

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

<b>TSC Category</b>	Ground Handling Services and Operations					
<b>TSC</b>	Ground Handling Services and Operations Management					
<b>TSC Description</b>	Identify and manage activities to process passengers, cargo, baggage and supplies for flight 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-GSO-1010-1.1</b>	<b>ATP-GSO-2010-1.1</b>	<b>ATP-GSO-3010-1.1</b>	<b>ATP-GSO-4010-1.1</b>	<b>ATP-GSO-5010-1.1</b>	<b>ATP-GSO-6010-1.1</b>
	Identify the different nature of tasks and activities which encompass ground handling services and operations	Monitor ground handling services and operations to turn around aircraft for outbound flights	Implement ground handling services and operations and fulfil established safety and service standards	Develop policies and procedures for ground handling services and operations in accordance with Service Level Agreements (SLAs) and relevant regulatory standards	Drive initiatives to boost efficiency and effectiveness of ground handling services and operations	Strategise new initiatives to revolutionise ground handling services and operations
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Ground handling services and operations</li> <li>Ground Support Equipment (GSE)</li> <li>Nature of relationships between airlines and ground handling organisations</li> <li>Aircraft turnaround processes</li> <li>Safety procedures for ground handling services and operations</li> <li>Dangerous Goods Regulations (DGR)</li> <li>Different types of cargo</li> <li>Interpretation of cargo and/or baggage labels</li> <li>Usage of automated equipment for ground handling services and operations</li> <li>Organisation's operating manuals</li> </ul>	<ul style="list-style-type: none"> <li>Ground handling services and operations</li> <li>Ground Support Equipment (GSE)</li> <li>Nature of relationships between airlines and ground handling organisations</li> <li>Aircraft turnaround processes</li> <li>Safety procedures for ground handling services and operations</li> <li>Dangerous Goods Regulations (DGR)</li> <li>Communication protocols during ground handling services and operations</li> <li>Different types of cargo</li> <li>Interpretation of cargo and/or baggage labels</li> <li>Roles and responsibilities of stakeholders and/or departments during</li> </ul>	<ul style="list-style-type: none"> <li>Ground handling services and operations</li> <li>Ground Support Equipment (GSE)</li> <li>Security procedures for passenger movements</li> <li>Aircraft turnaround processes</li> <li>Baggage and cargo process flows</li> <li>Duties of various stakeholders and/or departments in the airports and airside</li> <li>Passenger handling procedures</li> <li>Usage of automated equipment for ground handling services and operations</li> <li>Organisation's operating manuals</li> <li>Dangerous Goods Regulations (DGR)</li> <li>Communication protocols during ground</li> </ul>	<ul style="list-style-type: none"> <li>Risks associated with ground handling services and operations</li> <li>Ground Support Equipment (GSE)</li> <li>Emergency response procedures</li> <li>Impact of emergency situations on ground handling services and operations</li> <li>Infrastructures of different airports</li> <li>Concept of SLAs with airlines</li> <li>Documentation required for ground handling services and operations</li> <li>Usage of automated equipment for ground handling services and operations</li> <li>Organisation's operating manuals</li> <li>Dangerous Goods Regulations (DGR)</li> </ul>	<ul style="list-style-type: none"> <li>Risks associated with ground handling services and operations</li> <li>Ground Support Equipment (GSE)</li> <li>Impact of human factors on ground handling services and operations</li> <li>Operational agreements between airports and ground handlers</li> <li>Latest trends in passenger handling, baggage handling, cargo handling and catering</li> <li>Tools and techniques of market research</li> <li>Tools and techniques of project management</li> <li>Organisation's operating manuals</li> <li>International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) standards</li> </ul>	<ul style="list-style-type: none"> <li>Risks associated with ground handling services and operations</li> <li>Strategies deployed by international ground handling organisations</li> <li>Role of technology in ground handling operations</li> <li>Contract negotiation techniques</li> <li>Sales and marketing strategies</li> <li>Pricing strategies</li> <li>Future trends and challenges for ground handling operations</li> <li>Acquisition and divestment strategies</li> <li>Organisation's operating manuals</li> <li>International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) standards</li> </ul>

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		<p>ground handling services and operations</p> <ul style="list-style-type: none"> <li>• Usage of automated equipment for ground handling services and operations</li> <li>• Organisation's operating manuals</li> </ul>	<p>handling services and operations</p> <ul style="list-style-type: none"> <li>• Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) standards</li> </ul>	<ul style="list-style-type: none"> <li>• International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) standards</li> <li>• Local and international guidelines such as IATA Ground Operations Manual (IGOM) standards</li> </ul>	<ul style="list-style-type: none"> <li>• Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) standards</li> </ul>	<ul style="list-style-type: none"> <li>• Local and international guidelines such as International Air Transport Association (IATA) Ground Operations Manual (IGOM) standards</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Identify interdependencies among the different tasks and activities associated with ground handling services and operations</li> <li>• Determine established safety and performance standards for different tasks and activities associated with ground handling services and operations</li> <li>• Perform tasks and activities according to established safety and performance standards</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor the handling of dangerous goods and different cargo during ground handling services and operations</li> <li>• Liaise with stakeholders to execute ground handling services and operations</li> <li>• Identify and report breaches in safety and/or security standards during ground handling services and operations</li> <li>• Interpret cargo and/or baggage labels</li> </ul>	<ul style="list-style-type: none"> <li>• Meet ground handling needs of airline customers</li> <li>• Coordinate ground handling service recovery through communication with various departments and/or stakeholders</li> <li>• Maintain essential documents and records for ground handling services and operations</li> </ul>	<ul style="list-style-type: none"> <li>• Develop procedures to align expected ground services and operations with established standards such as ISAGO standards and SLAs</li> <li>• Delegate tasks and resources to accomplish ground handling services and operations during emergency situations</li> <li>• Audit ground handling services and operations against established industry standards</li> <li>• Develop plans to mitigate risks to passenger safety and security during ground handling services and operations</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee market research to ascertain the needs of airlines and passengers</li> <li>• Review Standard Operating Procedures (SOPs) for ground handling services and operations</li> <li>• Develop frameworks to enhance ground handling services and operations</li> <li>• Lead projects to boost the efficiency and safety of ground handling services and operations</li> <li>• Develop strategies to mitigate risks for ground handling services and operations</li> </ul>	<ul style="list-style-type: none"> <li>• Drive strategies to increase the profitability of ground handling services and operations</li> <li>• Establish profitable price points for ground handling services and operations contracts</li> <li>• Innovate new ground handling services and operations for the organisation</li> <li>• Transform market positioning and brand identity for ground handling organisations</li> <li>• Direct acquisition and divestment of ground handling services and operations</li> </ul>