

**SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Airline Operations					
TSC	Airline Representation and Station Management					
TSC Description	Enforce ground service standards of airlines through monitoring ground service activities and building partnerships with ground handling agents					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ATP-ALO-2003-1.1	ATP-ALO-3003-1.1	ATP-ALO-4003-1.1		
		Monitor delivery of ground services to ensure adherence to Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs) of airlines	Oversee ground service operations teams to ensure timely passenger and flight take-offs, landings and reporting	Manage manpower resources and expenses for the review and enhancement of station operations		
Knowledge		<ul style="list-style-type: none"> • Aircraft turnaround activities • Customer and passenger handling and care • Airport services • Airlines ground service Standard Operating Procedures (SOPs) • SLAs • Dangerous Goods Regulations (DGR) • Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) 	<ul style="list-style-type: none"> • Aircraft turnaround activities • Customer and passenger handling and care • Airport services • Causes of irregular operations • Contingency plans during irregular operations • Emergency response plans and procedures • Airlines ground service Standard Operating Procedures (SOPs) • Service Level Agreements (SLAs) • Dangerous Goods Regulations (DGR) • Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) 	<ul style="list-style-type: none"> • Aircraft turnaround activities • Customer and passenger handling and care • Station budget management • Airport services • Causes of irregular operations • Factors influencing contingency planning during irregular operations • Emergency response plans and procedures • Airlines ground service Standard Operating Procedures (SOPs) • Service Level Agreements (SLAs) • Dangerous Goods Regulations (DGR) • Local and international guidelines such as International Air Transport Association (IATA) Ground 		

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				Operations Manual (IGOM)		
Abilities		<ul style="list-style-type: none"> • Communicate performance expectations and airlines ground service SOPs to ground handling agents • Upkeep and ensure station compliance with safety regulations and requirements pertaining to the stations, aircraft, facilities, equipment and personnel • Prepare reports for local airport authorities • Resolve customer and passenger queries and issues • Monitor all station contracts to ensure vendor compliance with SOPs and SLAs 	<ul style="list-style-type: none"> • Determine SOPs for ground services personnel and station crew • Oversee ground services personnel to ensure timely flight take-offs and landings • Resolve issues arising from station crew and stakeholders such as vendors, hotels, catering personnel, maintenance crew, ground handlers or customers • Communicate changes in flight schedules, delays and disruptions to passengers • Coordinate with airport operations teams and station crew to manage emergency situations • Coordinate with airport operations teams to implement changes to ground processes • Investigate ground service performance lapses and report findings to management • Perform periodic ground services audits to assess and track performance • Verify reports for local airport authorities and ensure timely reporting 	<ul style="list-style-type: none"> • Oversee daily station performance and sustain quality customer service • Manage and ascertain adherence to station budgets for manpower resources, supplies and expenses • Collaborate with internal stakeholders to implement changes to airline ground service processes • Work with internal and external stakeholders to implement emergency response plans and procedures in the event of incidents and/or accidents • Review ground services SOPs to identify opportunities for improvement • Propose appropriate actions for ground service performance lapses 		