



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

TRAVEL/AVIATION TRADE

MASTERCRAFT CADRE

AIRPORT AND PASSENGER SERVICE ADVISOR

NSQ LEVEL 3

REVIEWED BY

**HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA
(HTSSCN)
NIGERIA**

Federal Republic of Nigeria

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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 by 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 Written 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

TRADE TITLE: TRAVEL/AVIATION

CADRE: MASTERCRAFT/OPERATOR

CAREER PATH: AIRPORT AND PASSENGER ADVISOR

NSQ LEVEL: NSQ LEVEL 3

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE MANDATORY STANDARDS	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
UNIT 001	Health, Safety and Security in Aviation Industry	TLT-GP-001-L3	3	30
UNIT 002	Team Work in the Aviation Industry	TLT-GP-002-L3	3	30
UNIT 003	Communication in Aviation Industry	TLT-GP-003-L3	3	30
UNIT 004	Checking-in Passenger and Visitors	TLT-GP-004-L3	3	30

OPTIONAL STANDARDS

UNIT 005	Air Travel Information	TLT-TA-001-L3	2	20
UNIT 006	Travel Documentation	TLT-TA-002-L3	2	20
UNIT 007	Customer service Aviation Industry	TLT-TA-003-L3	2	20
UNIT 008	Customer Booking Services in Travel Industry	TLT-TA-004-L3	3	30
UNIT 009	Handling Services Payment	TLT-TA-005-L3	2	20
UNIT 010	Marketing in the Aviation Industry	TLT-TA-006-L3	2	20
UNIT 011	Aircraft Boarding and Arrival Services	TLT-TA-007-L3	4	40
UNIT 012	Airport Baggage Processing	TLT-TA-008-L3	3	30
UNIT 013	Loading and Unloading of Aircraft	TLT-TA-009 L3	2	20
UNIT 014	Airport Baggage Facilities	TLT-TA-010-L3	2	20
UNIT 015	Aviation Passengers with Special Requirement	TLT-TA-011-L3	2	20
UNIT 016	Aviation Load Instruction Report (LIR)	TLT-TA-012-L3	3	30
UNIT 017	Aircraft Marshalling	TLT-TA-013-L3	2	20

UNIT 018	Support Flight Operation	TLT-TA-014-L3	3	30
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UNIT 025	Aircraft and Airfield Performance	TLT-TA-021-L3	2	20

UNIT 001: HEALTH, SAFETY, SECURITY IN AVIATION INDUSTRY

Unit reference number: TLT-GP-001-L3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

The job role is one that does not need to be supervised. The unit will 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							
	2.1	categorise responsibility under the health and safety Act as it relates to aviation occupation					

hygiene	2.2	monitor general rules on hygiene that must be followed						
	2.3	Analysis 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	determine 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	perform 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						
LO4 Prevent hazards and risks in a safe and secure work environment								
	4.1	measure any hazards or potential hazards and deal with these correctly						
	4.2	Describe where information about health and safety in workplace can be obtained						
	4.3	review the types of hazards in						

LO 5: Emergency procedures		the workplace that may occur and how to prevent and/or deal with them				
	4.4	identify hazards that can be dealt with personally and those that should be reported to appropriate personnel				
	4.5	explain risk elements in workplace environment				
	4.6	Initiate warning other people about hazards and why this is important				
	4.7	demonstrate why accidents and near accidents should be reported in a manner that follow due procedures.				
		Carry out 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	find the first aid equipment and who the registered first aiders is in the workplace				
	5.3	identify safe lifting and handling techniques that should be followed				
	5.4	Reflect on 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	differentiate the possible causes for fire in the workplace										
	5.7	describe how to minimise the possibility of fire in the workplace										
	5.8	analyse 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	discuss the importance of following the fire safe rules										
	5.11	Perform organisational security procedures and why these are important										
	5.12	discuss 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-L3

