

WORK-STUDY DIPLOMA IN AIRPORT OPERATIONS

MODULE OBJECTIVES

Module 1: Ramp Operations

On completion of the module, trainees should be able to manage the safe arrival and on-time departure activities of aircraft on the ramp. They should also be able to deploy technologies such as electronic tracking of ground equipment and vehicles to develop solutions to common ramp problems.

Module 2: Baggage Handling Services

On completion of the module, trainees should be able to manage the proper and timely loading/unloading of baggage in an aircraft and terminal. They should also be able to operate the baggage handling system to manage aviation security, passenger experience and airport operations.

Module 3: Cargo and Warehouse Operations

On completion of the module, trainees should be able to manage the provision of services in the loading/unloading, staging and securing of commercial cargo. Through the use of technologies such as GPS, they should also be able to obtain real-time information on cargo trailer location to eliminate threat to cargo security.

Module 4: In-flight Catering Services

On completion of the module, trainees should be able to manage the proper and timely supply and removal of in-flight catering meals for an aircraft. They should also be able to deploy the necessary technologies to automate and control key processes for meal planning, equipment handling, caterer management and galley planning.

Module 5: Aircraft Aesthetic

On completion of the module, trainees should be able to manage and uphold the visual aesthetic of both the interior and exterior of the aircraft. They should also be able to deploy the necessary technologies to improve the process in managing the aesthetic of the aircraft.

Module 6: Technical Ramp Services

On completion of the module, trainees should be able to manage the technical ramp activities in compliance with airlines' service standards and determine special handling requirements of incoming aircraft. They should also be able to deploy technologies in the servicing of aircrafts in accordance to airline requirements.

Module 7: Team Management

On completion of this module, trainees should be able to plan for resource and lead the team in resolving conflicts, manage group dynamics, effect teamwork, and apply the power of influence for a more effective and efficient organisation.

Module 8: Company Project

On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.

Module 9: On-the-Job Training

On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function where appropriate, at the company.

OJT LIST OF COMPETENCIES

Course Title: Work-Study Diploma in Airport Operations

Level: Work-Study Diploma

S/n	List of Competencies (Standard)
Common Cluster	
1.	Manage resource planning
2.	Conduct coaching
3.	Manage team performance
Specialised cluster A: Manage Ramp Operations	
4.	Prepare for ramp operations
5.	Provide ramp operations support
6.	Conduct post ramp operations
Specialised cluster B: Manage Baggage Handling Services	
7.	Handle baggage arrival and departure
8.	Handle interline–transfer baggage
9.	Manage baggage control centre
Specialised cluster C: Manage Cargo and Warehouse Operations	
10.	Manage importation of cargo
11.	Manage exportation of cargo
12.	Manage transshipment of cargo
Specialised cluster D: Manage In-flight Catering Services	
13.	Conduct checks on in-flight meal catering
14.	Handle delivery of catering services
Specialised cluster E: Manage Aircraft Interior Cleaning	
15.	Plan resources for AIC operations
16.	Coordinate loading/unloading activities
17.	Supervise cleaning of aircraft interior
Specialised cluster F: Provide Technical Ramp Services	
18.	Prepare for technical ramp operations
19.	Provide technical ramp operations
20.	Conduct post technical ramp operations