

Employer Occupational Brief

A guide to apprenticeship training and on-programme assessment



Aviation Ground Operator

July 2016

Overview of the job role

An aviation ground operative could work in a number of environments, such as a commercial airport, military base / aerodrome, heliport or other airfield. With five key specialist functions, all working in conjunction with each other, aviation ground operators form the teams above and below wing to ensure the efficient and effective arrival, turnaround and departure of aircraft. At the heart of the role safety, security and compliance with aviation regulations focus each operator's day to day duties. Effective communication and team work ensure that passenger services, air traffic control (ATC) and those moving, loading, unloading and servicing a range of aircraft achieve the objectives of their organisation in this diverse field. The core knowledge, skills and behaviours must be completed by ALL ground operatives, along with ONE of the five specialist functions.

The detail behind the standard:

	Knowledge 'Know it'	Skills 'Show it'
Safety	<p>Health and safety regulations and legislation relevant to the role; an aviation environment and organisational procedures and how they impact on self, others and in relation to aviation operational duties</p> <ul style="list-style-type: none"> • identify organisational procedures covering health and safety • describe the type of legislation covering the aviation working environment which means that their employer has the duty to provide a safe working environment and they have a duty to follow their employers' safety rules • describe where the ramp / dispersal area is • identify the hazards associated with the ramp / dispersal area • explain how to work safely to ensure their own and others safety • explain how hazards can be avoided • explain how to deal with any hazards that occur • identify dangers from aircraft • describe how to approach aircraft • identify dangers from vehicles on the ramp area other than aircraft • identify airport surface markings within the ramp area • identify operating areas for aircraft, vehicles and pedestrians on the ramp area • identify personal protective equipment (PPE) and describe when to wear it including: <ul style="list-style-type: none"> • ear protection 	<p>Work in line with organisational and legal requirements relating to health and safety, and be aware of, report and prevent hazards in an aviation environment</p> <ul style="list-style-type: none"> • carry out all operations safely and in line with your organisation's procedures • use appropriate protective equipment to carry out duties when necessary • take appropriate action in the event of unsafe working practices and hazards • operate equipment safely at all times in line with your organisation's procedures • take appropriate remedial action if work equipment is unsafe to use • report incidents, accidents and near misses in line with your organisation's procedures • raise emergency alarm under appropriate circumstances in line with your organisation's procedures and your personal authority • respond to an emergency alarm under appropriate circumstances in line with your organisation's procedures and your personal authority • locate and use emergency equipment in accordance with your organisation's procedures • carry out personal emergency responsibilities in line with your organisation's procedures • process health and safety records, such as the accident book and maintenance records, in line with your organisation's procedures

	<ul style="list-style-type: none"> • high visibility clothing • other personal protective equipment • describe dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times • describe dangers from birds and other wild animals and the importance of making sure that the area does not attract them • identify emergency areas in the ramp area • describe how to use equipment and vehicles on the ramp area • recognise airside hazards beyond the ramp and their associated risks • identify the consequences of not operating safely in an airport environment • identify the main causes of incidents / accidents in an airport • describe the possible costs of not following airport and ramp safety procedures • report incidents in line with organisational procedures • describe organisational procedures to ensure health and safety • outline the benefits of safe working practices and include: <ul style="list-style-type: none"> • themselves • passengers and colleagues • equipment • the airport / operating authority • other companies • identify hazardous materials • outline procedures for using hazardous materials and give examples of dealing with incidents involving them 	
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	<ul style="list-style-type: none"> describe procedures for reporting incidents / accidents airside describe the effects of severe weather airside and the precautions to take for the following: <ul style="list-style-type: none"> wind snow / ice heat / sun 	
Security	<p>The systems, procedures and requirements to ensure security of self and others in own area of responsibility</p> <ul style="list-style-type: none"> signs of suspicious behaviour the limits of your authority specified, banned, illegal and dangerous items threat or risk awareness relevant documents relevant authorities your responsibility in relation to security your organisation's procedures for restricting access 	<p>Contribute to security of self and others in own area of responsibility e.g. in airside / landside areas</p> <ul style="list-style-type: none"> secure items areas and data in line with your responsibilities follow your organisation's procedures for personal identification at all times report suspicious incidents or behaviour to an appropriate authority take appropriate remedial action when irregularities in security are identified report discrepancies in the security of actual or potential access points make sure action is taken in response to an actual or suspected security threat
Compliance & Legislation	<p>Aviation and regulatory legislation, procedures and regulations relating to an aviation environment, within own area of responsibility</p> <ul style="list-style-type: none"> the requirements for compliance in the aviation environment which procedures must be followed to ensure compliance the impact of not following procedures and ensuring compliance 	<p>Comply with all relevant legislation, procedures and regulations in an aviation environment within own area of responsibility</p> <ul style="list-style-type: none"> follow procedures to meet organisational and legal requirements for compliance with e.g. <ul style="list-style-type: none"> Aviation legislation Environmental legislation Health and safety legislation Airport authority regulations

