Federal Ministry of Education   **Regulatory Body**   **Sector Skills Council**

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS
FOR
HOSPITALITY TRAVEL AND TOURISM SECTOR

TRAVEL AND AVIATION TRADE

CRAFTSMAN CADRE

AIRPORT AND PASSENGER SERVICE ASSISTANT

NSQ LEVEL 1

REVIEW BY

**HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA
(HTSSCN)
NIGERIA
Federal Republic of Nigeria**

27TH-28TH AUGUST, 2024

ATTENDANCE LIST OF THE REVIEWTEAM

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2.	Nura Sani Kangiwa	Director General/CEO	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
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TABLE OF CONTENTS

LIST OF STANDARDS

STANDARD/UNIT	TITLE
Unit 01	Health, safety, Environment
Unit 02	Team Work in the Aviation Industry
Unit 03	Communication in the aviation industry
Unit 04	Checking-in Passenger and Visitors
Unit 05	Air Travel Information
Unit 06	Travel Documentation
Unit 07	Customer service in Aviation Industry
Unit 08	Customer Tour Selection and Booking Services
Unit 09	Process travel & tourism Services payment
Unit 10	Marketing the Aviation Industry
Unit 11	Aircraft Boarding and Arrival Services
Unit 12	Airport Baggage Processing
Unit 13	Loading and Unloading of Aircraft
Unit 14	Airport Baggage Facilities
Unit 15	Aviation Passengers with Special Requirement
Unit 16	Aviation Load Instruction Report (LIR)
Unit 17	Aviation Marshalling
Unit 18	Support Flight Operation

Unit 19	Aircraft Dispatch Process
Unit 20	Aircraft Operation
Unit 21	Handling Air Passenger
Unit 22	Air Cargo Operation
Unit 23	Airport Ramp Handling
Unit 24	Airport Emergency Operation
Unit 25	Aircraft and Airfield Performance

GENERAL INFORMATION

1.0   GENERAL INFORMATION
1.1   The NSQ Framework
The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualifications encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills and Competence.

1.2   Context and Goals
The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:
-   links and gaps between qualifications and the labour market is not strong
-   lack of consistency in qualifications
-   absence of a system for comparing qualifications to each other
-   pathways of progression between qualifications is unclear
-   value of qualifications to employers and learners is unclear
-   update the original standards with new innovations in the occupational trade standards

1.3   Vision of the Occupational Trade Standards
The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:
-   provide a stronger basis for the understanding, comparison and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents and learners of the value of qualifications
-   provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
-   increase the accountability of education and training institutions towards maintaining high quality standards in their provisions
-   improve the opportunities for mobility and progression of learners within and across higher education, vocational and general education sectors
-   promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal and informal.

1.4   Aim of the Occupational Trade Standards
The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel and tourism and trade operational tasks with stand alone occupational trade career path skills for both training standards and frameworks at levels accordingly.

1.5   Design, Level and Credit of the Occupational Trade Standard

The design and development of occupational trade standards are generally undertaken by the Hospitality and Tourism Sector Skills Council of Nigeria. The Council also has the responsibility for developing, maintaining and updating the standards. The awarding body classifies the qualifications, approves and monitors deliveries at centres and issues qualifications to competent learners.

1.6   Validation of Occupational Standards

All occupational standards placed on the NSQ are to be validated the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, process and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

1.7   Enabling Learners with Special Needs

As a matter of policy, the developed standards creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources, and ensure their integration and recognition of achievements.

1.8   Promoting Lifelong Learning

The Council pursuant to the NSQF guideline develop the occupational standards to promote Lifelong Learning which aims to recognize prior learning, and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre are to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

1.9   Placement of Occupational trade standard on the NSQ

The occupational trade standards are developed in accordance with the NSQ process for 'Qualification Placement'. These are with the aim of ensuring that Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear, transparent and the arrangements for placing occupational trade standard on the NSQ.

1.10   Method of Assessment

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes,

making the purpose of assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging evidence in order to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Witten for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes is both fit-for-purpose, rigorous and fair, and should be aligned with the level and type of learning provided by the occupational trade standards for qualifications. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively and consistently delivered, and that internal and external assessment moderation and verification processes exist.

1.12   Assessment/evidence requirements for Occupational Trade Standards

The general assessment method of generating evidences are as follows:-

Direct Observation (OBS)
Oral Question & Answer (OQA) for Skills based criteria
Written Question & Answer (WQA) for knowledge based criteria
Witnesses Testimony (WT)
Assignment (ASS)
Personal Statement (PS)
Reflective/Learning Journal (LJ)
Work Product [(WP)
Recognition of Prior Learning (RPL)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: TRADE/AVIATION
CADRE: CRAFTSMAN
 CAREER PATH: AIRPORT AND PASSENGER SERVICE ASSISTANT
NSQ LEVEL: 1

TABLE OF STANDARDS AND CREDIT LOAD

Mandatory Units

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
UNIT 001	Health, Safety and Security in Aviation Industry	TLT-GP-001-L1	2	20
UNIT 002	Team Work in the Aviation Industry	TLT-GP-002-L1	2	20
UNIT 003	Communication in Aviation Industry	TLT-GP-003-L1	2	20
UNIT 004	Checking-in Passenger and Visitors	TLT-GP-004-L1	3	30

OPTIONAL UNITS

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
UNIT 005	Air Travel Information	TLT-TA-001-L1	2	20
UNIT 006	Travel Documentation	TLT-TA-002-L1	2	20
UNIT 007	Customer service Aviation Industry	TLT-TA-003-L1	2	20
UNIT 008	Customer Tour Selection and Booking Services	TLT-TA-004-L1	3	30
UNIT 009	Process travel & tourism Services payment	TLT-TA-005-L1	2	20
UNIT 010	Marketing the Aviation Industry	TLT-TA-006-L1	2	20
UNIT 011	Aircraft Boarding and Arrival Services	TLT-TA-007-L1	4	40
UNIT 012	Airport Baggage Processing	TLT-TA-008-L1	3	30
UNIT 013	Loading and Unloading of Aircraft	TLT-TA-009 L1	2	20
UNIT 014	Airport Baggage Facilities	TLT-TA-010-L1	2	20
UNIT 015	Aviation Passengers with Special Requirement	TLT-TA-011-L1	2	20
UNIT 016	Aviation Load Instruction Report (LIR)	TLT-TA-012-L1	3	30

