

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT</b> <b>SKILLS MAP – RAMP OFFICER</b>			
<b>Sector</b>	Air Transport		
<b>Sub-Sector</b>	Airport		
<b>Track</b>	Ramp and Technical Ramp Services		
<b>Occupation</b>	Ramp and Technical Ramp Services Operator		
<b>Job Role</b>	Ramp Officer		
<b>Job Role Description</b>	<p>The Ramp Officer coordinates all ramp operations and requirements in compliance with Standard Operating Procedures (SOPs) and inspects Ground Support Equipment (GSE) to ensure that they are in working order. He/She ensures cargo and/or baggage are loaded on aircraft according to plans in a timely and efficient manner. He conducts bay sweeps and prepares flight reports to provide updates on ramp operations performance. He also executes safety measures and escalates safety and/or security breaches.</p> <p>Besides having a Class 3 Driving Licence and an Airfield Driving Permit (ADP) to operate vehicles and equipment, the Ramp Officer is able to work outdoors under all weather conditions as well as work in shifts to accommodate round-the-clock flight arrivals and departures. He is physically and mentally fit with good hearing and eyesight. He possesses good communication skills to work well with others. Under pressure, he is resourceful to ensure the smooth running of ramp operations.</p>		
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>
			In accordance with:
	Prepare for ramp/technical ramp operations	Conduct pre-flight briefings regarding aircraft requirements and services needed	Singapore Qualified Driving Licence (Class 3) and Airfield Driving Permit (ADP)
		Report Foreign Object Debris (FOD), obstacles and/or spillages to relevant authorities and departments	
		Utilise technology to receive real-time information on ramp operations	
		Verify functionality of Ground Support Equipment (GSE) before ramp operations	
	Administer ramp/technical ramp operations	Coordinate ground service activities during ramp operations	
Identify hazards during ramp operations and report to supervisors			
Conduct checks to ensure ramp operations are performed according to Standard Operating Procedures (SOPs)			

		Load and unload cargo or baggage according to loading plans		
		Monitor real-time information and operational changes using technological devices		
	Conduct post ramp/technical ramp operations			Conduct bay sweeps to ensure no items are left behind
				Monitor the clearance of FOD, obstacles and/or spillages in the Equipment Restraint Area (ERA)
				Prepare flight reports on ramp performance
	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
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 2	Communication	Intermediate
	Aircraft Turnaround Coordination	Level 2	Leadership	Basic
	Airside Driving	Level 2	Teamwork	Basic
	Baggage Loading and Unloading Administration	Level 2	Resource Management	Basic
	Cargo Loading and Unloading Administration	Level 2	Decision Making	Intermediate
	Change Management	Level 2		
	Dangerous Goods Management	Level 2		
	Ground Handling Services and Operations Management	Level 2		
	Ground Support Equipment Operations	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	Level 2		

	for Ground Operations Implementation		
	Internet of Things Application	Level 2	
	Learning and Development	Level 2	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 2	
	Technology Application	Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>		

The information contained in this document serves as a guide.