	<ul style="list-style-type: none"> • the impact of the aviation operation on the environment • environmental controls in the aviation operation 	<ul style="list-style-type: none"> • Civil Aviation Authority (CAA) / Military Aviation Authority (MAA) requirements • Local authority regulations • when procedures cannot be followed identify corrective action
<p>Communication</p>	<p>How to communicate effectively and transfer relevant information to people and how to select the most appropriate method of communication</p> <ul style="list-style-type: none"> • available lines and methods of communication, e.g. oral; written; electronic; carried out by self and carried out by others • relevant communications equipment • organisational procedures relating to use of communications equipment • organisational procedures regarding malfunctioning equipment • relevant aviation guidelines, procedures and standard phrases • commonly used aviation codes relevant to your job role; and sources of information of less commonly used codes • phonetic alphabet • your organisation's systems for processing and storing information • what is confidential and commercially sensitive information • your organisational procedure for passing on messages • requests for information from: seniors; colleagues or external sources • alternative communication routes in event of an equipment failure 	<p>Communicate effectively transmitting and receiving information and recording it as required</p> <ul style="list-style-type: none"> • respond to all communications to an appropriate timescale • use the most appropriate form of communication and equipment at all times • make sure that communication equipment is used effectively • deal with malfunctioning communication equipment in line with your organisation's procedures • use correct phraseology when communicating • follow appropriate codes, procedures and guidelines, which could be aviation industry specific and/or organisation specific, when communicating • pass on information to appropriate people • prioritise transferring information in line with your organisation's aims • make sure the information you supply is accurate, complete and relevant • check and update information, both written and electronic, before responding to information requests • make sure that confidential and commercially sensitive information is appropriately restricted

<p>Inter-personal skills</p>	<p>Own role within the team and how it contributes to achieving objectives. Know how to identify and respond to individuals' needs and abilities in different situations and communicate with others and colleagues from a diverse range of backgrounds and cultures</p> <ul style="list-style-type: none"> • the benefits of developing productive working relationships with colleagues • . • how to address conflicts with colleagues • how to take account of diversity issues when developing working relationships with colleagues • the importance of exchanging information and resources with colleagues • how to get and make use of feedback on your performance from colleagues • Know responsibilities of team members in own area • processes within the organisation for making decisions • line management relationships within the organisation • the organisation's aims, values and culture • standards of behaviour and performance expected in the organisation • information and resources that different colleagues might need • your organisation's standards for appearance and behaviour • your organisation's guidelines for how to recognise what your customer wants and respond appropriately • how to recognise the needs of other people • respond to requests for information adhering to your organisation's standards timeliness 	<p>Work effectively as part of a team and with others identifying and responding to the needs of individuals, including colleagues, other organisations or customers</p> <ul style="list-style-type: none"> • establish working relationships with all colleagues who are relevant to the work being carried out • recognise, agree and respect the roles and responsibilities of colleagues • understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions • fulfil agreements made with colleagues and let them know • advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements • identify conflicts of interest and disagreements with colleagues and seek guidance to resolve them • exchange information and resources with colleagues to make sure that all parties can work effectively • meet your organisation's standards of appearance and behaviour • identify and confirm your stakeholder's expectations • treat your stakeholder courteously and helpfully at all times • keep your stakeholder informed and reassured • adapt your behaviour to respond effectively to different stakeholder behaviour • respond promptly to a stakeholder seeking help • check with your stakeholder that you have fully understood their expectations • respond promptly and positively to your customers' questions and comments • allow your customer time to consider your response and give further explanation when appropriate • quickly find information that will help your customer
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		<ul style="list-style-type: none"> • give your customer information they need about the services or products offered by your organisation • recognise information that your customer might find complicated and check whether they fully understand • explain clearly to your customers any reasons why their needs or expectations cannot be met
Aviation systems	<p>Identify key aviation systems used in own role and how to operate and adhere to them in line with the organisation's procedures</p> <ul style="list-style-type: none"> • the aviation systems hardware available in your organisation and how to get the best out of it • the health and safety requirements in operating aviation systems • the limits of your technical competence and how to get appropriate advice both on the use of aviation system systems and remedial action in the event of a system failure • the effect of system failures on your work and the importance of updating data in the aviation system when the failure has been rectified • the aviation systems closing down procedure • the relevant security and legal regulations e.g. data protection legislation, copyright and Display Screen Equipment (DSE) legislation 	<p>Use aviation systems effectively relevant to own role to achieve the required outcome</p> <ul style="list-style-type: none"> • start up and correctly use the different types of aviation systems and hardware used in your work • ensure information is always up to date and relevant to the task • use aviation systems in a way that conforms with good health and safety practice • identify and correct common errors on the aviation systems that you use • seek immediate assistance when difficulties occur with the aviation system • maintain work schedules during system failures e.g. operating vehicle schedules, timetable planning and ensure files are updated when the system is restored • ensure aviation system is kept secure • ensure that you have regard to relevant legal regulations when operating aviation systems
Disruption, incidents & emergencies	<p>Emergency procedures in own area of responsibility, common incidents and disruption that may occur in an aviation environment and the appropriate action to take in the event of an incident</p> <ul style="list-style-type: none"> • how to get help to identify a problem and be able to describe its main features • how the problem affects you and other people 	<p>Take appropriate action in the event of an incident, disruption or emergency, liaising with relevant people and recording actions and outcomes as required</p> <ul style="list-style-type: none"> • interpret problem/s that have been identified • ask suitable questions to check your understand the problem/s

	<ul style="list-style-type: none"> • how much information you need about the problem • how people would like to be informed about the progress and solution of the problem • problem solving methods • factors that may affect the way you deal with the problem • which people could help you resolve the problem • any rules and regulations that you have to consider when solving the problem • how to overcome difficulties when solving problems • how to follow a plan that takes into account any issues that may arise • how you will know when a problem has been sorted out • how to access additional support available post incident 	<ul style="list-style-type: none"> • identify the available solution/s for sorting out the problem/s • consult with other people to confirm the solution/s available to resolve the problem/s • suggest other ways that problems may be resolved if you are not able to help • review how you identified the available solution/s to the problem/s • discuss and understand the proposed solution/s to the problem with others • take action to follow the agreed solution/s • keep others fully informed about what is happening to resolve problem/s • check with others to make sure the problem has been resolved satisfactorily • give clear reasons to others when the problem has not been resolved satisfactorily
<p>Dangerous goods</p>	<p>Relevant dangerous goods and how to deal with them effectively in own area of responsibility</p> <ul style="list-style-type: none"> • Acknowledge and understand the general principles of storage, carriage and handling of dangerous goods • identify classifications of dangerous goods • understand dangerous goods handling requirements • understand the emergency procedures in the event of a dangerous goods incident 	<p>Follow procedures for identification and safe handling of dangerous goods in own area of responsibility</p> <ul style="list-style-type: none"> • ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities • identify potential dangerous goods hazards • operate safely when exposed to dangerous goods

