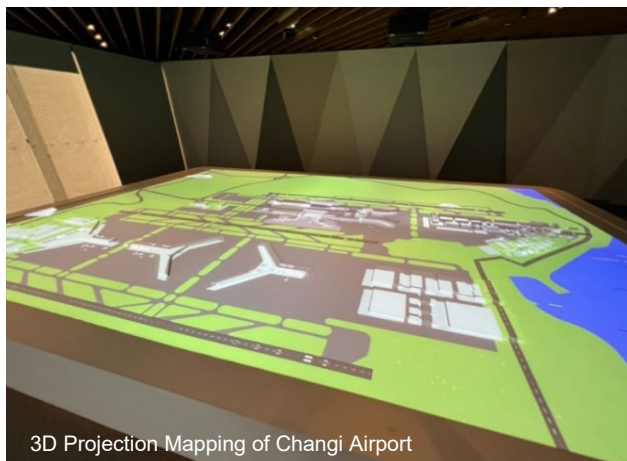
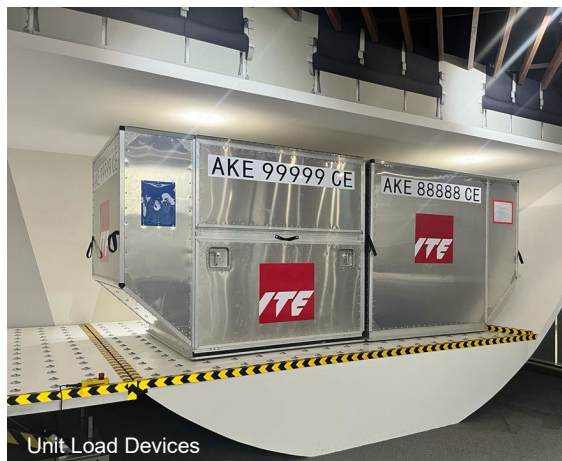


**About Airport Operations Simulation Training Centre (AOSTC)**



3D Projection Mapping of Changi Airport



Unit Load Devices



Airside Familiarisation Driving Simulator



Joint Container Pallet Loader

<b>Location</b>	Business Blk, Level 2 (B02-08)
<b>Activities</b>	Training of airport airside related skills
<b>Profile of Students</b>	Students of Work-Study Diploma in Airport Operations, Work-Study Diploma in Customer Experience Management (Aviation), and <i>Higher Nitec</i> in Passenger Services programmes
<b>Capacity</b>	40 students
<b>Uniqueness</b>	<p>Designed with the latest technological training tools to create an authentic on-the-job learning environment in school.</p> <p>The facility* features:</p> <ol style="list-style-type: none"> <li>1) Cross-section of a Boeing 787 fuselage cargo hold, with 2 functioning Unit Load Devices (ULDs), and a functioning Joint Container Pallet Loader</li> <li>2) A repurposed ULD from dnata, our MOU partner</li> <li>3) Airside Familiarisation Driving Simulator with customisable scenarios</li> <li>4) Panoramic immersive projection classroom</li> <li>5) 6 by 4 meter 3D projection mapping of Changi Airport</li> <li>6) 3D full rotatable projection of airside Ground Support Equipment vehicles</li> </ol>

<b>PURPOSE OF FACILITY:</b>	<p>The objective of this teaching facility is to enable the effective training of various <b>aviation airside related skills</b>. Students have the opportunity to practise required workforce technical skills, using advanced Airport Operations Simulators specially designed and developed to impart realistic training, through the incorporation of the latest technologies.</p>
<b>SPECIFIC TRAINING SKILLS TAUGHT:</b>	<p>Students acquire knowledge and skills on aviation airside related topics using the training tools; they will learn <b>theoretical concepts</b> and <b>technical skills</b>. These topics include Cargo &amp; Baggage Management with the use of the cross-section of a Boeing 787 fuselage, ULDs and Joint Container Pallet Loader, Airside Familiarisation Driving simulator with built-in customisable scenarios, and Airport Operations with the use of a 6 by 4 meter 3D projection mapping of the Changi Airport.</p>
<b>TRAINING METHODS &amp; PROCESS:</b>	<p>The training centre provides a realistic, practical learning environment, allowing students to hone their operational skills. The driving simulator uses <b>virtual reality</b> to provide an immersive behind-the-wheel-like experience and exposes students to authentic work situations in a digital learning environment. Such experience will ease their learning curve and prepare them for the industry during on-the-job training.</p>

