

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

<b>TSC Category</b>	Airport Operations					
<b>TSC</b>	Passenger Movement Management					
<b>TSC Description</b>	Manage passenger movements to enable efficient and smooth airport operations					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>ATP-APO-3006-1.1</b>	<b>ATP-APO-4006-1.1</b>	<b>ATP-APO-5006-1.1</b>	<b>ATP-APO-6006-1.1</b>
			Control passenger movements through the terminals by applying anti-congestion techniques	Analyse and enhance the efficiency of passenger movement processes through the terminals	Develop passenger movement management processes for the airports	Drive integration of new technologies to establish and sustain smooth passenger movements through the airports
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Operational sequences of passenger movements</li> <li>Structured and unstructured queues</li> <li>Lane requirements for queuing</li> <li>Airport terminal infrastructure</li> <li>Personnel requirements for various landside zones of terminals</li> <li>Placement and content of signage to guide passenger movements</li> <li>Techniques to direct passenger movements</li> <li>Anti-congestion and crowd control procedures</li> <li>Local and international guidelines such as International Civil Aviation Organisation (ICAO) Annex for Facilitation</li> </ul>	<ul style="list-style-type: none"> <li>Operational sequences of passenger movements and average handling time for each step in the sequences</li> <li>Airport terminal infrastructure</li> <li>Techniques for expediting movement of passengers and members of the public in the airports</li> <li>Technologies for tracking passenger movements</li> <li>Performance indicators to track passenger movements</li> <li>Anti-congestion and crowd control procedures</li> <li>Safety and security aspects of passenger movements</li> <li>Local and international guidelines such as International Civil Aviation Organisation</li> </ul>	<ul style="list-style-type: none"> <li>Seasonal and periodic variations in passenger movements</li> <li>Queuing and passenger simulation models</li> <li>Airport terminal infrastructure</li> <li>Technologies for tracking passenger flow</li> <li>Safety and security implications of changes to passenger movement processes</li> <li>Commercial implications of inefficient passenger movements</li> <li>Local and international guidelines such as International Civil Aviation Organisation (ICAO) Annex for Facilitation</li> </ul>	<ul style="list-style-type: none"> <li>Passenger volume projection and forecasting techniques</li> <li>New technologies for tracking passenger movements</li> <li>International airports' terminal infrastructure</li> <li>Passenger movements through key infrastructural checkpoints</li> <li>Implications of passenger volume on security, passenger flow and terminal infrastructure</li> <li>Commercial implications of inefficient passenger movements</li> <li>Local and international guidelines such as International Civil Aviation Organisation (ICAO) Annex for Facilitation</li> </ul>

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				(ICAO) Annex for Facilitation		
<b>Abilities</b>			<ul style="list-style-type: none"> <li>• Deploy personnel and equipment to regulate passenger movements at checkpoints</li> <li>• Handle unplanned events which lead to crowding</li> <li>• Relieve tailbacks and congestions by applying anti-congestion techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Recommend passenger guidance and direction methods</li> <li>• Determine operational and infrastructural bottlenecks to passenger movements</li> <li>• Diminish waiting time through regulating passenger movements at each checkpoint</li> <li>• Employ crowd control measures based on anticipated crowds</li> <li>• Collaborate with relevant stakeholders to minimise impact of disruption during large group events</li> </ul>	<ul style="list-style-type: none"> <li>• Define guidelines for changes to operational sequences to optimise passenger movements</li> <li>• Devise contingency plans to manage unanticipated events which impact passenger movements at the airports</li> <li>• Analyse passenger flow metrics and reinforce operational sequences to reduce bottlenecks</li> <li>• Develop plans for managing seasonal or periodic variations in passenger movements</li> <li>• Develop plans to manage passenger movements during large group events in collaboration with relevant stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Lead the implementation of new technologies to track passenger movements</li> <li>• Approve enhancements to airport infrastructure to ease passenger movements</li> <li>• Elucidate enhancements of airport infrastructure to internal and external stakeholders</li> </ul>