Behaviours 'Live it'	
Be punctual and reliable	<ul style="list-style-type: none"> • Demonstrate good timekeeping skills • Carry out tasks as required in an appropriate and timely manner
Be a positive role model to others in attitude to work and how it is undertaken	<ul style="list-style-type: none"> • Lead by example on all tasks • Demonstrate a positive attitude towards work
Treat team, customers and other stakeholders with courtesy and respect	<ul style="list-style-type: none"> • Always demonstrate a willingness to meet the needs of others • Be courteous at all times
Remain focussed when a problem arises so that effective and timely decisions can be made	<ul style="list-style-type: none"> • Be engaged with the own job role remaining calm and assured throughout the working period • Be able to concentrate on the task in hand and not be distracted by problems
Work responsibility to keep people safe and operations flowing smoothly, complying with working practises	<ul style="list-style-type: none"> • Act with due diligence to ensure safety is paramount • Ensuring working practices are compliant with safety regulations

<p>Use equipment and technology responsibly and effectively</p>	<ul style="list-style-type: none"> • Ensure all use of equipment is utilised in the most effective and timely manner • Operate all equipment in accordance with organisational procedures
<p>Treat others, work areas and equipment with respect at all times</p>	<ul style="list-style-type: none"> • Be aware of the specific needs of all personnel and treat them with respect. • Display a thorough knowledge of the organisational standards of behaviour
<p>Demonstrate personal drive to achieve the vision and objectives of the organisation</p>	<ul style="list-style-type: none"> • Exhibit self awareness and determination to complete all tasks • Understand and display the organisational aims
<p>Handle all tasks in a calm and organised manner</p>	<ul style="list-style-type: none"> • Prioritise all tasks to ensure effective time management and a calm approach to work

	Knowledge 'Know it'	Skills 'Show it'
Specialist function 1: Aircraft handling		
Marshalling	<p>The procedures for marshalling and controlling the movement of aircraft and vehicles, including requirements and importance of distance, speed, and safe positioning of an aircraft and vehicles</p> <p>Ramp Aircraft Loading Operations CAP1010 A7(b)</p> <ul style="list-style-type: none"> • A7. That the Ground Service Equipment driven and operated in an appropriate manner whilst in the Equipment Restraint Area (ERA), after safety cones and chocks have been deployed? • (b). Hand signal guidance (Banks person/marshaller) is provided when manoeuvring in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron • Understand the principle of Aircraft Marshalling. • The correct aircraft marshalling using hand signals and techniques, to ensure they are clear and in accordance with industry standards? A.3 <p>PPLAOG47</p> <ul style="list-style-type: none"> • K15 - the correct vehicle guidance signals in line with IATA AHM <p>PPLCCI9</p>	<p>Effectively use the correct marshalling hand signals and techniques required to safely position and manoeuvre vehicles into and around the aircraft</p> <p>CAP1010</p> <ul style="list-style-type: none"> • CS1 - Demonstrate/carry out the correct hand signals and guidance (as a Banks person/marshaller) required when manoeuvring vehicles in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron CAP1010 A7 (b) • CS2 - That the Ground Service Equipment driven and operated in an appropriate manner whilst in the Equipment Restraint Area (ERA), after safety cones and chocks have been deployed? A7 <p>PPLCCI9</p> <p>Recognise hazards and associated risks</p> <ul style="list-style-type: none"> • P1 - identify your organisation's procedures covering health and safety and explain how it affects you • P2 - identify the consequences of not operating safely in an airport environment • P3 - identify the main causes of accidents in an airport