UNIT 017	Aircraft Marshaling	TLT-TA-013-L1	2	20
UNIT 018	Support Flight Operation	TLT-TA-014-L1	2	20
UNIT 019	Aircraft Dispatch Process	TLT-TA-015-L1	2	20
UNIT 020	Aircraft Operation	TLT-TA-016-L1	2	20
UNIT 021	Handling Air Passenger	TLT-TA-017-L1	2	20
UNIT 022	Air Cargo Operation	TLT-TA-018-L1	2	20
UNIT023	Airport Ramp Handling	TLT-TA-019-L1	2	20
UNIT 024	Airport Emergency Operation	TLT-TA-020-L1	2	20
UNIT 025	Aircraft and Airfield Performance	TLT-TA-021-L1	2	20

UNIT 001:   HEALTH, SAFETY, SECURITY IN AVIATION INDUSTRY

Unit reference number: **TLT-GP-001-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**
Unit Purpose:
To enable trainee acquire knowledge, skills and competence and to observe and maintain safe hygienic environment and to attain ethical standards while functioning at the work.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Holistic assessment (HA)
Written testimony (WT)
Demonstration of competence (WT)

UNIT 001:   HEALTH, SAFETY, SECURITY IN AVIATION INDUSTRY

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number				
LO1 **Maintain personal health and hygiene**	1.1	wear clean, neat and appropriate personal protective equipment										
	1.2	work safely at all times, complying with health, safety and other relevant regulations and guidelines.										
	1.3	get any cuts, grazes and wound treated by the appropriate and qualified person in the work place										
	1.4	Report illness and infection promptly to the appropriate persons.										
	1.5											
LO2 **Know how to maintain personal health and hygiene**												
	2.1	State responsibility under the health and safety Act as it relates to own occupation										
	2.2	Follow general rules on hygiene that must be followed										
	2.3	identify correct personal										

		Protection Equipment such as Head protection, foot protection, face and eye protection, hand and body protection and regulatory protection											
	2.4	explain the importance of maintaining good personal hygiene											
	2.5	describe how to deal with cuts, grazes and wounds and why it is important to do so											
LO3 **Maintain a safe and secure workplace**													
	3.1	state the importance of working in a healthy, safe and secure workplace											
	3.2	report any accidents or near accidents quickly and accurately to the appropriate personnel											
	3.3	follow health, hygiene, safety and security procedures during work											
	3.4	follow emergency procedures											
	3.5	follow organisational security procedure											
	3.6	ensure the disposal of waste and pollution											
	3.7	follow sound and noise control and protection methods and guidelines											
LO4 **Prevent hazards and risks in a safe and secure work environment**													
	4.1	identify any hazards or potential hazards and deal with these correctly											
	4.2	state where information about health and safety in workplace can be obtained											
	4.3	describe the types of hazards in the workplace that may occur and how to prevent and/or deal with them											

	4.4	state hazards that can be dealt with personally and those that should be reported to appropriate personnel											
	4.5	identify risk elements in workplace environment											
	4.6	state how to warn other people about hazards and why this is important											
	4.7	state why accidents and near accidents should be reported in a manner that follow due procedures.											
LO 5:

Emergency procedures | | follow procedures of raising awareness of hazards | | | | | | | | | | | |
	5.1	describe the type of emergencies that may happen in the workplace and how to deal with them											
	5.2	State where to find the first aid equipment and who the registered first aiders is in the workplace											
	5.3	state safe lifting and handling techniques that should be followed											
	5.4	state other ways of working safely that are relevant to the position and why they are important											
	5.5	describe organisational emergencies procedures in particular fire and how these should be followed											
	5.6	state the possible causes for fire in the workplace											

5.7	describe how to minimise the possibility of fire in the workplace										
5.8	Identify where to find the alarms and how to set them off										
5.9	explain why a fire should never be approached unless you are trained to do so.										
5.10	State the importance of following the fire safe rules										
5.11	describe organisational security procedures and why these are important										
5.12	State the importance of reporting all unusual or non-routine incidents to the appropriate personnel										

Learners Signature: **Date:**

Assessors Signature: Date:
IQA Signature (if sampled)   Date:

EQA Signature (if sampled)   **Date:**

UNIT 002:   TEAM WORK IN THE AVIATION INDUSTRY

Unit reference number: TLT-GP-002-L1

NSQ level: L1

Credit value: 2

Guided learning hours: 20

Unit Purpose: To equip the candidate with the knowledge and competence required to employ the skills in involving colleagues to carry out organisational functions to achieve its goals

Unit assessment requirements/evidence requirements

Observation (OB)

Question & Answer (QA)

Witnesses Testimony (WT)

Holistic assessment (HA)

Written testimony (WT)

Demonstration of competence (WT)

