

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

TSC Category	Customer and Passenger Services					
TSC	Flight Check-In Operations					
TSC Description	Assist customers with flight check-in procedures to ensure a seamless and hassle-free process					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ATP-CPS-2006-1.1	ATP-CPS-3006-1.1	ATP-CPS-4006-1.1		
		Execute check-in procedures and provide accurate and relevant flight information	Administer check-in operations to ensure efficient and effective processes and customer satisfaction	Review check-in processes for improvements based on established international standards		
Knowledge		<ul style="list-style-type: none"> Usage of electronic ticketing systems and automated self-service check-in systems Flight status updates Standard Operating Procedures (SOPs) at airport gates Airport layouts and boarding gate locations Customer documentation requirements SOPs for boarding and delays Usage of Public Announcement (PA) systems Aircraft seating configurations for assigned flights 	<ul style="list-style-type: none"> Functionalities and troubleshooting of electronic ticketing systems Functionalities and troubleshooting of automated self-service check-in systems Products and services available at different terminals and boarding gates Equipment and services available for customers with special needs Aircraft seating configurations for different aircraft types Regulations and policies of destination countries and interline flights Airport contingency plans for irregular operations Concept and rationales for overbooking flights 	<ul style="list-style-type: none"> International standards and policies for check-in procedures Business and technical standards set by Joint Passenger Ticketing Committee (TKTcom) Schedule Reference Service (SRS) database and SRS Analyser Principles underpinning Minimum Connecting Time (MCT) files New technologies and international trends for check-in services such as bag-drop facilities and self-service kiosks Principles underpinning Multilateral Interline System and passenger tariffs 		
Abilities		<ul style="list-style-type: none"> Operate electronic ticketing systems to 	<ul style="list-style-type: none"> Troubleshoot malfunctions in 	<ul style="list-style-type: none"> Advise customers on airport and terminal 		

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		<p>issue boarding passes to customers</p> <ul style="list-style-type: none"> • Assist customers to use automated self-service check-in systems • Provide guidance to customers on seat selection procedures • Explain accurate boarding procedures to customers • Direct passengers to the correct boarding gates • Provide updated information on flight statuses, boarding and arrival times to passengers 	<p>electronic ticketing systems or automated self-service check-in systems</p> <ul style="list-style-type: none"> • Manage irregular check-in operations and execute plans to rectify the situations • Offer advice and information to customers on procedures and regulations of destination countries and interline flights • Recommend products and services available at the respective boarding gates • Recommend seat selection based on customer needs and preferences • Provide explanations to dissatisfied customers or passengers who are denied boarding on overbooked flights 	<p>standard MCT to ensure sufficient boarding time</p> <ul style="list-style-type: none"> • Audit current processes against International Air Transport Association's (IATA) standards and international best practices • Retrieve data from SRS Analyser to conduct market analyses and research • Propose recommendations for new technologies and systems to enhance check-in procedures 		
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