	<ul style="list-style-type: none"> • K1 - your organisation's rules – owners can introduce rules such as parking and speeding • K2 - the benefits of working safely: including to yourself, other people (passengers and colleagues), equipment, the airport, other companies and other people • K3 - common causes of accidents and the main things that can go wrong, e.g. slips, trips, being run over • K4 - hazardous materials and procedures for using them and dealing with incidents involving them • K5 - procedures for reporting incidents, for example injuries, aircraft damage and spillages • K6 - the importance of staying alert and following safety rules • K7 - you should be aware of legislation covering aviation which means that your employer has the duty to provide a safe working environment and you have a duty to follow your employers safety rules • K8 - the effects of severe weather (wind, snow, heat, sun and ice) and precautions to take • K9 - where the ramp area is: the surface area from the building to the rear of the aircraft stands including the apron • K10 - dangers from aircraft: e.g. jet blast, ingestion, being hit, excessive noise, propellers, rotors, downdraft • K11 - approaching aircraft: e.g. check that it is chocked; check that anti-collision lights are off; are rotors stationary 	<ul style="list-style-type: none"> • P4 - understand the possible costs of not following airport and ramp safety • P5 - report incidents in line with your organisation's procedures <p>You must be able to:</p> <p>Work safely on the ramp area ensuring your own safety and that of others</p> <ul style="list-style-type: none"> • P6 - identify the hazards associated with the ramp • P7 - explain stand layout markings and the importance of each one • P8 - explain how you can keep yourself and others (including passengers) safe • P9 - explain how hazards can be prevented • P10 - identify what to do to deal with any hazards that occur
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	<ul style="list-style-type: none"> • K12 - dangers from vehicles other than aircraft: you may not hear vehicles approaching (e.g. if you are wearing ear defenders or electric vehicles which operate quietly) • K13 - airport surface markings e.g. service roads, equipment parking areas, no parking areas, interstand clearways, demarcation between aircraft parking stands, live taxiways, helicopter landing hotspots, areas where people are allowed and are not allowed to walk including pedestrian walkways • K14 - operating areas for aircraft, vehicles and pedestrians • K15 - personal protective equipment and when to wear it including: ear protection, high visibility clothing, other personal protective equipment • K16 - dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times • K17 - dangers from birds and other wild animals and the importance of making sure that that the area does not attract them • K18 - the effects of severe weather (wind, snow, heat, sun and ice) and precautions to take • K19 - emergency areas such as fire assembly points and areas for emergency response vehicles • K20 - how to use equipment and vehicles: equipment should be used only where training has been completed; vehicles should be driven only where a driving permit is held. 	
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<p>Loading instruction report</p>	<p>The purpose of a Load Instruction Report (LIR), the key information contained therein and why it is important and relevant to every aircraft movement PPLAOG22</p> <p>Prepare loads for transportation to aircraft</p> <ul style="list-style-type: none"> • K1 - the information contained on baggage tags and load labelling information • K2 - your organisation's procedures for reconciling baggage, for example AAA Procedures • K3 - approved airport codes • K4 - your organisation's procedures for dealing with different types of load • K5 - types of loading conveyances and containers e.g. belt loaders, cargo loaders, ULDs • K6 - how to use the loading equipment in a safe manner and the complementary safe manual handling procedures • K7 - the consequences of inappropriate manual handling of loads • K8 - appropriate reporting processes • K9 - protection available for loads in different weather conditions • K10 - awareness of possible hidden dangerous goods items 	<p>Correctly interpret information on a LIR and ensure procedures within own role are conducted according to the report PPLAOG22</p> <p>Prepare loads for transportation to aircraft</p> <ul style="list-style-type: none"> • P1 - obtain appropriate authority before preparing the load, for example AAA procedures • P2 - obtain appropriate equipment and check it is in working order • P3 - interpret baggage tags or load labelling correctly • P4 - use appropriate handling equipment and lifting techniques to lift a load • P5 - load items carefully onto the correct transit equipment for the flight • P6 - secure load for transit • P7 - load items within the allocated time frame • P8 - protect loads from weather conditions • P9 - deal with damaged loads in line with your organisation's procedures • P10 - report load discrepancies to appropriate staff <p>You must be able to:</p> <p>Receive loads from aircraft</p> <ul style="list-style-type: none"> • P11 - obtain appropriate authority before handling load
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	<ul style="list-style-type: none"> • K11 - how to deal with different types of load including regular baggage, overweight or heavy baggage, oversize baggage and irregular items (for example skis and prams) <p>You need to know and understand:</p> <p>Receive loads from aircraft</p> <ul style="list-style-type: none"> • K12 - the information contained on baggage tags and load labelling information • K13 - approved airport codes • K14 - procedures for dealing with different types of load • K15 - types of loading conveyances and containers e.g. belt loaders, cargo loaders, ULD's • K16 - how to use the loading equipment in a safe manner and the complementary safe manual handling procedures • K17 - the consequences of inappropriate handling of loads • K18 - appropriate reporting processes • K19 - how to deal with different types of load such as regular baggage, overweight or heavy baggage, oversize baggage and irregular items (for example skis and prams) 	<ul style="list-style-type: none"> • P12 - check appropriate conveyancing equipment is working properly • P13 - inform appropriate member of staff about damaged or malfunctioning equipment • P14 - interpret baggage tags/load labelling information correctly • P15 - sort loads according to onward destination • P16 - carefully off-load items onto the appropriate conveyancing equipment for the incoming flight • P17 - use appropriate handling equipment and lifting techniques to lift the load • P18 - deal with damaged loads according to your organisation's procedures • P19 - complete appropriate documents for the load • P20 - deal with incorrectly received loads in line with your organisation's procedures <p>CAPI010 DI</p> <ul style="list-style-type: none"> • CS1 - Is the loading team in possession of loading instructions prior to the on-load? Check to ensure that loading documentation has not been signed before loading • CS2 - Be able to demonstrate a full and complete understanding and interpretation of the LIR in the handling of the aircrafts load.
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<p>Load and unload</p>	<p>A team member's responsibility for the safe, correct and timely on-load/off-load operation, and use of Unit Load Devices (ULD) and restraints to ensure the safety and security of loads PPLAOG17</p> <p>You will need to know:</p> <p>Prepare for the transfer of loads to and from aircraft</p> <ul style="list-style-type: none"> • K1 - your responsibilities under any legislation relevant to the load to be transferred • K2 - authorisation procedures • K3 - the resources you can use for loading and unloading and equipment relevant to the load being transferred • K4 - hazards and your organisation's procedures relating to opening and closing access points • K5 - how to label and mark loads <p>You need to know and understand:</p> <p>Transfer loads to and from aircraft</p> <ul style="list-style-type: none"> • K6 - your responsibilities under any legislation relevant to the load you are transferring • K7 - the characteristics of load being transferred and any special handling or storage considerations including load restraint • K8 - aircraft movement when transferring load 	<p>Complete loading and unloading of aircraft safely within the allocated time in accordance with the LIR and organisational procedures, including, restraint / unrestraint of a ULD and baggage nets following supervisor's instruction PPLAOG17</p> <p>Prepare for the transfer of loads to and from aircraft</p> <ul style="list-style-type: none"> • P1 - transfer load to and from aircraft prior to operations to maintain work practices • P2 - make sure that enough resources are available to transfer the load • P3 - make sure the vehicle is in an appropriate position for the transfer • P4 - make sure the vehicle is immobile and stable before you start the transfer • P5 - open and close access points in line with your organisation's procedures. <p>You must be able to:</p> <p>Transfer loads to and from aircraft</p> <ul style="list-style-type: none"> • P6 - maintain work practices to transfer loads in line with local conditions • P7 - operate equipment for transferring loads in line with your organisation's procedures

