

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – FLIGHT OPERATIONS ASSISTANT				
Sector	Air Transport			
Sub-Sector	Airport			
Track	Flight Operations			
Occupation	Flight Operations Associate Professional			
Job Role	Flight Operations Assistant			
Job Role Description	The Flight Operations Assistant supports the development of flight plans, monitors delays and coordinates the logistics required for crew layovers. He/She also follows individual safety and security standards in the workplace and reports breaches.			
	The Flight Operations Assistant possesses good written and verbal communication skills in order to develop accurate flight plans. He works in shifts to accommodate round-the-clock flight arrivals and departures. In addition, he possesses a basic understanding of flight operations with good computer literacy skills and demonstrates teamwork in the administration of flight operations.			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Administer flight operations before departures	Assist officers in developing flight plans		
		Deliver flight briefing packages to flight crew		
		Monitor delays and coordinate logistics for crew layovers		
	Uphold safety and/or security standards	Interpret and follow individual safety and/or security standards in the workplace		
Identify and report breaches of safety and/or security standards in the workplace				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 1	Service Orientation	Basic
	Aircraft Performance Management	Level 1	Problem Solving	Basic
	Aircraft Turnaround Coordination	Level 1	Communication	Basic
	Change Management	Level 1	Teamwork	Intermediate
	Dangerous Goods Management	Level 1	Decision Making	Basic
	Flight Dispatch	Level 2		
	Flight Planning	Level 2		
	Flight Watching and Flight Following	Level 2		
	Ground Handling Services and Operations Management	Level 1		
	Hazard and Risk Control and Policy Management	Level 2		

	Human Factors Management	Level 2	
	Human-Robot Collaboration	Level 2	
	Inclement Weather Operations and Planning	Level 1	
	Innovation Management	Level 2	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 1	
	Internet of Things Application	Level 2	
	Learning and Development	Level 1	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 1	
	Technology Application	Level 1	
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport		

The information contained in this document serves as a guide.