UNIT 002: TEAM WORK IN THE AVIATION INDUSTRY

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 **Plan and organise own work**	1.1	understand what is required for own work									
	1.2	Adhere to instructions accurately									
	1.3	plan and organize one's task in order of importance									
	1.4	place every thing needed for work within reach									
	1.5	keep work areas clean and tidy									
	1.6	keep waste to a minimum									
	1.7	seek assistance if in need and from the relevant person									
	1.8	provide work output in due time as agreed									
LO2 **Work effectively with members of own team**											
	2.1	Assist team members when they ask									
	2.2	ensure that any assistance given									

		is within limits of own responsibilities									
	2.3	manage time well in spite of assisting others									
	2.4	ensure information transmitted to others in the team is timely									
	2.5	maintain cordial working relations with team mates									
	2.6	report any misunderstandings or incidences in relating with team mates to the relevant person									
	2.7	communicate clearly and effectively with team members									
LO3 **Develop own skills**	3.1	seek feedback on work and be able to use the feedback constructively									
	3.2	identify with appropriate persons what aspects of work that are up to standard and what areas to improve									
	3.3	agree on what have to be improved during work									
	3.4	agree on a learning plan with the appropriate person									
	3.5	seek opportunity to review and develop learning plan									

Learners Signature:		Date:
Assessors Signature:		Date
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		Date:

UNIT 003: COMMUNICATION IN AVIATION INDUSTRY

Unit reference number: **TLT-GP-003-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
To establish a quality communication system that is responsive and subject to change in meeting workers and employers' need in work environment.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Holistic assessment (HA)
Written testimony (WT)
Demonstration of competence (WT)

UNIT 003: COMMUNICATION IN AVIATION INDUSTRY

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 **Use a non complex communication system in a work environment**	1.1	Use a simple verbal means to pass necessary information											
	1.2	Use non verbal means to pass on necessary information e.g body language											
	1.3	Interpret symbols and signs appropriately											
LO2 **Develop the ability to identify the source of information in a work environment**													
	2.1	Locate the source of information in an organisation and work environment												
	2.2	Relate appropriately with source of information											
	2.3	Use the various information flows system in work environment											
	2.4	Use the various information to avoid challenges in a work											

		situation									
	2.5	Report findings in accordance with procedures in work environment									
LO3 **Demonstrate the use of various communication means in work environment**											
	3.1	Locate the various communication equipment in a work environment									
	3.2	Use effectively the various equipment in work environment									
	3.3	Pass information effectively to the right person									
	3.4	Pass information effectively using symbols, signs and codes									
	3.5	Obey instruction in line with ethics of the work environment									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 004: CHECKING-IN PASSENGERS AND VISITORS

Unit reference number: **TLT-GP-004-L1**
NSQ level: **L1**
Credit value: **3**
Guided learning hours: **30**
Unit Purpose:
To enable the candidate acquire the knowledge, skills and competence needed to assist in check-in and check-out of passengers and visitors at travel and tourism terminals and entry points

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 004: CHECKING-IN PASSENGERS AND VISITORS

LO (Learning outcome)	Criteria:-		Evidence Type						Evidence Ref Page number				
LO1 **Check in passenger or visitor**	1.1	deal with passengers in a polite and friendly way at all times											
	1.2	assist to process passenger documents for validity and applicability before processing											
	1.3	handle documentary discrepancies in line with your organisation's procedures											
	1.4	assist to process documents in line with the organisation's procedures											
	1.5	identify and allocate seats, services and facilities to passengers and visitors according to their requests, needs and status											

	1.6	provide ticket and boarding information to passengers according to their needs									
	1.7	ensure that the information given to passengers is complete, accurate, relevant and meets the organisation's requirements									
	1.8	process information relating to passengers in line with the organisation's procedures									
	1.9	assist to carryout appropriate action to deal with passengers who are unfit or incapable of air travel									
	1.10	report passenger requests which are outside your knowledge or experience to appropriate authority as soon as possible									
	1.11	report any safety or security concerns about passengers to the appropriate authority									
LO2											
Receive and process passenger baggage	2.1	follow passengers security questions about baggage in line with the organisation's procedures									
	2.2	explain to passengers about regulations relating to carrying dangerous goods in line with the organisation's security safety procedures									
	2.3	identify unacceptable baggage in line with the organisation's procedures									

	2.4	weigh, label and dispatch passenger baggage in line with the organisation's procedures										
	2.5	identify excess baggage charges in line with your organisation's procedures										
	2.6	report security concerns relating to baggage to the appropriate authority										

Learners Signature:	**Date:**
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	**Date:**

CORE UNIT: FROM THIS GROUP YOU'LL NEED TO EARN A MINIMUM OF 6 CREDITS

UNIT 005: AIR TRAVEL INFORMATION

Unit reference number: **TLT-TA-001-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose: To equip the trainee with the knowledge and competence to disseminate information and sales of leisure, travel and tourism products and services

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 005: AIR TRAVEL INFORMATION

LO (Learning outcome)		Criteria	Evidence Type						Evidence Ref Page number			
LO1 **Promote the features and benefits of tourism products and services**	1.1	identify those features of tourism **products** and services that accurately match customers' needs										
	1.2	assist and ensure that benefits are promoted clearly, accurately and in a way that generates interest from customers										
	1.3	provide customers the opportunities to fully discuss and explore features and benefits										
	1.4	describe clearly relevant terms, conditions and legal requirements relating to sales										
LO2												

Identify your customers' requirement	2.1	identify suitable options of tourism productsand services that best match your customers' needs are identified and offered										
	2.2	Identify and assist opportunities used for selling extra tourism products and services to customers at a suitable time.										
	2.3	assist offer customers alternatives relevant to their request										
	2.4	takeappropriateaction where customers' queries cannot be answered										
LO3												
Close theSale	3.1	seek customers' intention to buy at a suitable time in your discussion										
	3.2	ensure that customers are positively reassured following their buying choice										
	3.3	identify extra tourism products and services to be sold										
	3.4	ensure that the total cost of all products and services is given to customers										
	3.5	ensure that the sale meets your organisation's procedures and legal requirements										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 006: TRAVEL DOCUMENTATION

Unit reference number: **TLT-TA- 002-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**
Unit Purpose:
To enable the trainee acquire the necessary knowledge, skills and competence to assist in travel documentation.