	<ul style="list-style-type: none"> • K9 - the different types, functions and operation of loading/unloading equipment relevant to the load being loaded and the safety features and how to use them correctly e.g. adjustable guard rails • K10 - hazards and your organisation's procedures relating to opening and closing access points • K11 - your organisation's procedures relating to the transferring of loads during poor weather • K12 - your organisation's reporting procedures <p>CAP 1010 (D)</p> <p>You must know and understand:</p> <ul style="list-style-type: none"> • KC1 – how to prepare the aircraft holds prior to loading. Does all restraint equipment including nets, locks and guides appear to be present, correctly located and operative? • KC2 – how to check the baggage and/ or cargo tags conducted before loading to confirm the correct destination of the load? • KC3 – how to verify all ULDs presented for carriage in a serviceable condition and secured correctly? Check that all doors and curtains are closed/ secured and no damage exceeds the operator's/ manufacturers acceptable limits. • KC4 – know, why is the on-load completed in accordance with the operator's procedures to ensure the ground stability of the aircraft (Forward holds before aft holds) 	<ul style="list-style-type: none"> • P8 - store loads after you have transferred them in line with your organisation's procedures • P9 - take appropriate remedial action when problems related to transferring the load are identified • P10 - close access points after you have transferred the load • P11 - use documents relating to load in line with your organisation's procedures <p>CAP 1010 D</p> <p>You must be able to demonstrate:</p> <ul style="list-style-type: none"> • CS1 - Prepare the aircraft holds prior to loading. Does all restraint equipment including nets, locks and guides appear to be present, correctly located and operative? • CS2 - Check the baggage and/ or cargo tags conducted before loading to confirm the correct destination of the load? • CS3 - Verify all ULDs presented for carriage in a serviceable condition and secured correctly? Check that all doors and curtains are closed/ secured and no damage exceeds the operator's/ manufacturers acceptable limits. • CS4 - Is the on-load completed in accordance with the operator's procedures to ensure the ground stability of the aircraft? (Forward holds before aft holds)
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	<ul style="list-style-type: none"> • KC5 – know, why there is a requirement for sufficient load spreading material and/ or supplementary restraint equipment and know the restraint values for: forward, aft, lateral and vertical, and know the calculus to adequately restrain good, baggage and equipment appropriately • KC6 – know, why is there a requirement for any ballast/ flight spares/ special loads on-board been correctly secured? • KC7 – know the regulations regarding the stowage of sporting weapons ensuring they are both stowed and secured in a place which is inaccessible to passengers during flight. Know the importance of ensuring any accompanying ammunition been stowed separately • KC8 – know why all bulk hold restraint nets need to be correctly fitted, secured and tensioned, also Ensure that loads have not exceeded any marked loading height limits. • KC9 – know why bulk loaded cargo been loaded in accordance with any specific certification requirements, such as achieving the required % of fill within barrier nets? • KC10 – know why all ULDs are required to be properly secured into the aircraft’s cargo loading system. All locks, latches and guides raised/ set as required, particularly for partial loads and NOFITS. • KC11 – know why it is important for passenger numbers/ distribution in accordance with the Loadsheet/ Load Form? 	<ul style="list-style-type: none"> • CS5 - If sufficient load spreading material and/ or supplementary restraint equipment available, fit for purpose and used appropriately? • CS6 - Has any ballast/ flight spares/ special loads on-board been correctly secured? • CS7 - Have any sporting weapons been stowed and secured in a place which is inaccessible to passengers during flight? Has any accompanying ammunition been stowed separately? • CS8 - That all bulk hold restraint nets been correctly fitted, secured and tensioned? Ensure that loads have not exceeded any marked loading height limits. • CS9 - That bulk loaded cargo been loaded in accordance with any specific certification requirements, such as achieving the required % of fill within barrier nets? • CS10 - That all ULDs been properly secured into the aircraft’s cargo loading system? Are all locks, latches and guides raised/ set as required, particularly for partial loads? • CS11 - That passenger numbers/ distribution in accordance with the Loadsheet/ Load Form? • CS12 - That hold quantities/ distribution in accordance with the Loading Instructions? Are void holds/ positions confirmed and annotated as empty?
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	<ul style="list-style-type: none"> • KCI2 – Know why it is important the aircraft hold quantities/ distribution need to be in accordance with the Loading Instructions including void holds/ positions confirmed and annotated as empty. • KCI3 – know the importance of checking to verify that electrical circuits of electric mobility aids were inhibited to prevent inadvertent operation. Know why the devices were loaded and secured to prevent damage to the aircraft and the device? • KCI4 – know that if cabin baggage is transferred to the hold, has it been verified that baggage contains no spare lithium batteries and has the LIR/mass and balance documentation been amended to reflect. • KCI5 – know why it is important that all dangerous goods in the correct location as specified on the LIR, NOTOC, need to be secured and segregated as required • KCI5 – know that all Company Material (COMAT) such as aircraft spares, rotables and consumables that are classified as dangerous goods need to be labelled and declared as such? • KCI6 – know why all ULD containing dangerous goods require a class hazard label require to display on its exterior a ULD tag with red hatchings on both sides. The primary and subsidiary hazard classes or divisions of such dangerous 	<ul style="list-style-type: none"> • CS13 - Was a check conducted to verify that electrical circuits of electric mobility aids were inhibited to prevent inadvertent operation? Were devices loaded and secured to prevent damage to the aircraft and the device? • CS14 - If cabin baggage is transferred to the hold, has it been verified that baggage contains no spare lithium batteries and has the LIR/mass and balance documentation been amended to reflect? • CS15 - Are all dangerous goods in the correct location as specified on the NOTOC, secured and segregated as required? • CS15 - Has Company Material (COMAT) such as aircraft spares, rotables and consumables that are classified as dangerous goods been labelled and declared as such? • CS16 - Does any ULD containing dangerous goods which require a class hazard label display on its exterior a ULD tag with red hatchings on both sides? The primary and subsidiary hazard classes or divisions of such dangerous goods must be clearly marked on this tag. (The IMP code is not sufficient) • CS17 - Are Cargo Aircraft Only goods accessible when required?
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	<p>goods must be clearly marked on this tag. (The IMP code is not sufficient)</p> <ul style="list-style-type: none"> • KCI7 – know why all Cargo Aircraft Only “CAO” goods need to be accessible when required • KCI8 – know why the NOTOC needs to be completed correctly, with one copy held on the flight deck and another stored on the ground? 	<ul style="list-style-type: none"> • CS18 - Has the NOTOC been completed correctly, with one copy held on the flight deck and another stored on the ground?
<p>Specialist equipment, including unit load device serviceability</p>	<p>The requirements for, and operation of, specialist equipment and vehicles used on and around the aircraft, including the need for serviceable Unit Load Devices (ULDs), to prevent damage to the aircraft, baggage and cargo and own responsibility as part of the team</p> <p>PPLAOG47</p> <ul style="list-style-type: none"> • K1 - the different types of specialist equipment available at your location • K2 - which pieces of specialist equipment are suitable for which tasks/aircraft types • K3 - the types of defects, which would make a piece of specialist equipment unsafe to use • K4 - the types of defect which need attention but do not impact on safety or operational performance • K5 - how to confirm the equipment has sufficient fuel/battery power for the task (if motorised equipment) 	<p>Identify the correct specialist equipment that is required for specific purposes on, at and around the aircraft to achieve the desired outcome, including serviceability check of ULDs and report on both serviceability and defects in accordance with organisational procedures</p> <p>PPLAOG19 Operate a vehicle airside</p> <p>Overview</p> <p>This unit is about driving safely on the airfield in a controlled and courteous manner, following airside markings, road signs and driving regulations.</p> <p>This unit consists of four elements:</p> <ol style="list-style-type: none"> 1. Prepare a vehicle for airside use 2. Manoeuvre a vehicle airside 3. Maintain procedures and practices which contribute to the safety of airside traffic and apron operations 4. Comply with airside accident, hazard and emergency procedures