NSQ level: L3

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 organizational functions to achieve its goals. The synergy that an organization derives from team spirit is critical to its ability of achieving their 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 team work							
	1.2	Adhere to instructions accurately							
	1.3	plan and organize one's task in order of importance							
	1.4	place everything needed for work within reach							
	1.5	keep work areas clean and tidy							
	1.6	Ensure waste is kept to a minimum							
	1.7	Communicate relevant persons for assistance if in need							

	1.8	provide work output in due time as agreed										
LO2 Work effectively with members of own team	2.1	address 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	Recognise 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	reflect 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-L 3
NSQ level:	L 3
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 comp

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	examine the source of information in an organisation and work environment				Evidence Ref Page number
	2.2	Relate appropriately with source				

		of information									
	2.3	recognise the various information flows system in work environment									
	2.4	process 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	operate effectively the various equipment in work environment									
	3.3	deliver information effectively to the right person									
	3.4	deliver information effectively using symbols, signs and codes									
	3.5	maintain 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-L 3

NSQ level: L 3

Credit value:

Guided learning hours: 30

Unit Purpose:

To enable the candidate acquire the knowledge, skills and competence needed to perform the task of checking-in and checking-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	interact with passengers in a polite and friendly way at all times						
	1.2	process passenger documents for validity and applicability before processing						
	1.3	handle documentary discrepancies in line with your organisation's procedures						
	1.4	Analysis documents in line with the organisation's procedures						
	1.5	Modify and allocate seats, services and facilities to passengers and visitors according to their requests,						

		needs and status					
	1.6	Process 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	perform 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	examine 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	examine unacceptable baggage in line with the organisation's					

		procedures									
2.4		measure the weight, 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:

UNIT 005: AIR TRAVEL INFORMATION

Unit reference number: **TLT-TA-001-L 3**

NSQ level: **L3**

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 aviation products and services	1.1	Indicate those features of tourism products and services that accurately match customers' needs							
	1.2	Summarise the benefits of aviation products 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 the requirement									
	2.1	Investigate suitable options of tourism products and services							

s of aviation customers		that best match your customers' needs are identified and offered									
	2.2	Investigate opportunities used for selling extra aviation products and services to customers at a suitable time.									
	2.3	offer customers alternatives relevant to their request									
	2.4	Take appropriate action where customers' queries cannot be answered									
LO3 Close the Sale											
	3.1	examine 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	Find extra aviation products and services to be sold									
	3.4	ensure that the total cost of all products and services is given to customers									
	3.5	Support 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-L3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To enable the trainee acquire the necessary knowledge, skills and competence to handle in travel documentation in the travel and aviation industry

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: TRAVEL DOCUMENTATION

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref	
								Page number	
LO1 Receive and assist with travel documentation	1.1	welcome and interact with 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	Organise acceptability of travel documents							
	1.6	guide customer appropriately with organisation standards							
LO2 support customer to complete									
	2.1	collect documents from customer to be processed							

relevant documents	2.2	record received documents for processing										
	2.3	process relevant documents for customer completion										
	2.4	guide customer to carry out document completion.										
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-L3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To equip the candidate with both the knowledge and skills of routinely handling aviation and passengers flight needs effectively and 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	differentiate between services or products involved whose delivery is reliant on effective teamwork						
	1.2	analyse steps in the customer service delivery process that rely on exchange of information between colleagues						
	1.3	operate 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	Discuss 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	analyse when to check that a customer service action has been completed										
	2.2	examine all details of customer service actions on colleague due for completion										
	2.3	cross-check with colleague on the outcome of their completing the customer service action as agreed										
	2.4	process the next customer service actions of colleagues completed and act on it as previously agreed										
	2.5	discuss 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: HANDLING CUSTOMER TRAVEL SERVICES BOOKING

Unit reference number: TLT-TA-004-L3

NSQ level: L3

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 and aviation 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: HANDLING CUSTOMER TRAVEL SERVICES BOOKING

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref	Page number
LO1 Help customers in identify their product selection	1.1	Identify customers' travel services requirements						
	1.2	recognise customers' needs.						
	1.3	ensure that the values add up total costs of the travel arrangements						
	1.4	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.						