Unit assessment requirements/evidence requirements:
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 006: ASSIST IN TRAVEL DOCUMENTATION

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 **Receive and assist with travel documentation**	1.1	welcome customer in appropriate manner											
	1.2	enquire customer's travel needs											
	1.3	establish customer's request in relation to existing travel procedures											
	1.4	request customer's travel documents											
	1.5	determine acceptability of travel documents											
	1.6	guide customer appropriately with organisation standards											
LO2 **Assist customer to complete relevant**													
	2.1	collect documents from customer to be processed											

documents	2.2	record received documents for processing										
	2.3	provide relevant documents for customer completion										
	2.4	guide customer to carry out document completion.										
	2.5											
	2.6											
LO3 **Refer documents to appropriate officer for action**												
	3.1	forward document to appropriate office										
	3.2	retrieve documents from appropriate office upon completion										
	3.3	act on documents as directed by the appropriate office										
	3.4	record received documents										

1.

Learners Signature:	**Date:**
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	**Date:**

UNIT 007: CUSTOMER SERVICE IN AVIATION INDUSTRY

Unit reference number: **TLT-TA- 003-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
To equip the candidate with both the knowledge and skills of routinely assisting in checking effective completion of customer services activities.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 007: CUSTOMER SERVICE IN AVIATION INDUSTRY

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number				
LO 1: **Agree joint responsibilities in a customer service team**	1.1	identify services or products involved whose delivery is reliant on effective teamwork										
	1.2	identify steps in the customer service delivery process that rely on exchange of information between colleagues										
	1.3	assist in completing customer services as agreed with colleagues when it is right to pass responsibility for completing action to another person										
	1.4	agree with colleagues on how information should be exchanged between one another to complete a customer service action										
	1.5	identify ways of reminding colleague on responsibilities for										

		completing a customer service action									
LO2 **Check that customer service actions are seen through by working together with colleagues through teamwork involvement**											
	2.1	use reminders to identify when to check that a customer service action has been completed									
	2.2	identify all details of customer service actions on colleague due for completion									
	2.3	assist and cross-check with colleague on the outcome of their completing the customer service action as agreed									
	2.4	assist and identify the next customer service actions of colleagues completed and act on it as previously agreed									
	2.5	assist and look at work with colleagues to review the way in which customer service actions are shared									

Learners Signature:		Date:
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		Date:

UNIT 008: CUSTOMER TOUR SELECTION AND BOOKING SERVICES

Unit reference number: TLT-TA- 004-L1
NSQ level: L1
Credit value: 3
Guided learning hours: 30

Unit Purpose:
To equip the trainee with the knowledge and skills in helping   prospective tourists to choose their itinerary, book and process travel documents accordingly.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 008: CUSTOMER TOUR SELECTION AND BOOKING SERVICES

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 **Help customers in identify their product selection**	1.1	assist and Identify customers' travel services requirements											
	1.2	assist and recognise customers' needs.											
	1.3	assist and add up total costs of the travel arrangements											
	1.4	assist and explain total of travel arrangement to customers.											
	1.5	recognise customers' acceptance of the proposed arrangements.											
	1.6	obtain customers' consent to record the necessary information.											
	1.7	record information promptly, accurately and in the required											

		format.										
	1.8	maintain confidentiality of information.										
	1.9	Assist, process and store										
		information to meet organisational and legal requirements										
	1.10	assist in handling objections to personal information being recorded to maintain good customer relations										
LO2 **Travel services bookingsand process post-booking documentation**	2.1	assist and match travel services and any additional services accurately with agreed details										
	2.2	assist and complete booking to meet organisation's procedures and other legal and regulatory requirements.										
	2.3	assist and process all booking administration promptly, correctly and following own organisation's procedures.										
	2.4	assist and store booking information and documentation securely following your organisation's procedures and legal requirements.										
	2..5	assist to confirm bookings' status to match the booked services.										
	2.6	issue correct booking documents to the relevant person(s).										
	2.7	assist and refer all matters outside work responsibilities or experience to the relevant person(s)										
LO3 **Issue of travel documentation**												
	3.1	assist and match all received booked travel documentation										

	3.2	identify any documentation discrepancies before issuance to customers.									
	3.3	Assist, complete and accurately assemble documentation and any necessary tickets that are issued to your customers within the required time frame and following your organisation's procedure									
	3.4	assist and describe all travel arrangements clearly to customers in a way they will understand.									
	3.5	assist in explaining to customers their travel arrangements before they leave your premises									
	3.6	assist to complete all customer records and pass such to the relevant person(s) promptly.									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 009:   PROCESS TRAVEL AND TOURISM SERVICES PAYMENT

Unit reference number: **TLT-TA-005-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
To acquaint the trainee with the different methods, processes of payments and issuance of related documents.

assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 009:   TRAVEL AND TOURISM SERVICES PAYMENT

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number				
LO1 **Receive payments**	1.1	assist and make customers aware of the amount to be paid										
	1.2	assist and ensure customers are aware of the methods of payments that are acceptable and any charges or restrictions that any be attached										
	1.3	assist and ensure the organisation's policies and procedures are followed regarding payment discrepancies, non- cash payments, transaction values, and limits										
	1.4	Assistand ensure that change is given for cash payments										
	1.5	assist and maintain the security of cash and other payments										

	1.6	assist and to ensure correct procedures to maintain confidentiality of customers' purchases and payment information										
LO2 **Issue receipts and store payments**												
	2.1	assist and ensure that all internal payment records are completed accurately and follow the organisation's procedures										
	2.2	assist and ensure that customers receive legible and accurate receipts										
	2.3	assist and ensure all payments are stored securely and protected										
	2.4											

Learners Signature:		Date:
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		Date:

UNIT 010: MARKETING THE AVIATION INDUSTRY

Unit reference number: **TLT-TA-006-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose: To assist in making customers aware of the choices available to them when booking leisure or business travel and any additional services that they need.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 010: MARKETING THE AVIATION INDUSTRY