	<ul style="list-style-type: none"> • K6 - how to report and record defects according to your organisation's procedures • K7 - how the regulations in place (PUWER) are met by your organisation and training • K8 - who has responsibility for ensuring equipment is safe to operate • K9 - the penalties in place at your airport for operating equipment unsafely or in an unsafe condition <p>You need to know and understand:</p> <p>Use specialist equipment safely</p> <ul style="list-style-type: none"> • K10 - the correct method of operation of the specialist equipment in line with your organisation's policies and safe working procedures • K11 - sequence and priority of access to the aircraft for equipment and service providers • K12 - what to do in the event of mechanical breakdown: <ul style="list-style-type: none"> • K12.1 on the way to the aircraft • K12.2 at the aircraft • K13 - what types of support may be needed in the event of a breakdown • K14 - who to advise in the event of breakdown of equipment • K15 - the correct vehicle guidance signals in line with IATA AHM 	<p>This unit is for people working in airports carrying out roles that involve driving such as ramp operator, passenger transfer driver, cargo deliverer, airport ramp assistant, ramp agent, aircraft loading supervisor.</p> <p>Performance criteria</p> <p>You must be able to:</p> <p>Prepare a vehicle for airside use</p> <ul style="list-style-type: none"> • P1 - make sure that personal driving authorisation is appropriate to the vehicle • P2 - inspect the vehicle before it is used to establish operational condition • P3 - take appropriate remedial action in response to any vehicle faults • P4 - confirm that the vehicle is lit and marked according to airside requirements • P5 - complete documents relating to using the vehicle in line with to your organisation's procedures <p>Manoeuvre a vehicle airside</p> <ul style="list-style-type: none"> • P6 - manoeuvre the vehicle in a controlled manner in all conditions • P7 - park the vehicle safely in appropriate areas in line with your organisation's procedures • P8 - follow airside road signs, markings and traffic lights at all times
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	<ul style="list-style-type: none"> • K16 - any special conditions of use for specialist equipment at your airport (for example, road routes not passable due to equipment size, and alternative routes) <p>You need to know and understand:</p> <p>Shut down and secure equipment</p> <ul style="list-style-type: none"> • K17 - the time at which it is appropriate to remove the equipment from the aircraft • K18 - the correct area for parking equipment as defined by your airport • K19 - how weather and severe winds may affect the safe parking of equipment and what additional measures you would take • K20 - what to do in the event of mechanical breakdown when removing equipment from the aircraft side <p>PPLAOG47</p> <p>Operate specialist equipment in an airport environment</p> <ul style="list-style-type: none"> • K21 the specific airport rules relating to leaving equipment in a safe and secure mode • K22 the penalties that apply to illegal parking of equipment on your airport <p>PPLAOG19</p> <ul style="list-style-type: none"> • K1 - organisational and regulatory standards for the operational condition of the vehicle <p>You need to know and understand:</p>	<ul style="list-style-type: none"> • P9 - show courtesy to other vehicles on the airfield • P10 - give priority to moving aircraft at all times <p>You must be able to:</p> <ul style="list-style-type: none"> • P11 - maintain a safe distance between the vehicle and aircraft at all time • P12 - make sure that all doors and shutters (where relevant) are closed when you are driving the vehicle • P13 - reverse the vehicle according to aviation and organisational procedures • P14 - be constantly vigilant when driving. <p>Maintain procedures and practices which contribute to the safety of airside traffic and apron operations</p> <ul style="list-style-type: none"> • P15 - wear appropriate personal protective equipment when driving • P16 - secure vehicle loads in line with your organisation's procedures • P17 - carry an airside driving pass or licence in line with your organisation's procedures • P18 - take appropriate remedial action when foreign objects (FOD) or spillages are seen on the airfield • P19 - report dangerous or unsafe practices to an appropriate authority • P20 - get rid of all waste products in line with your organisation's procedures
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	<ul style="list-style-type: none"> • K2 - types of faults that affect operational condition <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K3 - airside passes • K4 - types of authorisation and licences needed to drive various vehicles • K5 - your organisation's procedures for reporting and recording vehicle faults • K6 - routine vehicle maintenance. <p>Manoeuvre a vehicle airside</p> <ul style="list-style-type: none"> • K7 - your organisation's procedures as they apply to airside traffic • K8 - airside safety instructions • K9 - airside areas (roads, manoeuvring areas, stands) in relation to licence categories • K10 - airside road signs, markings and traffic lights • K11 - aircraft crossing points • K12 - airport and stand layout • K13 - speed limits • K14 - airside parking regulations • K15 - types of aircraft servicing operations and their related vehicles, procedures and hazards • K16 - characteristics of the vehicle you are operating including height, length, width and handling 	<ul style="list-style-type: none"> • P21 - take the most direct route between places on the airfield whenever possible • P22 - avoid obstructing other airside workers or operations whenever possible • P23 - keep access free for emergency services at all times. <p>Comply with airside accident, hazard and emergency procedures</p> <ul style="list-style-type: none"> • P24 - report all airside accidents and emergencies in line with your organisation's procedures • P25 - respond to airside accidents and emergencies in line with your organisation's procedures • P26 - deploy vehicle emergency equipment (if fitted) in line with your organisation's procedures • P27 - operate vehicle emergency equipment (if fitted) in line with your organisation's procedures. <p>CAA CAP 1010 (A)</p> <ul style="list-style-type: none"> • CS7 - Is the Ground Service Equipment serviceable and fit for purpose, to be driven and/or operated in an appropriate manner whilst in the Equipment Restraint Area (ERA), after safety cones and chocks have been deployed? Confirm that: Adapted
