

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

TSC Category	Airline Operations					
TSC	Ground Services Training Delivery					
TSC Description	Manage the delivery of ground services training to ensure adherence to Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs) of airlines					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ATP-ALO-2005-1.1	ATP-ALO-3005-1.1	ATP-ALO-4005-1.1		
		Identify training needs and coordinate logistics to deliver ground services training for ground handling agents	Deliver ground services training to ground handling agents in accordance with the service delivery models of airlines and international guidelines	Design and review training curricula and manage trainer performance		
Knowledge		<ul style="list-style-type: none"> Ground handling services and operations Service Level Agreements (SLAs) between airlines and ground handling organisations Logistics involved in training delivery Training needs analysis Operational standards outlined in International Air Transport Association (IATA) Airport Handling Manual (AHM) 	<ul style="list-style-type: none"> Ground handling services and operations Service Level Agreements (SLAs) between airlines and ground handling organisations Systems and processes used by airlines such as Departure Control Systems (DCSs) Learning environments Tools and techniques of facilitation Tools and techniques of coaching and mentoring Operational standards outlined in International Air Transport Association (IATA) Airport Handling Manual (AHM) 	<ul style="list-style-type: none"> Ground handling services and operations Service Level Agreements (SLAs) between airlines and ground handling organisations Systems and processes used by airlines, such as Departure Control Systems (DCSs) Theories of instructional design Design of curricula and instructional materials New technologies to facilitate learning Operational standards outlined in International Air Transport Association (IATA) Airport Handling Manual (AHM) 		

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<p>Abilities</p>		<ul style="list-style-type: none"> • Ensure ground handling agents are up-to-date with regulatory training requirements • Organise logistics to facilitate training to ground handling agents • Maintain and prepare training materials • Conduct audits at terminal gateways and check-in counters to assess capabilities of ground handling agents in meeting established Standard Operating Procedures (SOPs) and SLAs of airlines • Surface training needs of ground handling agents to supervisors and/or relevant authorities 	<ul style="list-style-type: none"> • Conduct ground services training • Provide coaching to enable ground handling agents' adherence to Standard Operating Procedures (SOPs) and SLAs of airlines • Ensure ground services compliance with IATA AHM • Deliver constructive feedback to ground handling agents • Identify training gaps which are not covered in current training contents 	<ul style="list-style-type: none"> • Design airline-specific training curricula for courses in consultation with relevant stakeholders and/or departments • Utilise technologies to enhance training contents and delivery to ground handling agents • Review feedback from training programmes to identify areas for enhancement • Revise and update training contents based on amendments in customer and passenger service delivery models 		
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