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 **Identify customers' travel and tourism needs**	1.1	assist and describe travel and tourism products and servicesthat best match the customer's needs											
	1.2	assist and explain to customer on how information is recorded, processed and stored to meet the organisation's procedures and legal requirements											
	1.3	assist and identify any additional requirementsof the customer											
	1.4	assist customers with clear responses to queries, and solutions to issues											
	1.5	assist and provide customer with clear and accurate information on travel and tourism services, costs, legal requirements and additional services at the close of the sale											

LO2											
Promote the features and benefits of travel and tourism products and services	2.1	assist and sell to customers, **travel and tourism services** that match their needs and are in line with organisational policies									
	2.2	assist and promote benefits of travel services to generate further interest from the customer									
	2.3	offer customers opportunities to fully discuss and explore features and benefits									
	2.4	assist and ensure customers' objections are dealt with positively									
	2.5	assist and describe relevant terms, conditions and legal requirements relating to sale clearly									
LO3											
Close the sale	3.1	assist to ensure the customers' intention to buy is sought out at a suitable time in the discussion									
	3.2	assist and sell extra travel and tourism products and servicesthat are identified and sold effectively									
	3.3	assist and ensure the total cost of all products and services is given to customers									
	3.4	assist and reassure customers they are positively following their buying decision									

	3.5	assist and ensure that the sale meets the organisation's procedures and legal requirements									

Learners Signature: Date: Assessors Signature: Date: IQA Signature (if sampled) Date:	
EQA Signature (if sampled) Date:	

UNIT 011: AIRCRAFT BOARDING AND ARRIVAL SERVICES

Unit reference number: **TLT-TA-007-L1**
NSQ level: **L1**
Credit value: **4**
Guided learning hours: **40**

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and understanding of how to safely and correctly board passengers onto, and escort them from, the aircraft. The unit encompasses health and safety regulations, as well as security and immigration requirements for both departing and arriving passengers.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 011 : AIRCRAFT BOARDING AND ARRIVAL SERVICES

LO (Learning outcome)		Criteria:-	Evidence Type									Evidence Ref Page number		
LO1 **be able to board passengers onto aircraft**	1.1	Assist to prepare for the boarding process												
		carry out the boarding process												
		explain what information is needed before boarding the flight												
		identify the main boarding duties												
		identify the types of passengers who may need pre-boarding												
		mention the safety and security requirements associated with boarding passengers												
		describe all post-boarding procedures												

be able to make boarding announcems	make professional announcements using the correct voice techniques and body language										
	explain the appropriate times to make passenger announcements										
	describe how to make clear professional announcements using correct voice techniques			e nt							
	explain how body language can affect the announcement										
	explain the consequences of poor announcements										
be able to deal effectively with problems during boarding	Assist to deal effectively with passenger problems at the gate										
	explain how to deal effectively with any passengee problem										
	discrepancies at the gate										
	explain the de-controlling procedures in order to comply with regulatory standards										
	describe the procedure for dealing with transit passenger problems										
be able to escort arriving passengers safely	collect relevant information before meeting the flight										
	describe the importance of flight-arrival information										
	meet and escort passengers safely										

explain the methods available for moving passengers from the aircraft to a terminal										
describe the procedures for meeting and escorting passengers safely										
explain the Health and Safety responsibilities of the arrivals agent										
describe the authorities to which passengers need to be directed to										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 012 : AIRPORT BAGGAGE PROCESSING

Unit reference number: **TLT-TA-008-L1**
NSQ level: **L1**
Credit value: **3**
Guided learning hours: **30**

Unit Purpose:

The aim of this unit is to enable the learner to develop the necessary knowledge and understanding to enable them to correctly prepare passenger baggage for onward travel. This will enable the learner to sort, check and manifest accompanied and unaccompanied passenger baggage whilst meeting the security requirements laid down in the UK by the DfT. In addition, it will enable the learner to understand customer airline requirements for special handling due to class of travel or onward connections.

The knowledge provided within this unit is fundamental to the security of the aircraft in flight. Any discrepancies in the baggage manifest and actual load could have serious implications to the safety of the aircraft.

This unit is appropriate for all learners who plan to work as part of the team responsible for the preparation and sorting of baggage. It may also overlap with other job functions where the preparation of baggage is part of the work group function.

Unit assessment requirements/evidence requirements

Observation (OB)

Question & Answer (QA)

Witnesses Testimony (WT)

Written testimony (WT)

.Holistic assessment (HA)

Demonstration of confidence (DC)

Personal statement (PS)

UNIT 012 : AIRPORT BAGGAGE PROCESSING

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 know how to check the serviceability of baggage equipmen	1.1	identify equipment used to transport baggage									
		describe the checks that should be made when using equipment to transport baggage									

	describe the actions that should be taken on discovering defects										
understand how to interpret baggage labels	identify the information on baggage labels										
	describe the different types of baggage										
	explain why different types of baggage may need segregation										
	describe the different types of special handling labels used by airlines										
	describe the actions each type of special handling label requires										
understand the security requirements for transporting passenger baggage	describe the security requirements for transporting passenger baggage										
	identify the non-security requirements for unaccompanied baggage (rush bags)										
	explain the different types of security checks for unaccompanied baggage										
know how to complete baggage manifests	identify information required on baggage manifests										
	describe requirements for signing baggage manifests										

Learners Signature:	Date:	
Assessors Signature:	Date:	
IQA Signature (if sampled)	Date:	
EQA Signature (if sampled)	Date:	

UNIT 013: LOADING AND UNLOADING OF AIRCRAFT

Unit reference number: TLT-TA-009-L1
NSQ level: L1
Credit value: 2
Guided learning hours: 20

Unit Purpose:

The aim of this unit is to enable the learner to develop the necessary knowledge and understanding of the principles of loading and unloading of an aircraft. This will enable the learner to be able to load and unload an aircraft and the requirements of different types of aircraft. It will also give them the knowledge of different types and functions of loading equipment used in the industry.