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	<ul style="list-style-type: none"> • K17 - giving and receiving vehicle manoeuvring and reversing signals (marshalling) • K18 - regulations concerning reversing • K19 - low visibility notification and operating procedures • K20 - the effect that poor weather conditions including snow and ice, high winds, rain/surface water, lightning and heat have on driving airside. <p>Maintain procedures and practices which contribute to the safety of airside traffic and apron operations</p> <ul style="list-style-type: none"> • K21 - personal protective equipment needs to be appropriate to the task, the weather, visibility and noise level • K22 - types of personal protective equipment, including high visibility, noise protection, and those specific to your job, and the conditions in which you must use them • K23 - airport and stand layout • K24 - types of airside vehicles, (what they do and their related hazards) <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K25 - aviation hazards e.g. jet blast, ingestion, propellers, rotors, downdraft as appropriate • K26 - how to recognise whether aircraft are moving or about to move if possible • K27 - how to use seatbelts on the airfield <p>You need to know and understand:</p>	<ul style="list-style-type: none"> a. A vehicle/ equipment brake check is conducted before equipment enters stand and manoeuvres around the aircraft Adapted b. Hand signal guidance (Banks person) is provided when manoeuvring in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron c. Parking brakes set when positioned for operation. (Chocked & stabilised if required) <ul style="list-style-type: none"> • CS8 - Are the guide/ guard rails and stabilisers of loading equipment stowed during manoeuvring and raised/ lowered as required before operation? • CS9 - Assess the condition of the GSE both pre-use and after-use. Are there any obvious defects to the brakes, tyres, stabilisers, guide/ guard rails and/ or systems? Is the equipment clear of FOD? • CS10 - Ask personnel to describe or demonstrate as required, procedures for reporting equipment defects.
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	<ul style="list-style-type: none"> • K28 - low visibility notification and operating procedures • K29 - identification and security procedures and regulations • K30 - types of, sources of and procedures for reporting foreign objects and spillages <p>Comply with airside accident, hazard and emergency procedures</p> <ul style="list-style-type: none"> • K31 - where the emergency cut-off switches, phones and alarms are and how to use them • K32 - your organisation's procedures for operating emergency cut-off switches, phones and alarms • K33 - where the first-aid equipment is • K34 - your organisation's procedures for dealing with airside hazards including spillages, dangerous goods and livestock • K35 - types of accidents and emergencies (including those involving aircraft, involving vehicles other than aircraft, staff, fire and fuel spillage) and your organisation's procedures for dealing with them <p>CAA CAP 1010 (A)</p> <ul style="list-style-type: none"> • KC7 - the importance of serviceable Ground Service Equipment (GSE), ensuring it is fit for purpose, can be driven/operated in the appropriate manner whilst in the Equipment Restraint Area (ERA). Confirm that: <ul style="list-style-type: none"> a. the importance and ground safety aspects of ensuring that vehicle/ equipment brake checks are conducted 	
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	<p>before equipment enters stand and manoeuvres around the aircraft Adapted</p> <p>b. now the correct Hand signal guidance (Banks person) to be provided when manoeuvring in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron</p> <p>c. know why the parking brake is set when positioned for operation (chocked & stabilised if required)</p> <ul style="list-style-type: none"> • KC8 - know the importance of why all the guide/ guard rails and stabilisers of loading equipment are stowed during manoeuvring and raised/ lowered as required before operation • KC9 - assess the condition and suitability of the GSE both pre-use and after-use . Are there any obvious physical defects including the brakes, tyres, stabilisers, guide/ guard rails and/ or systems. Is the equipment clear of FOD. • KC10 - assess the condition and serviceability of the ULDs both pre-use and after-use . Are there any obvious physical defects including doors, floors, curtains, locks, latches and restraint guides. Is the equipment clear of FOD. • KC - 11 ask personnel to describe or demonstrate as required, procedures for reporting equipment defects. 	
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<p>Servicing</p>	<p>Own role in aircraft servicing/turnaround management, aircraft services, pre/post use checks of holds and all hold locks</p> <p>Have an understanding of the following services used by the aircraft...</p> <ul style="list-style-type: none"> • Engineering services BF/AF • Fuelling • De-icing • Water Services (potable and domestic) • Inflight catering • Waste management • Cleaning • Aircraft turnround (including loading and unloading) <p>Understand which services are relevant to which aircraft type.</p> <p>Prepare the service for the aircraft</p> <ul style="list-style-type: none"> • K1 - your responsibilities under any legislation relevant to the service you are applying • K2 - how to obtain authorisation to apply services • K3 - the resources you can use for services and equipment relevant to the service being applied • K4 - hazards and your organisation's procedures relating to opening and closing access points • K5 - how to label and mark loads or hazard areas <p>You need to know and understand:</p> <p>Transfer of services to and from aircraft</p>	<p>Identify the services required to facilitate an aircraft arrival, departure or turnaround and prepare / configure aircraft holds for departure</p> <p>Prepare to service the aircraft.</p> <ul style="list-style-type: none"> • P1 - transfer services and equipment to and from aircraft prior to servicing to maintain work practices • P2 - make sure that enough resources are available to service the aircraft • P3 - make sure the vehicle is in an appropriate position for to apply and provide services • P4 - make sure the vehicle is immobile and stable before you start servicing • P5 - open and close access points in line with your organisation's procedures <p>You must be able to:</p> <p>Service the aircraft</p> <ul style="list-style-type: none"> • P6 - maintain work practices to transfer services in line with local conditions • P7 - operate equipment for transferring services in line with your organisation's procedures • P8 - store services and equipment after you have transferred them in line with your organisation's procedures • P9 - take appropriate remedial action when problems related to the application of services are identified.
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	<ul style="list-style-type: none"> • K6 - your responsibilities under any legislation relevant to the services you are transferring and applying • K7 - the characteristics of service being transferred and any special handling or storage considerations including load restraint • K8 - aircraft movement when transferring load • K9 - the different types, services, functions and operation of loading/unloading equipment relevant to the aircraft and the safety features and how to use them correctly e.g. adjustable guard rails • K10 - hazards and your organisation's procedures relating to opening and closing access points • K11 - your organisation's procedures relating to the transferring of services during poor weather • K12 - your organisation's reporting procedures. 	<ul style="list-style-type: none"> • P10 - close access points after you have applied your service • P11 - use documents relating to servicing the aircraft in line with your organisation's procedures.
Specialist function 2: Aircraft movement		
Operate aviation specialist equipment	<p>Own responsibilities for checking specialised aircraft movement equipment prior to use, how to operate specialist equipment safely and ensure it is left in its allocated area on completion of use according to the organisation's procedures</p> <p>Know how to select and check specialist equipment prior to use</p>	<p>Conduct regularly scheduled inspections prior to using aviation specialist equipment, operate equipment in accordance with standard operating procedures and ensure it is stored in a safe secure manner after use</p> <p>Be able to select and check specialist equipment prior to use</p>

