

TSC Category	Airport Operations					
TSC	Passenger Information Systems Management					
TSC Description	Implement and manage effective Passenger Information Systems (PIS) to provide relevant and timely information to passengers and members of the public					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ATP-APO-3005-1.1	ATP-APO-4005-1.1	ATP-APO-5005-1.1	ATP-APO-6005-1.1
			Administer Passenger Information Systems (PIS) processes for the airport terminals	Review and audit terminal Passenger Information Systems (PIS) processes and practices for compliance with established standards	Develop processes for Passenger Information Systems (PIS) in accordance with customer service strategies and security guidelines	Establish passenger satisfaction objectives and continuous improvement plans for Passenger Information Systems (PIS)
Knowledge			<ul style="list-style-type: none"> Terminal facilities and passenger services Sources and objectives of static, routine, real-time and emergency information Types of PIS such as real-time display systems, touch screen self-help kiosks, manned information kiosks, Public Announcement (PA) systems and static signage Procedures and protocols during unplanned and/or emergency situations Airport customer service standards Common issues associated with PIS 	<ul style="list-style-type: none"> Terminal facilities and passenger services Sources and objectives of static, routine, real-time and emergency information Characteristics of PIS such as real-time display systems, touch screen self-help kiosks, manned information kiosks and Public Announcement (PA) systems Performance indicators for PIS Security guidelines pertaining to PIS PIS audit procedures Procedures and protocols during unplanned and/or emergency situations Common issues associated with PIS 	<ul style="list-style-type: none"> Terminal facilities and passenger services Comparative advantages and disadvantages of different PIS including real-time display systems, touch screen self-help kiosks, manned information kiosks and Public Announcement (PA) systems Security guidelines and implications of PIS processes Incident and accident management plans Impact of limitations on PIS 	<ul style="list-style-type: none"> Terminal facilities and passenger services Comparative advantages and disadvantages of different PIS including real-time display systems, touch screen self-help kiosks, manned information kiosks and Public Announcement (PA) systems Best practices in airport PIS Usage of PIS in other industries New PIS technologies and systems Customer service and communication strategies Airport emergency management strategies
Abilities			<ul style="list-style-type: none"> Monitor routine functioning and 	<ul style="list-style-type: none"> Implement PIS procedures required for terminal operations 	<ul style="list-style-type: none"> Define Standard Operating Procedures 	<ul style="list-style-type: none"> Establish goals for PIS in line with airport customer service strategies

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

			<p>availability of manned and unmanned PIS</p> <ul style="list-style-type: none"> • Ascertain adherence of manned PIS to information release protocols and security policies • Track, record and resolve issues and breakdowns in PIS • Communicate status of unplanned events and/or emergencies to passengers 	<ul style="list-style-type: none"> • Collaborate with relevant stakeholders and/or departments to develop communication plans for unplanned and/or emergency situations • Track and analyse performance indicators of PIS • Conduct and oversee audits of PIS processes 	<p>(SOPs) for PIS procedures</p> <ul style="list-style-type: none"> • Develop protocols for releasing critical information during unplanned and/or emergency situations • Detail key performance indicators for tracking effectiveness of PIS • Determine issues and limitations pertaining to PIS and develop appropriate solutions to overcome them 	<ul style="list-style-type: none"> • Lead the adoption of relevant technologies and systems to achieve the customer service vision for PIS • Review PIS procedures to affirm adherence to airport communication and emergency management strategies
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