*\* Photos of facility will be made available upon request.*

## **About the Course**

This course prepares trainees for a professional career in Customer Service for the aviation sector. Trainees will work on managing ground-handling services including passenger and baggage check-in, arrival and departure duties, service disputes as well as handle lost and found baggage.

Trainees will also be equipped with the knowledge of handling passengers with special requirements.

## **Entry Requirements**

Applicants must meet the following minimum entry requirements:

1) ITE graduates from any one of the following courses:

- *Nitec* with GPA  $\geq 2$ 
  - All Courses
- *Higher Nitec*:
  - All Courses

## **OR**

In-service employees with:

- Equivalent qualifications such as Workplace Literacy & Numeracy (WPLN) Level 5 and above
- Relevant work experience
- Strong employer endorsement

2) Pass company screening and interview

## **Progression Opportunities**

Work-Study Diploma graduates can apply to related full-time or part-time degree programmes in National University of Singapore (NUS), Nanyang Technological University (NTU), Singapore Institute of Technology (SIT) or Singapore University of Social Sciences (SUSS), subject to the admission requirements of the university.

## **Duration**

2.5 years

## **Venue**

ITE College East

## **Progression Pathway**

On completion of the programme, trainees can be employed as a Passenger Supervisor.

**WORK-STUDY DIPLOMA IN CUSTOMER EXPERIENCE MANAGEMENT (AVIATION TRACK)**

**MODULE OBJECTIVES**

**Module 1: Customer Behaviour Analytics**

On completion of this module, trainees should be able to perform customer behavioural analysis with customer relationship management (CRM) tools and techniques. Trainees should also be able to formulate and present action plans to close performance gaps and create better customer satisfaction.

**Module 2: Passenger Service Management**

On completion of this module, trainees should be able to manage ground-handling services including passenger and baggage check-in, arrival and departure duties, service disputes as well as handle lost and found baggage. Trainees should also be able to handle passengers with special needs.

**Module 3: Airport Management & Operations**

On completion of this module, trainees should be able to coordinate airline activities across different departments and/or stakeholders to meet the operational demands of the airport. Trainees should be able to manage ground service to airlines for pre-flight preparations, ground handling and operational controls. In the event of irregular operations such as aircraft delays and flight disruptions, trainees should also be able to examine the effects and implications on overall airport operations.

**Module 4: Service Experience & User Design**

On completion of this module, trainees should be able to develop, strategise and execute point-to-point customer service experience through service quality and user design (UX) tools. Trainees should be able to assess opportunity and cost in bridging service gaps to enhance customer experience and service delivery.

**Module 5: Customer Service Quality & Management System**

On completion of this module, trainees should be able to apply the concepts of quality management systems to perform and manage work process for quality customer service delivery. The trainees will also be equipped with knowledge of sustainability practices to carry out corporate social responsibility (CSR) and business ethics within the service work processes.

**Module 6: Safety, Security & Health Standards Management**

On completion of this module, trainees should be able to determine common hazards and risks associated with ground handling services and operations and enforce compliance of safety, security and health standards in accordance with workplace safety requirements. Trainees should be able to carry out safety, security & health checks on work activities and investigate non-compliance or at stake cases at the workplace.

## **Module 7: Airport Lounge Management**

On completion of this module, trainees should be able to observe company standard operations procedures (SOP) to provide orientation and deliver premium service to guests visiting the lounge. They should also be able to manage the food and beverage operations at the lounge in compliance with safety and hygiene standards. In addition, they should be able to provide assistance to manage the different sections of Commercially Important Person (CIP) and Executive lounges.

## **Module 8: 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 9: 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 10: 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.