LO2 Travel services bookings and process post-booking documentation	1.7	record information promptly, accurately and in the required format.					
	1.8	maintain confidentiality of information.					
	1.9	perform, process and store information to meet organisational and legal requirements					
	1.10	Observe that the handling of objections to personal information is being recorded to maintain good customer relations					
	2.1	match travel services and any additional services accurately with agreed details					
	2.2	complete booking to meet organisation's procedures and other legal and regulatory requirements.					
	2.3	process all booking administration promptly, correctly and following own organisation's procedures.					
	2.4	store booking information and documentation securely following your organisation's procedures and legal requirements.					
	2.5	confirm bookings' status to match the booked services.					
	2.6	issue correct booking documents to the relevant person(s).					
	2.7	refer all matters outside work responsibilities or experience to the relevant person(s)					

LO3 Issue of travel documentation	3.1	support match all received booked travel documentation									
	3.2	observe any documentation discrepancies before issuance to									
		customers.									
	3.3	support complete documents 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	assess all travel arrangements clearly to customers in a way they will understand.									
	3.5	Communicate to customers their travel arrangements before they leave your premises									
	3.6	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: PROCESSING OF TRAVEL AND AVIATION SERVICES PAYMENT

Unit reference number: TLT-TA-005-L 3

NSQ level: L 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To acquaint the trainee with the different methods of handling the 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: PROCESSING OF TRAVEL AND AVIATION SERVICES PAYMENT

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

	1.6	ensure correct procedures to maintain confidentiality of customers' purchases and payment information										
LO2 Issue receipts and store payments	2.1	ensure that all internal payment records are completed accurately and follow the organisation's procedures										
	2.2	ensure that customers receive legible and accurate receipts										
	2.3	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 IN THE AVIATION INDUSTRY

Unit reference number: TLT-TA-006-L3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose: To acquaint the trainee with the understanding and knowledge on how to make 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 IN THE AVIATION INDUSTRY

LO (Learning outcome)	Criteria:-	Evidence Type				Evidence Ref Page number
LO1 Demonstrate customers' travel and tourism needs	1.1	describe travel and tourism products and services that best match the customer's needs				
	1.2	Demonstrate how customer information is recorded, processed and stored to meet the organisation's procedures and legal requirements				
	1.3	identify any additional requirements of the customer				
	1.4	support customers with clear responses to queries, and solutions to issues				
	1.5	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	sell to customers, travel and tourism services that match their needs and are in line with organisational policies						
	2.2	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	ensure customers' objections are dealt with positively						
	2.5	describe relevant terms, conditions and legal requirements relating to sale clearly						
LO3								
Close the sale	3.1	ensure the customers' intention to buy is sought out at a suitable time in the discussion						
	3.2	sell extra travel and tourism products and services that are identified and sold effectively						
	3.3	ensure the total cost of all products and services is given to customers						
	3.4	reassure customers they are positively following their buying decision						

3.5	ensure that the sale meets the organisation's procedures and legal requirements										
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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-L 3

NSQ level: L 3

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	passenger for the boarding process						
	1.2	Carry out the boarding process						
	1.3	Explain what information is needed before boarding the flight						
	1.4	Analyse the main boarding duties						
	1.5	differentiate the types of passengers who may need pre-boarding						
	1.6	examine safety and security requirements associated with boarding passengers						
	1.7	examine all post-boarding procedures						