The knowledge provided within this unit is fundamental to all activities within the airport environment. This unit is appropriate to all learners prior to them undertaking activities at an airport in a ramp agent role.

Unit assessment requirements/evidence requirements

Observation (OB)

Question & Answer (QA)

Witnesses Testimony (WT)

Written testimony (WT)

.Holistic assessment (HA)

Demonstration of confidence (DC)

Personal statement (PS)

UNIT 013 : LOADING AND UNLOADING OF AIRCRAFT

LO (Learning outcome)	Criteria:-		Evidence Type						Evidence Ref Page number				
LO1 understand the requirements for preparing to load and unload aircraft	1.1	describe the different types of loading/unloading equipment											
		identify the appropriate loading equipment for different loads											
		describe the types of information found on loads											
		explain the purpose of the load plan prior to the transfer of the load											

understand how to load and unload aircraft	explain the consequences of incorrect loading of the aircraft										
	identify the relevant persons to contact for different types of loading discrepancies										
	explain the effect of weather conditions on loading/unloading										
	describe the considerations when transferring special loads										
	describe the hazards associated with operating aircraft hold doors										
	describe the factors to be considered when positioning loading/unloading equipment										
	explain the purpose of documents that relate to the aircraft loading/unloading										

Learners Signature:	Date:	
Assessors Signature:	Date:	
IQA Signature (if sampled)	Date:	
EQA Signature (if sampled)	Date:	

UNIT 014 : AIRPORT BAGGAGE FACILITIES

Unit reference number: **TLT-TA-010-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and to be able to deal effectively with baggage discrepancies. The knowledge and understanding for this unit includes the procedures and relevant paperwork needed for dealing with baggage discrepancies as well as the personal skills needed when dealing with conflict.
The knowledge provided within this unit is, whilst particular to baggage facilities, also of use in all areas of customer service .

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 14 : AIRPORT BAGGAGE FACILITIES

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 be able to follow passengers for baggage discrepancies	1.1	assist passengers who report a baggage discrepancies									
		complete documentation for baggage discrepancies									
		explain the function of the WorldTracer System									
		describe effective communication techniques									

explain how to deal with unclaimed and unattended baggage in the baggage hall									
identify relevant people to provide support									
describe the procedures to follow for different types of baggage discrepancies									

Learners Signature: Date: Assessors Signature: Date: IQA Signature (if sampled) Date:	
EQA Signature (if sampled) Date:	

UNIT 015 : AVIATION PASSENGERS WITH SPECIAL REQUIREMENTS

Unit reference number: **TLT-TA-011-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and understanding of the different needs of passengers and the products and services that can be offered. This will enable the learner to develop an awareness of passenger needs and how these can be correctly and sensitively dealt with.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 015: AVIATION PASSENGERS WITH SPECIAL REQUIREMENTS

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 be able to assist passengers who have special requirements	1.1	assist and support passengers with special requirements									
		identify the special requirements for particular types of passengers									
		describe the different services that can be offered to passengers with special requirements									
		describe methods of establishing passenger's needs to ensure that the appropriate services are provided									

describe the different considerations when assisting passengers using wheelchairs										
describe the different considerations when assisting unaccompanied minors (UNMIN)										
identify the conditions classified as MEDA										
identify the commonly used IATA codes used for passengers with special requirements										

Learners Signature: Date:	
Assessors Signature: Date:	
IQA Signature (if sampled) Date:	
EQA Signature (if sampled) Date:	

UNIT 016 : AVIATION LOAD INSTRUCTION REPORT

Unit reference number: **TLT-TA-012-L1**
NSQ level: **L1**
Credit value: **3**
Guided learning hours: **30**

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and understanding to enable them to correctly interpret information provided in the Load Instruction Report (LIR). This will enable the learner to interpret and communicate written or pictorial information to all interested parties on the planning intentions of the person responsible for Mass and Balance.
The knowledge provided within this unit is fundamental to the safety of the aircraft in flight and any discrepancies in the interpretation or implementation of a Load Instruction Report (LIR) could have serious implications to the safety of the aircraft.
This unit is appropriate for all learners who plan **Unit assessment requirements/evidence requirements**
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 016 : AVIATION LOAD INSTRUCTION REPORT

LO (Learning outcome)	Criteria:-		Evidence Type					Evidence Ref Page number			
LO1 be able to interpret Load Instruction Reports	1.1	identify loading positions on different types of LIR									
		describe different types of information included in LIR									
		explain the locations of loading positions relating to aircraf									
		identify different types of Unit Load Devices (ULDs)									
understand how to implement a Load		identify the relevant people involved in implementing an LIR									

Instruction Report (LIR)	identify types of special loads								
	describe factors that should be checked when implementing a Load Instruction Report								
	explain the sequence of completing a loading instruction repor								
be able to communicate deviations and alterations of loads	amend Load Instruction Reports in response to deviations and alterations								
	identify different types of changes that could be made to the Load Instruction Report								
	describe the effect of incorrect changes to the load								
	explain the importance of communicating changes to the relevant people								
	explain what is meant by the term 'bulking out'								

Learners Signature:	Date:	
Assessors Signature:	Date:	
IQA Signature (if sampled)	Date:	
EQA Signature (if sampled)	Date:	

UNIT 017: AIRCRAFT MARSHALING

Unit reference number: TLT-TA-013-L1
NSQ level: L1
Credit value: 2
Guided learning hours: 20

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and understanding of the principles of aircraft marshalling. This will enable the learner to be able to safely marshal an aircraft onto, or off, a stand.
The knowledge provided within this unit is fundamental to all activities within the airport environment.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 017 : AIRCRAFT MARSHALING

