

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – LOAD CONTROL OFFICER				
Sector	Air Transport			
Sub-Sector	Airport			
Track	Load Control Services			
Occupation	Load Control Associate Professional			
Job Role	Load Control Officer			
Job Role Description	<p>The Load Control Officer calculates aircraft weight, balance and control of wide-body aircraft to determine load limits. He/She calculates aircraft performance data for takeoff, descent and landing, and reports any issues such as weight discrepancies to higher authorities. He also determines aircraft load limits by analysing aircraft types and the conditions affecting the flight during air operations. He prepares the load planning documentation and performs checks on the performance data documentation. He ensures the safety and security of the team and escalates reports of breaches.</p> <p>An Airlines' Load and Trim Certification is required of the Load Control Officer to perform his duties. He works in shifts to accommodate round-the-clock flight arrivals and departures. He is proficient in computer literacy to utilise required software and manage large amounts of data for load control operations. In addition, he is detail-oriented and resilient to unforeseen interruptions. He is able to work in a fast-paced environment and handle stressful situations. The Load Control Officer also possesses good communication and interpersonal skills to work well with others.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions		Key Tasks	Performance Expectations (For legislated / regulated occupations)
	Administer aircraft mass and balance measurements		Calculate aircraft mass, balance and control for departing wide-body aircraft	In accordance with: Airlines' Load and Trim Certification
			Calculate aircraft mass centre of gravity for wide-body aircraft	
			Apply mass centre of gravity to flight planning calculations for wide-body aircraft	
			Prepare load sheets using flight performance and load planning data for wide-body aircraft	
			Troubleshoot issues encountered during load control operations	
Administer aircraft load limits and distribution plans		Determine aircraft load limits by analysing aircraft types		
		Determine available payload and load distribution based on conditions affecting flight during air operations		

		Calculate aircraft operating mass and passenger mass limits		
		Prepare load planning documentation		
	Administer flight performance data calculations	Ascertain other data beyond load data pertinent to flight performance		
		Calculate aircraft performance data pertaining to takeoff, descent and landing		
		Check and submit performance data documentation to supervisors		
	Uphold safety and/or security standards	Interpret and follow safety and/or security standards for teams in the workplace		
Escalate reports of breaches in safety and/or security standards to relevant authorities				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Sense Making	Basic
	Aircraft Load Planning	Level 3	Digital Literacy	Basic
	Aircraft Turnaround Coordination	Level 2	Interpersonal Skills	Basic
	Aircraft Weight and Balance Calculation	Level 2	Communication	Basic
	Change Management	Level 2	Teamwork	Basic
	Dangerous Goods Management	Level 2		
	Flight Performance Data Calculation	Level 2		
	Ground Handling Services and Operations Management	Level 2		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 2		
	Human-Robot Collaboration	Level 2		
	Inclement Weather Operations and Planning	Level 2		
	Innovation Management	Level 2		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 2		
Internet of Things Application	Level 2			

	Learning and Development	Level 2	
	Load Control Documentation	Level 3	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 2	
	Technology Application	Level 2	
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.