	<b>40</b>	<b>60</b>
3.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

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	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
	<b>Total</b>		<b>100</b>	<b>42</b>	<b>58</b>

OPTIONS					
Option 1. ... Airside Vehicle Operator					
Total Marks: 100				Marks Allocation	
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
1.1 AAS/N0702 Operate a vehicle airside	PC 1. ensure that personal driving authorization is appropriate to the vehicle	100	5	2	3
	PC 2. confirm that the vehicle is lit and marked according to airside requirements		5	2	3
	PC 3. complete documents relating to using the vehicle in line with to organisation procedures		5	2	3
	PC 4. maneuvers the vehicle in a controlled manner in all conditions		5	2	3
	PC 5. park the vehicle safely in appropriate areas in line with organisation procedures		5	2	3
	PC 6. follow airside signage / markings		5	2	3
	PC 7. ensure priority is given to moving aircraft at all times		5	2	3
	PC 8. maintain a safe distance between the vehicle and aircraft at all time		5	2	3
	PC 9. ensure that all doors and shutters (where relevant) are closed when you are driving the vehicle		5	2	3
	PC 10. reverse the vehicle according to aviation and organisational procedures		5	2	3
	PC 11. ensure constant vigilance when driving		5	2	3
	PC 12. wear appropriate personal protective equipment when driving		5	2	3
	PC 13. secure vehicle loads in line with your organisation procedures		5	2	3
	PC 14. carry an airside driving pass or license in line with your organisation procedures		5	2	3
	PC 15. take appropriate remedial action when foreign objects (FOD) or spillages are seen on the airfield		5	2	3
	PC 16. report dangerous or unsafe practices to an appropriate authority		5	2	3

<b>OPTIONS</b>					
<b>Option 1. ... Airside Vehicle Operator</b>					
<b>Total Marks: 100</b>				<b>Marks Allocation</b>	
<b>Assessment outcomes</b>	<b>Assessment Criteria for outcomes</b>	<b>Total Marks</b>	<b>Out Of</b>	<b>Theory</b>	<b>Skills Practical</b>
	PC 17. get rid of all waste products in line with your organisation procedures		5	2	3
	PC 18. provide unhindered access for emergency services at all times		5	2	3
	PC 19. report all airside accidents and emergencies in line with organisation procedures		5	2	3
	PC 20. respond to airside accidents and emergencies in line with organisation procedures		5	2	3
	<b>Total</b>		<b>100</b>	<b>40</b>	<b>60</b>
	<b>Grand Total (Marks)</b>		<b>400</b>	<b>174</b>	<b>226</b>
	<b>Percentage Weightage (%)</b>			<b>44</b>	<b>56</b>