LO2 be able to make boarding announcement	2.1	make professional announcements using the correct voice techniques and body language						
	2.2	measure the appropriate times to make passenger announcements						
	2.3	describe how to make clear professional announcements using correct voice techniques						
	2.4	explain how body language can affect the announcement						
	2.5	explain the consequences of poor announcements						
LO3 be able to deal effectively with problems during boarding	3.1	deal effectively with passenger problems at the gate						
	3.2	explain how to deal effectively with any passenger problem						
	3.3	discuss how to handle discrepancies at the gate						
	3.4	discuss the de-controlling procedures in order to comply with regulatory standards						
	3.5	operate the procedure for dealing with transit passenger problems						
LO4 be able to escort arriving passengers safely	4.1	collect relevant information before meeting the flight						
	4.2	examine the importance of flight-arrival information						
	4.3	demonstrate how to meet and escort passengers safely						
	4.4	process the methods available for moving						

	passengers from the aircraft to a terminal										
4.5	initiate the procedures for meeting and escorting passengers safely										
4.6	implement the Health and safety responsibilities of the arrivals agent										
4.7	discuss 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-L 3

NSQ level: L 3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

The aim of this unit is to enable the learners 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 by NCAA. 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 equipment	1.1	explore equipment used to transport baggage							
	1.2	analyse the checks that should be made when using equipment to transport baggage							

	1.3	Examine the actions that should be taken on discovering defects					
LO 2 Understand how to interpret baggage labels	2.1	summarise the information on baggage labels					
	2.2	assess the different types of baggage					
	2.3	explain why different types of baggage may need segregation					
	2.4	compare the different types of special handling labels used by airlines					
	2.5	describe the actions each type of special handling label requires					
LO 3 Understand the security requirements for transporting passenger baggage	3.1	Evaluate the security requirements for transporting passenger baggage					
	3.2	Analyse the non-security requirements for unaccompanied baggage (rush bags)					
	3.3	Compare the different types of security checks for unaccompanied baggage					
LO 4 know how to complete baggage manifests	4.1	assess information required on baggage manifests					
	4.2	examine requirements for signing baggage manifests					
	4.3	ensure baggage label is read correctly					

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-L3

NSQ level: L3

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

understand how to load and unload aircraft	2.1	Examine the consequences of incorrect loading of the aircraft										
	2.2	identify the relevant persons to contact for different types of loading discrepancies										
	2.3	explain the effect of weather conditions on loading/unloading										
	2.4	describe the considerations when transferring special loads										
	2.5	describe the hazards associated with operating aircraft hold doors										
	2.6	describe the factors to be considered when positioning loading/unloading equipment										
	2.7	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-L 3

NSQ level: L3

Credit value:

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	support passengers who report a baggage discrepancies					
	1.2	complete documentation for baggage discrepancies					
	1.3	Define the function of the WorldTracer System					
	1.4	demonstrate effective communication techniques					
		explain how to deal with unclaimed and unattended baggage in the baggage hall					

1.5	evaluate relevant people to provide support										
1.6	examine 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-L3

NSQ level: L3

Credit value:

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	handle passengers with special requirements						
	1.2	formulate the special requirements for particular types of passengers						
	1.3	assemble the different services that can be offered to passengers with special requirements						
	1.4	ensure that the appropriate services are provided using appropriate methods to meet the needs of passengers						
	1.5	describe the different considerations when assisting passengers using						

	wheelchairs										
1.6	examine the different considerations when assisting unaccompanied minors (UNMIN)										
1.7	analyse the conditions classified as MEDA										
1.8	Evaluate 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-L 3

NSQ level: L3

Credit value:

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	Apply loading positions on different types of LIR					
	1.2	Differentiate the types of information included in LIR					
	1.3	explain the locations of loading positions relating to aircraft					
	1.4	compare different types of Unit Load Devices (ULDs)					
	2.1	inspect the relevant people involved in implementing an LIR					

