

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – EXECUTIVE (RAMP/TECHNICAL RAMP)		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Ramp and Technical Ramp Services	
Occupation	Ramp and Technical Ramp Services Professional	
Job Role	Executive (Ramp/Technical Ramp)	
Job Role Description	<p>The Executive (Ramp/Technical Ramp) performs regular audits to ensure that ramp/technical ramp operations comply with Standard Operating Procedures (SOPs). He/She recommends enhancements to address areas of non-compliance, improves operational efficiencies and develops action plans to prevent safety and/or security issues from recurring. He also develops workplace learning plans and on-the-job training programmes to enhance the capabilities of teams.</p> <p>The Executive (Ramp/Technical Ramp) has a sound knowledge of airport operations and ramp/technical ramp procedures. He also has strong analytical abilities to identify root causes of ground handling related delays and their potential implications. He is results-oriented and possesses excellent communication and interpersonal skills. Furthermore, he has strong computer literacy skills and competence in learning orientation to determine learning and developmental needs of his team members.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Prepare for ramp/technical ramp operations	Collaborate with airline representatives to manage ground handling services and operations
		Resolve operational, manpower and Ground Support Equipment (GSE) issues prior to ramp/technical ramp operations
	Administer ramp/technical ramp operations	Investigate reports of hazards identified during ramp/technical ramp operations and propose actions to eliminate hazards
		Recommend enhancements to GSE to improve efficiency of ramp/technical ramp operations
		Enhance Standard Operating Procedures (SOPs) to ensure alignment with safety and regulatory requirements
		Conduct audits to determine adherence of ramp/technical ramp operations to SOPs
	Conduct post ramp/technical ramp operations	Analyse irregularities reported and propose changes to improve current ramp/technical ramp processes
		Implement corrective actions to address and rectify aircraft damages during ramp/technical ramp operations
	Uphold safety and/or security standards	Enforce a strong safety and/or security culture in the workplace
Address internal or external audit issues		

		Recommend action plans to prevent future safety and/or security breaches		
	Influence organisational development	Develop on-the-job training programmes		
		Develop workplace learning plans		
		Advise supervisors and/or team leads on the execution of new policies		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Leadership	Intermediate
	Aircraft Turnaround Coordination	Level 4	Service Orientation	Intermediate
	Baggage Loading and Unloading Administration	Level 4	Creative Thinking	Intermediate
	Business Development	Level 4	Global Mindset	Basic
	Business Negotiation	Level 4	Problem Solving	Intermediate
	Cargo Loading and Unloading Administration	Level 4		
	Change Management	Level 4		
	Crisis Communication and Media Management	Level 3		
	Customer Relationship Management	Level 4		
	Dangerous Goods Management	Level 4		
	Financial Planning and Budget Management	Level 3		
	Ground Handling Services and Operations Management	Level 4		
	Ground Support Equipment Operations	Level 4		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 4		
	Human-Robot Collaboration	Level 4		
	Inclement Weather Operations and Planning	Level 4		
	Innovation Management	Level 4		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 4		
	Internet of Things Application	Level 4		

	Learning and Development	Level 4	
	Manpower Planning	Level 4	
	Process Improvement and Optimisation	Level 4	
	Service Innovation	Level 4	
	Stakeholder Management	Level 4	
	Standard Operating Procedures Development	Level 4	
	Technology Application	Level 4	
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.