

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – TECHNICAL RAMP OFFICER			
Sector	Air Transport		
Sub-Sector	Airport		
Track	Ramp and Technical Ramp Services		
Occupation	Ramp and Technical Ramp Services Operator		
Job Role	Technical Ramp Officer		
Job Role Description	<p>The Technical Ramp Officer administers the manpower and Ground Support Equipment (GSE) deployment to handle daily flights' requirements according to airlines' Service Level Agreements (SLAs). He/She coordinates all technical ramp activities in compliance with airlines' service standards and determines special handling requirements of incoming aircraft. He directs aircraft to designated locations and services them according to airline requirements. He also performs pushback, towing and marshalling of aircraft into position. He communicates with flight crew and conducts audits pertaining to technical ramp handling for each flight. 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 Technical Ramp Officer works outdoors under all weather conditions as well as works in shifts to accommodate round-the-clock flight arrivals and departures. He is also physically and mentally fit with good hearing and eyesight. Furthermore, he possesses good communication and interpersonal skills to work in a team. Under pressure, he is detail-oriented to ensure the smooth running of technical ramp operations.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)
	Prepare for ramp/technical ramp operations	Conduct pre-flight briefings regarding aircraft requirements and services needed	In accordance with: Singapore Qualified Driving Licence (Class 3) and Airfield Driving Permit (ADP)
		Determine special handling requirements for incoming aircraft	
		Deploy manpower and Ground Support Equipment (GSE) for day-to-day technical ramp handling	
		Report Foreign Object Debris (FOD), obstacles and/or spillages to relevant authorities and departments	
		Utilise technology to receive real-time information on technical ramp operations	
		Verify functionality of GSE before technical ramp operations	

	Administer ramp/technical ramp operations	Coordinate ground service activities during technical ramp operations		
		Identify hazards during technical ramp operations and report to supervisors		
		Conduct checks to ensure technical ramp operations are performed according to Standard Operating Procedures (SOPs)		
		Service aircraft according to airline requirements		
		Push back and tow aircraft as required		
		Marshall aircraft into position at Equipment Restraint Area (ERA)		
		Communicate with flight crew using Radiotelephony (RTF) systems, procedures and phraseology		
		Monitor real-time information and operational changes using technological devices		
	Conduct post ramp/technical ramp operations	Monitor the clearance of FOD, obstacles and/or spillages in the ERA		
		Conduct flight audits pertaining to technical ramp handling		
		Prepare flight reports on technical 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		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Communication	Intermediate
	Aircraft Movement Management	Level 2	Leadership	Basic
	Aircraft Turnaround Coordination	Level 2	Teamwork	Basic
	Airside Driving	Level 2	Resource Management	Basic
	Change Management	Level 2	Decision Making	Intermediate
	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 for Ground Operations Implementation	Level 2	
	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	
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.