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 understand how to prepare for aircraft arrival on stand	1.1	explain the purpose of aircraft marshalling									
		describe the dangers of carrying out marshalling duties									
		identify different types of Foreign Object Debris (FOD									
		describe the checks required before bringing aircraft to the stand									
		explain how weather conditions can affect the marshalling procedure									

	describe Personal Protective Equipment (PPE) used in the marshalling process										
	identify different types of marshalling aids										
be able to marshal aircraft onto and off stand	use correct hand signals to marshal aircraft onto and off stand										
	describe the rules, regulations and signals of marshalling an aircraft										
	describe the actions required to make an aircraft safe prior to personnel approaching										
	describe the actions required prior to aircraft departure										

Learners Signature:		Date:
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		Date:

UNIT 018: SUPPORT FLIGHT OPERATION

Unit reference number: **TLT-TA-014-L1**
NSQ level: **L1**
Credit value: **3**
Guided learning hours: **30**

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and understanding of the principles of Supporting Aviation Operations. This unit is about working as a member of a Ground Operations Unit. You must be able to understand the types of information you are likely to receive or send. You must know who to pass information to. You must understand your role in any aviation emergency either planned or real. This unit is appropriate for all learners prior to them undertaking activities at an aviation ground operations

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 018 : SUPPORT FLIGHT OPERATION

LO (Learning outcome)	Criteria:-		Evidence Type						Evidence Ref Page number				
LO1 understand the importance of flight operations information	1.1	identify information sources for flight operations											
		explain the importance of operation information to support flight operations											
		identify operational information required to support flight operations											
		identify key people who require operational information											

understand aviation emergency procedures	explain the main components of airport emergency plans									
	state the key personnel involved in emergency plans									
	describe the types of emergency exercises									
	describe emergency classifications									
	explain how to respond to telephone bomb threats									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 019 : AIRCRAFT DISPATCH PROCESS

Unit reference number: **TLT-TA-015-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and understanding to correctly carry out the dispatch duties in the turnround of an aircraft. This will include communication on the ramp with all parties concerned in the turnround and co-ordinating the smooth interaction of all departments and individuals involved. In addition the learner will need to understand customer airline requirements for airline specific special handling requirements.
The knowledge gained from this unit is based on the IATA Airport Handling Manual (AHM) for the turnround of all commercial aircraft, communication and actions.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 019: AIRCRAFT DISPATCH PROCESS

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 understand how to prepare for aircraft arrival	1.1	identify the information required for an inbound Flight Report Information Sheet											
		describe how to complete a Flight Report Information Sheet											
		identify the services that may be required during the turnround process											

		identify the resources required on stand prior to aircraft arrival									
		describe the requirements for flight arrivals									
		describe inbound security procedures/requirements									
		describe the Stand Checks required prior to aircraft arriva[									

Learners Signature: Date: Assessors Signature: Date: IQA Signature (if sampled) Date:	
EQA Signature (if sampled) Date:	

UNIT 020 : AIRCRAFT OPERATIONS

Unit reference number: **TLT-TA-016-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
The aim of this unit is to enable the learner to develop the necessary knowledge and understanding of the basics ircraft operations, such as basic aircraft design and route planning procedures. This unit will aintroduce the the learner into the commercial aviation world, offering a newindustry related language along the way.The unit begins with an introduction to the most common types of passenger and cargo aircraft in operation. Some individual types are studied with regards to engine numbers and function.

Learners will gain knowledge of the category of aircraft structural mass/weight and the legal requirements concerning route planning, navigation and fuel requirement calculations. This unit takes the learner on a journey into the exciting world of commercial aviation, explaining not only how flight is achieved, but also the operational requirements that have given the airline world its enviable safety record.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 020: **AIRCRAFT OPERATIONS**

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 Understand the characteristics of different aircraft types	1.1	Identify the types of aircraft in operation											
		Explain the load capacity (passenger, cargo) of an aircraft;											
		Describe the suitability of an aircraft over distance											
		Distinguish aircrafts by their compatibility with destination											

		airport; reliability; compatibility with fleet									
LO 2 Understand aircraft mass (weight) and balance		Explain the factors that constitute limitations in the selection of an aircraft base on its mass									
		Identify the load sheet of a given aircraft									
		Assist to carry out the load planning for an aircraft									
LO 3 Understand the principles of route, fuel and navigation planning		Identify the things necessary in doing an craft fuel plan									
		Explain the factors affecting fuel consumption									
		Assist in carrying out an aircraft route plan and information sources:									
		State Navigation considerations of an aircaft									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 021 : HANDLING AIR PASSENGER

Unit reference number: **TLT-TA-017-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
This unit explores the different options available to passengers when arranging their journey, planning routes to and from the airports and using the facilities available around the airport perimeter for overnight stays and car parking. Learning outcome 2 follows the passengers' journey through the embarkation process to enable learners to gain an understanding of the facilities available to passengers and the staff involved in the embarkation procedure

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statemen (PS)

UNIT 021 : HANDLING AIR PASSENGER

LO (Learning outcome)	Criteria:-		Evidence Type						Evidence Ref Page number				
L O 1 Know the options available to customers when travelling to and from airports	1.1	Identify the transport type the customer can used to and from the airport											
		; State the the type of Car parking point the customer can use											
		Assist to take the customer through the inter Inter-terminal transports in the airport											
		Mention the types of Car rental services available to customers at the airport											
		Assist to guide the passenger on the types of accommodation available											

57

LO2 Understand the process of embarkation and the roles of airport and airline staff	*Departure airport facilities*											
	Facilities for specific											
	Routine processing functions											
	Luggage procedures											
	Personnel:											
LO 3 Know the facilities and services available to passengers during the flight	Identify boarding activites of a passenger aircraft											
	Mention the inflight activites in a passenger aircraft											
	State the facilities for passengers with special needs											
	Identify the facilities for children on-board an airraft											
LO 4 Know the airport and airline services and facilities during the disembarkation process	Passport and visa requirement											
	Guide a passenger with the luggage reclaim process											
	Identify the arrival facilities for embarkation											
	Mention the vaarious activite point Transit passenger may encounter											