<p>LO 2 understand how to implement a Load Instruction Report (LIR)</p> <p>LO3 Be able to communicate deviations and alterations of loads</p>	2.2	summarise types of special loads									
	2.3	Select factors that should be checked when implementing a Load Instruction Report									
		explain the sequence of completing a loading instruction report									
	3.1	compose Load Instruction Reports in response to deviations and alterations									
	3.2	select different types of changes that could be made to the Load Instruction Report									
	3.3	describe the effect of incorrect changes to the load									
	3.4	explain the importance of communicating changes to the relevant people									
	3.5	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-L3

NSQ level: L3

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
			Text	Image	Video	Link	Page number
LO1 Understand how to prepare for aircraft arrival on stand	1.1	explain the purpose of aircraft marshalling					
	1.2	Explain the dangers of carrying out marshalling duties					
		analyse different types of Foreign Object Debris (FOD)					
	1.3	describe the checks required before bringing aircraft to the stand					
	1.4	explain how weather conditions can affect the marshalling procedure					

LO 2 Be able to marshal aircraft onto and off stand	1.5	Plan for Personal Protective Equipment (PPE) used in the marshalling process										
	1.6	select different types of marshalling aids										
	2.1	use correct hand signals to marshal aircraft onto and off stand										
	2.2	examine the rules, regulations and signals of marshalling an aircraft										
	2.3	perform the actions required to make an aircraft safe prior to personnel approaching										
	2.4	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 OPERATIONS

Unit reference number: TLT-TA-014-L 3

NSQ level: L3

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	Analyse information sources for flight operations						
	1.2	examine the importance of operation information to support flight operations						
		process operational information required to support flight operations						
	1.3	differentiate key people who require operational information						

LO 2 Understand aviation emergency procedures	2.1	explain the main components of airport emergency plans										
	2.2	Analyse the key personnel involved in emergency plans										
	2.3	Evaluate the types of emergency exercises										
	2.4	describe emergency classifications										

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-L3

NSQ level: L3

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 turnaround of an aircraft. This will include communication on the ramp with all parties concerned in the turnaround 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 turnaround 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	discuss the information required for an inbound Flight Report Information Sheet					
	1.2	Support to complete a Flight Report Information Sheet					
	1.3	handle the services that may be required during the turnaround process					
	1.4	Process the resources required on stand prior to aircraft arrival					

1.5	discuss the requirements for flight arrivals										
1.6	describe inbound security procedures/requirements										
1.7	describe the Stand Checks required prior to aircraft arrival										

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-L 3

NSQ level: L3

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 aircraft operations, such as basic aircraft design and route planning procedures. This unit will introduce the learner into the commercial aviation world, offering a new industry 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	compare the types of aircraft in operation						
	1.2	compose the load capacity (passenger, cargo) of an aircraft;						
	1.3	evaluate the suitability of an aircraft over distance						

	1.4	distinguish aircrafts by their compatibility with destination airport; reliability; compatibility with fleet										
LO 2 Understand aircraft mass (weight) and balance	2.1	analyse the factors that constitute limitations in the selection of an aircraft base on its mass										
	2.2	assess the load sheet of a given aircraft										
	2.3	carry out the load planning for an aircraft										
LO 3 Understand the principles of route, fuel and navigation planning	3.1	compose the things necessary in doing an aircraft fuel plan										
	3.2	analyse the factors affecting fuel consumption										
	3.3	carrying out an aircraft route plan and information sources:										
	3.4	examine the Navigation considerations of an aircraft										

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-L 3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

To acquaint the trainee with the the understanding and knowledge necessary to guide the customer to 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	evaluate the transport type the customer can used to and from the airport							
	1.2	examine the type of Car parking point the customer can use							
	1.3	support to take the customer through the Inter-terminal transports in the airport							
	1.4	ensure the types of car rental services available to customers at the airport							

