

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

TSC Category	Ground Handling Services and Operations					
TSC	International Air Transport Association Safety Audit for Ground Operations Implementation					
TSC Description	Maintain safety and reduce risks in ground handling services and operations through the implementation of International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) standards					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-GSO-1016-1.1	ATP-GSO-2016-1.1	ATP-GSO-3016-1.1	ATP-GSO-4016-1.1	ATP-GSO-5016-1.1	
	Carry out procedures for International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO)	Support the implementation of International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) standards	Administer International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) audits according to agreed timelines and procedures and assess staff participation readiness for ISAGO audit exercises	Evaluate International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) audit results to determine the impact and gaps on ground handling operations for the organisation	Establish continuous improvement plans to close gaps identified in International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) audits	
Knowledge	<ul style="list-style-type: none"> ISAGO structure and scope ISAGO audit schedules Individual roles and accountabilities in supporting ISAGO audit exercises 	<ul style="list-style-type: none"> ISAGO structure and scope ISAGO audit schedules ISAGO documentation such as Standards Manual, Program Manual, Auditor Handbook and Reference Manual for Audit Programs Individual and other stakeholders' roles and accountabilities in supporting ISAGO audit exercises 	<ul style="list-style-type: none"> ISAGO structure and scope ISAGO audit processes and procedures ISAGO documentation such as Standards Manual, Program Manual, Auditor Handbook and Reference Manual for Audit Programs Content in ISAGO audit results reports Administrative processes and procedures to schedule audits Past ISAGO audit results Training programmes for ISAGO audits 	<ul style="list-style-type: none"> Overview of ground handling services and operations of the organisation ISAGO audit processes and procedures ISAGO data management ISAGO documentation such as Standards Manual, Program Manual, Auditor Handbook and Reference Manual for Audit Programs Impact of ISAGO audits on the organisation Techniques of root cause analysis Past ISAGO audit results 	<ul style="list-style-type: none"> Overview of ground handling services and operations of the organisation ISAGO audit processes and procedures Financial planning and analysis Continuous improvement models, practices and processes Performance parameters used to measure ground handling services and operations Methods to benchmark organisation's ISAGO audit results 	
Abilities	<ul style="list-style-type: none"> Identify the benefits of ISAGO audits Recognise the roles and responsibilities of 	<ul style="list-style-type: none"> Identify implications of ISAGO audit failures Facilitate the procedures and timelines for ISAGO audits 	<ul style="list-style-type: none"> Address staff's issues and concerns pertaining to ISAGO audits 	<ul style="list-style-type: none"> Complete procedures and documentation specific to ISAGO audit programmes 	<ul style="list-style-type: none"> Direct and nominate functional leaders for ISAGO audits Measure and quantify the financial impact of 	

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	<p>different stakeholders for ISAGO audits</p> <ul style="list-style-type: none"> • Prepare documentation for ISAGO audits • Determine one's role and accountabilities during ISAGO audits 	<ul style="list-style-type: none"> • Carry out audit activities in accordance with established procedures and schedules 	<ul style="list-style-type: none"> • Assess staff operational readiness to undertake ISAGO audits • Implement recommended practices as required by ISAGO audit results • Verify documentation for ISAGO audits 	<ul style="list-style-type: none"> • Analyse findings of ISAGO audit results • Determine gaps and their root causes in ground handling services and operations • Present ISAGO audit standards to corporate and line managers • Present findings of ISAGO audit results to relevant departments and/or stakeholders • Collaborate with internal and external stakeholders to develop corrective action plans for ground handling services and operations 	<p>ISAGO audits on ground handling services and operations</p> <ul style="list-style-type: none"> • Develop continuous improvement plans to align ground handling services and operations according to ISAGO standards 	
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