

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

<b>TSC Category</b>	Customer and Passenger Services					
<b>TSC</b>	Customer and Passenger Handling and Care					
<b>TSC Description</b>	Manage delivery of customer and passenger services to meet ground services standards of airlines					
<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-CPS-2003-1.1</b>	<b>ATP-CPS-3003-1.1</b>	<b>ATP-CPS-4003-1.1</b>		
		Provide assistance and handle customers' and passengers' queries	Oversee delivery of established customer and passenger service standards for check-in operations and manage customers and passengers at the terminals	Review and enhance customer and passenger service standards for ground handling agents		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Terminal gate procedures such as electronic ticketing, ticket endorsement and boarding</li> <li>Baggage Reconciliation Systems (BRS) and allowances</li> <li>Dangerous Goods Regulations (DRG)</li> <li>Airline procedures to handle customers and passengers with special needs and/or disabilities</li> <li>Cross-cultural awareness and sensitivity</li> <li>Airline ground services Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs)</li> <li>Airline and airport security and safety guidelines</li> <li>Emergency response plans and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Airline procedures to handle customers and passengers with special needs and/or disabilities</li> <li>Best practices in managing passengers with special needs and/or disabilities</li> <li>Cross-cultural awareness and sensitivity</li> <li>Conflict management techniques</li> <li>Emergency response procedures and guidelines</li> <li>Airline and airport security and safety guidelines</li> <li>Airline ground services Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs)</li> </ul>	<ul style="list-style-type: none"> <li>Cross-cultural awareness and sensitivity</li> <li>Common causes of irregular operations</li> <li>Emergency response plans, guidelines and procedures</li> <li>Conflict management techniques</li> <li>Airline ground services Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs)</li> <li>Local and international guidelines such as Aeronautical Information Circulars (AIC) and International Air Transport Association (IATA) Ground Operations Manual (IGOM)</li> </ul>		

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

<p><b>Abilities</b></p>		<ul style="list-style-type: none"> <li>• Verify customer and passenger documents and tickets for check-in operations</li> <li>• Respond to queries by customers and passengers</li> <li>• Manage dissatisfied customers and passengers and escalate the complaints when necessary</li> <li>• Assist customers and passengers with baggage check-in by advising them on baggage allowances, overweight charges and restrictions</li> <li>• Provide guidance to transfer customers and passengers</li> <li>• Inform customers and passengers about flight delays and arrangements</li> <li>• Provide assistance to customers and passengers with disabilities</li> <li>• Monitor performance of ground handling agents against SOPs and SLAs of airlines</li> <li>• Escalate breaches of SOPs and SLAs to relevant authorities</li> <li>• Coordinate with ground handling agents to manage customer and passenger communication and movements during irregular operations</li> </ul>	<ul style="list-style-type: none"> <li>• Handle and resolve escalated verbal and written complaints</li> <li>• Manage dissatisfied customers and passengers in accordance with customer and passenger service standards of airlines</li> <li>• Oversee baggage check-in procedures and ensure baggage allowances and overweight restrictions are being complied</li> <li>• Provide personalised services and assistance to premium customers and passengers at lounges</li> <li>• Facilitate resources to handle customers and passengers with disabilities</li> <li>• Communicate announcements regarding flight delays and arrangements</li> <li>• Handle breaches of customer and passenger security and safety guidelines in accordance with relevant policies</li> <li>• Collaborate with service providers, airport agencies and ground handling agents to communicate and disseminate ground services standards of airlines</li> <li>• Enforce ground services standards by communicating SOPs</li> </ul>	<ul style="list-style-type: none"> <li>• Resolve customer and passenger situations involving denied boarding and emergency situations in accordance with airlines' SOPs</li> <li>• Investigate unresolved complaints and determine follow-up actions</li> <li>• Collaborate with airport operations teams to initiate more disabled-friendly infrastructure</li> <li>• Review performance of ground handling agents against established ground services SOPs and SLAs</li> <li>• Audit ground service delivery to identify areas for enhancements</li> <li>• Develop action plans to enhance ground services</li> <li>• Conduct briefings on new policies and/or procedures to relevant departments and/or stakeholders</li> <li>• Collate relevant information and statistics and/or generate relevant graphs for reports such as AIC Quarterly Reports</li> <li>• Conduct regular reviews and updates of AIC manuals</li> <li>• Implement action plans for managing customers and passengers during irregular operations</li> </ul>		
-------------------------	--	--	--	---	--	--

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

			and SLAs to ground handling agents			
			<ul style="list-style-type: none"><li>• Collaborate with airline and airport operations teams to manage communication during irregular operations</li></ul>			