

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

TSC Category	Airline Operations					
TSC	Flight Disruptions and Irregular Operations Management					
TSC Description	Execute and develop plans to manage flight disruptions and irregular airline operations					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-ALO-1004-1.1	ATP-ALO-2004-1.1	ATP-ALO-3004-1.1	ATP-ALO-4004-1.1	ATP-ALO-5004-1.1	ATP-ALO-6004-1.1
	Apply measures to mitigate flight disruptions and irregular operations	Monitor the impact of flight disruptions and irregular operations to determine follow-up actions	Administer contingency plans and track recovery of flight disruptions and irregular operations	Develop recovery and contingency plans to manage flight disruptions and irregular operations	Optimise flight operations to mitigate impact of flight disruptions and irregular operations	Drive new frameworks, procedures and guidelines to control the magnitude and scope of future flight disruptions and irregular operations
Knowledge	<ul style="list-style-type: none"> Causes of flight disruptions and irregular operations Passenger rights during flight disruptions and irregular operations Standard Operating Procedures (SOPs) during flight disruptions and irregular operations 	<ul style="list-style-type: none"> Causes of flight disruptions and irregular operations Passenger rights during flight disruptions and irregular operations Standard Operating Procedures (SOPs) during flight disruptions and irregular operations Impact of flight disruptions and irregular operations on local flight operations Information systems for managing flight disruptions and irregular operations 	<ul style="list-style-type: none"> Causes of flight disruptions and irregular operations Passenger rights during flight disruptions and irregular operations Impact of flight disruptions and irregular operations on local flight operations, stakeholders and/or other departments Contingency plans for managing flight disruptions and irregular operations Emergency response plans and procedures Operational components of Operations Control Centre (OCC) Information systems for managing flight disruptions and irregular operations 	<ul style="list-style-type: none"> Passenger rights during flight disruptions and irregular operations Contingency plans for managing flight disruptions and irregular operations Emergency response plans and procedures Downstream implications of flight disruptions and irregular operations Customer communication techniques Roles of Operations Control Centre (OCC) during flight disruptions and irregular operations Information systems for managing flight disruptions and irregular operations 	<ul style="list-style-type: none"> Passenger rights during flight disruptions and irregular operations Legislative and regulatory requirements during flight disruptions and irregular operations New technologies to manage flight disruptions and irregular operations Cost-benefit analysis Customer service strategies Roles of Operations Control Centre (OCC) during flight disruptions and irregular operations Information systems for managing flight disruptions and irregular operations 	<ul style="list-style-type: none"> Cost structures of airlines and/or airports Legislative and regulatory requirements during flight disruptions and irregular operations Passenger rights during flight disruptions and irregular operations Customer relationship management strategies Best practices in flight disruptions and irregular operations management Roles of Operations Control Centre (OCC) during flight disruptions and irregular operations Flight disruption and irregular operations cost management strategies
Abilities	<ul style="list-style-type: none"> Collect information from all sources regarding 	<ul style="list-style-type: none"> Adhere to SOPs during flight disruptions and irregular operations 	<ul style="list-style-type: none"> Maintain communication with various stakeholders and/or 	<ul style="list-style-type: none"> Develop contingency plans to manage recovery of flight 	<ul style="list-style-type: none"> Develop performance indicators to track recovery of flight 	<ul style="list-style-type: none"> Establish frameworks, procedures and guidelines for recovery

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	<p>flight disruptions and irregular operations</p> <ul style="list-style-type: none"> • Communicate information regarding flight disruptions and irregular operations to higher authorities • Inform stakeholders of schedule changes as a result of flight disruptions and irregular operations 	<ul style="list-style-type: none"> • Liaise with relevant stakeholders and/or departments to handle passengers during flight disruptions and irregular operations • Facilitate changes to crew scheduling • Record and document data related to flight disruptions and irregular operations • Support fact-finding and investigations during flight disruptions and irregular operations 	<p>departments during flight disruptions and irregular operations</p> <ul style="list-style-type: none"> • Coordinate with flight scheduling teams to oversee recovery of flight schedules • Oversee changes to crew scheduling based on contingency plans • Monitor recovery of flight disruptions and irregular operations • Investigate root causes of flight disruptions and irregular operations 	<p>disruptions and irregular operations</p> <ul style="list-style-type: none"> • Initiate emergency response plans • Manage investigations to determine root causes of flight disruptions and irregular operations • Review investigation reports on flight disruptions and irregular operations and recommend preventive measures • Review and propose changes to contingency plans based on regulatory requirements and cost-benefit analysis 	<p>disruptions and irregular operations</p> <ul style="list-style-type: none"> • Quantify cost of flight disruptions and irregular operations on different stakeholders in the airports • Oversee and implement changes to flight operations to prevent occurrence of flight disruptions and irregular operations 	<p>of flight disruptions and irregular operations</p> <ul style="list-style-type: none"> • Engage relevant stakeholders and/or departments to develop contingency management guidelines for flight disruptions and irregular operations • Analyse distribution costs of past flight disruptions and irregular operations • Drive changes to flight disruptions and irregular operations frameworks, guidelines and policies in order to achieve cost savings for airlines and/or airports
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