	1.5	guide the passenger on the types of accommodation available					
LO2 Understand the process of embarkation and the roles of airport and airline staff	2.1	guide customers through departure airport facilities					
	2.2	support customers with special requirements with facilities					
	2.3	support customers go through the routine processing functions					
	2.4	instruct customers with information on I airport luggage procedures					
LO 3 Know the facilities and services available to passengers during the flight	3.1	assess boarding activities of a passenger aircraft					
	3.2	evaluate the inflight activities in a passenger aircraft					
	3.3	analyse the facilities for passengers with special needs					
	3.4	select the facilities for children on-board an aircraft					
LO 4 Know the airport and airline services and facilities during the disembarkation process	4.1	Justify passport and visa requirement					
	4.2	guide a passenger with the luggage reclaim process					
	4.3	Review the arrival facilities for embarkation					
	4.4	Examine the various activities 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-L3

NSQ level: L3

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	analyse the requirements of the shippers							
	1.2	examine the responsibilities of the shipper:							
	1.3	Observe the factors that influence demand for shippers: cost							
LO 2 Understand the role of the freight forwarder in the air cargo market	2.1	Recognise who are the Freight forwarders							
	2.2	analyse the Type of freight forwarder							
	2.3	determine the Services offered by the freight							

		forwarders									
	2.4	support 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	3.1	support in undertaking acceptance and terminal handling of cargo									
	3.2	summarise 5 types of terminal designs									
	3.3	support in bulk and ULD loading									
LO 4 Understand the operational procedures and processes of airlines and airport handling	4.1	support in aircraft off loading procedures									
	4.2	handle Inbound terminal processing:									
	3.3	support with information on 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-L 3

NSQ level: L3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

Learners will investigate the pressures applied to ground crew 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	eEvaluate the activities involved in Aircraft turnround operations							
	1.2	Explain the factors that influence efficiency of turnrounds operations							
LO 2 Know air traffic control procedures employed and their relationship with ramp handling	2.1	operate air traffic control procedures							
	2.2	ensure effective application of ramp handling procedures							
	2.3	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 and passenger handling	3.1	eExplain the requirements for aircraft loading									
	3.2	analyse the Cargo handling: loading and unloading methods, ,									
	3.3	explain the methods use in passenger handling									
Understand the regulatory framework and safety issues associated with work on the ramp		evalaute 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-L3

NSQ level: L3

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	compare the incidents common in airport emergency situation							
	1.2	Evaluate the nature of fire and rescue activity							
	1.3	examine the types of control activities							
LO 2 Understand the procedures required when dealing with the personal aspects of a serious incidents	2.1	support in handling survivors during emergency							
	2.2	support in handling deceased							
	2.3	support in implementing Incident control during emergency							
LO 3	3.1	support in returning airport to normal operations							

Know the methods of returning airport to normal operation	3.2	Recognise agencies involved in emergency management in the in location										
	3.3	support in maintenance of operation										
	3.4	support in handling effects of outbound diversions:										
LO4 Understand the effects of non-standard operations at an airport	4.1	support in snow and ice operations										
		support in operations during security incidents										
	4	support 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-L 3

NSQ level: L 3

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 statemen (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	Summarise 8 principles of flight and power performance							
	1.2	Explain 10 Factors affecting take-off performance							
	1.3	examine 5 declared distances necessary in aircraft and airfield performance							
	1.4	explain the relevance of performance after take off							
	1.5	recognize the Factors affecting landing performance							
	1.5	determine the things that cause modification to basic							

		performance of aircraft and field performance									
LO 2 Know the legal requirements for despatch of an aircraft operating under ICAO, NCAA .	2.1	explain the Legal requirements for airworthiness									
	2.2	recognise the Legal Certificate of Airworthiness (MTOM)									
LO 3 Understand the terms 'take-off mass' and 'landing mass' and their effects on aircraft performance	3.1	explain the term "take-off mass"									
	3.2	explain the term "landing mass"									
4 Understand the principles of obstacle clearance	4.1	support in obstacle clearance at take- off:									
	4.2	support in obstacle clearance on landing									

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