Learners Signature:	Date:	
Assessors Signature:	Date:	
IQA Signature (if sampled)	Date:	
EQA Signature (if sampled)	Date:	

UNIT 022 : AIR CARGO OPERATION

Unit reference number: **TLT-TA-018-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
This unit gives learners opportunities to enter the world of air cargo, and understand the requirements and responsibilities involved. The role of the freight forwarders will also be investigated, together with the range of services they offer. Learners will examine the latest cargo terminal designs, together with the latest aircraft cargo handling technology

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 022 : AIR CARGO OPERATION

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 Know the requirements and responsibilities of the shipper .	1.1	Identify the Responsibilities of the shipper:											
		; Explain the Factors that influence demand for shippers: cost											
LO 2 Understand the role of the freight forwarder in the air cargo market 3		Identify who are the Freight forwarders											
		Identify the Type of freight forwarder											
		Determine the Services offered by the freight forwarders											

		Assist I the Automated procedures of cargo										
LO 3 Know the operational procedures and processes of airlines and airport handling companies at export 4 companies at import		Assist in undertaking Acceptance and terminal handling of carg										
		Identify 5 types of Terminal design										
		Assist in bulk and ULD loading										
LO 4 Understand the operational procedures and processes of airlines and airport handling		Assist in Aircraft offloading procedures										
		Assist inInbound terminal processing:										
		Customs clearance										

Learners Signature:	Date:
Assessors Signature:	Date :
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 023: AIRPORT RAMP HANDLING

Unit reference number: TLT-TA-019-L1
NSQ level: L1
Credit value: 2
Guided learning hours: 20

Unit Purpose:
Learners will investigate the pressures applied to groundcrew and aircrew alike, in the form of ATC 'slots' and ambient weather conditions. The implications of ineffective teamwork and equipment failures are also analysed

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 023: AIRPORT RAMP HANDLING

LO (Learning outcome)	Criteria:-		Evidence Type						Evidence Ref Page number				
LO1 Understand the aircraft turnround operation and the importance of efficiency	1.1	Identify the activites involved in Aircraft turnround operations											
		Explain the factors that influence Efficiency of turnrounds operations											
LO 2 Know air traffic control procedures employed and their relationship with ramp handling		Describe air traffic control procedures: role											
		Explain the Relationship with ramp handling and importance of following established procedures;											
LO 3 Know the requirements and methods for aircraft loading in relation to both cargo		Explain the Requirements for aircraft loading											
		Identify the Cargo handling: loading and unloading methods, ,											

and passenger handling											
	Explain the methods use in Passenger handling										
Understand the regulatory framework and safety issues associated with work on the ramp	Identify the basic Regulatory framework										
	Recognize the Safety issues that will cause harm to passengers and baggage.										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 024 : AIRPORT EMERGENCY OPERATIONS

Unit reference number: **TLT-TA-020-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
This unit aims to develop knowledge and understanding in key areas of safety management. At the end of the unit the learner will be able to identify the major responsibilities and activities involved in returning an airport to normal operational status after an accident or an incident.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 024: AIRPORT EMERGENCY OPERATIONS

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number				
LO1 Know the procedures required for effective coordination of immediate aircraft related incidents	1.1	Identify the Incidents common in airport emergency situation										
		; Explain the nature of Fire and rescue activity										
		Explain the types of Control activities										
LO 2 Understand the procedures required when dealing with the personal aspects of a serious inciden		Assist in handling Survivors during emergency										
		Assist in handling Deceased										
		Assist in implementing Incident control during emergency										
LO 3		Assist in										

Know the methods of returning airport to normal operation	Identify Agencies involved in recovery: eg a										
	Assist in Maintenance of operation										
	Assist handle Effects of outbound diversions:										
LO4 Understand the effects of non-standard operations at an airport	Assist in Snow and ice operations										
	Assist in Operations during security incidents										
	Assist in Operations during inbound diversions										

Learners Signature:	Date:	
Assessors Signature:	Date:	
IQA Signature (if sampled)	Date:	
EQA Signature (if sampled)	Date:	

UNIT 025 : AIRCRAFT AND AIRFIELD PERFORMANCE

Unit reference number: **TLT-TA-021-L1**
NSQ level: **L1**
Credit value: **2**
Guided learning hours: **20**

Unit Purpose:
The unit will also cover the principles of obstacle clearance at all stages of an
aircraft's flight. The learners will be able to define the terms associated with
obstacle clearance and understand the calculations that are required in order to
ascertain safe performance at all times.

Unit assessment requirements/evidence requirements
Observation (OB)
Question & Answer (QA)
Witnesses Testimony (WT)
Written testimony (WT)
.Holistic assessment (HA)
Demonstration of confidence (DC)
Personal statement (PS)

UNIT 025 : AIRCRAFT AND AIRFIELD PERFORMANCE

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 Understand the principles of aircraft and airfield performance	1.1	Identify 8 Principles of flight and power: the											
		Explain 10 Factors affecting take-off performance											
		List 5 Declared distances necessary in aircraft and airfield performance											
		Explain the relevance of Performance after take off											
		Recognize the Factors affecting landing performance											
		Identify the the things that cause Modification to basic performance of aircraft and field performance											
LO 2		Explain the Legal											

		requirements for airworthiness									
2 Know the legal requirements for despatch of an aircraft operating under ICAO, NCAA .		Recognise the Legal Certificate of Airworthiness (MTOM)									
3 Understand the terms 'take-off mass' and 'landing mass' and their effects on aircraft performance		Explain the termTake-off mass									
		Explain the term Landing mass									
4 Understand the principles of obstacle clearance		Assist in Obstacle clearance at take off:									
		Assist in Obstacle clearance on landing									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date: