

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

TSC Category	Ground Handling Services and Operations					
TSC	Aircraft Turnaround Coordination					
TSC Description	Conduct activities to prepare and turn around inbound aircraft for outbound flights					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-GSO-1003-1.1	ATP-GSO-2003-1.1	ATP-GSO-3003-1.1	ATP-GSO-4003-1.1		
	Perform activities to turn around aircraft for outbound flights	Monitor aircraft turnaround activities to ensure adherence to established safety standards	Administer safe and efficient aircraft turnaround processes according to established Precision Time Activities (PTA) targets	Analyse the performance of aircraft turnaround activities to develop enhancement strategies for turnaround operations		
Knowledge	<ul style="list-style-type: none"> Processes and procedures for aircraft turnarounds and ground handling services and operations Safety regulatory requirements during aircraft turnaround activities Duties of different departments and/or stakeholders during aircraft turnarounds Dangerous Goods Regulations (DGR) Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) 	<ul style="list-style-type: none"> Factors affecting aircraft turnaround activities Processes and procedures for aircraft turnarounds and ground handling services and operations Phases of aircraft turnarounds including arrivals, unloads, servicing and departures Safety regulatory requirements during aircraft turnaround activities Flight information-sharing processes Duties of different departments and/or stakeholders during aircraft turnarounds Dangerous Goods Regulations (DGR) Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) 	<ul style="list-style-type: none"> Factors affecting aircraft turnaround activities Reasons for aircraft delays and disruptions Processes and procedures for aircraft turnarounds and ground handling services and operations Phases of aircraft turnarounds including arrivals, unloads, servicing and departures Aircraft loading and unloading procedures Risk situations and areas during aircraft turnaround activities Signs of fatigue and their impact on human performance Types of inclement weather and their impact on aircraft turnaround activities Concept of PTA for aircraft turnaround activities Dangerous Goods Regulations (DGR) 	<ul style="list-style-type: none"> Processes and procedures for aircraft turnarounds and ground handling services and operations Phases of aircraft turnarounds including arrivals, unloads, servicing and departures Technical and human factors affecting aircraft turnarounds Risk implications during aircraft turnarounds Types of pressure and their effects on aircraft turnarounds Types of possible damages during ground handling services and operations Concept and theories of aircraft load control Types of inclement weather and their impact on aircraft turnaround activities Concept of Precision Time Activities (PTA) for 		

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			<ul style="list-style-type: none"> Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) 	<p>aircraft turnaround activities</p> <ul style="list-style-type: none"> Dangerous Goods Regulations (DGR) Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) 		
Abilities	<ul style="list-style-type: none"> Identify the different stakeholders involved and their roles and responsibilities during aircraft turnaround processes Communicate status of turnaround activities to officers, supervisors and/or other relevant stakeholders Adhere to safety and security procedures when executing aircraft turnaround activities 	<ul style="list-style-type: none"> Facilitate coordination between various departments and/or stakeholders involved in aircraft turnaround activities Communicate status of aircraft to supervisors and Operations Control Centre (OCC) Ensure others adhere to safety and security procedures when executing aircraft turnaround activities 	<ul style="list-style-type: none"> Coordinate information-sharing between various departments and/or stakeholders during aircraft turnaround processes and procedures Determine appropriate actions to be taken during flight delays Modify aircraft turnaround processes and activities to manage and monitor flight preparation Deliver aircraft turnaround activities according to PTA Employ measures to reduce fatigue affecting human performance during aircraft turnaround activities 	<ul style="list-style-type: none"> Advise departments and/or stakeholders on status of aircraft departures Evaluate ground handling operational performance Develop strategies to improve efficiency of aircraft turnaround activities Develop policies to manage threats and errors in aircraft turnaround activities Enhance aircraft servicing procedures to alleviate time pressure during aircraft turnaround activities 		