	<ul style="list-style-type: none"> • Describe the different types of specialist equipment available at the location • Describe which pieces of specialist equipment are suitable for which tasks / aircraft types • Describe possible defects which would make a piece of specialist equipment unsafe to use • Explain how to confirm the equipment has sufficient fuel / battery power for the task (if motorised equipment) • Describe how to report and record defects in line with organisational procedures • Describe how the regulations in place (Provision and use of work equipment regulations(PUWER) or equivalent) are met by the organisation • Explain who has overall responsibility for ensuring equipment is safe to operate • Describe the penalties in place at the airport for operating equipment unsafely or in an unsafe condition. <p>Know how to use specialist equipment safely</p> <ul style="list-style-type: none"> • Describe the correct method of operation of the specialist equipment in line with organisational policies and safe working procedures • Describe what to do in the event of mechanical breakdown on the way to the aircraft and at the aircraft 	<ul style="list-style-type: none"> • Select the correct piece of specialist equipment to match the task • Carry out a pre-use inspection to check the equipment is serviceable in line with organisational procedures • Carry out a function check of the specialist equipment to ensure all operational functions are serviceable • Check the operation of any safety devices fitted to the specialist equipment • Refuel / recharge the equipment • Report defects discovered in line with organisational procedures. <p>Be able to use specialist equipment safely</p> <ul style="list-style-type: none"> • Identify all the operator controls and state the purpose • Operate the specialist equipment in line with the specific training for the equipment • Identify a number of hazards which may be associated with the equipment and explain the measures in place to safeguard these • Manoeuvre the equipment into position safely with regard to other operators and service providers • Seek guidance when manoeuvring the equipment around any obstructions or near an aircraft • Operate the equipment safely and in line with organisational procedures
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	<ul style="list-style-type: none"> • What are the reporting procedures in the event of breakdown of equipment • Describe the correct aircraft / vehicle guidance signals in line with organisational procedures • Describe any special conditions of use for specialist equipment at the location <p>Know how to shut down and secure equipment</p> <ul style="list-style-type: none"> • Describe the correct area for parking equipment as defined by the airport • Describe how weather and severe winds may affect the safe parking of equipment and what additional measures need to be taken • Describe the specific airport rules relating to leaving equipment in a safe and secure mode 	<ul style="list-style-type: none"> • Operate any safety features on the equipment to minimise hazards to themselves and others. <p>Be able to shut down and secure equipment</p> <ul style="list-style-type: none"> • Confirm the equipment is no longer required at the aircraft and that the operation is complete • Seek guidance when manoeuvring the equipment around any obstructions or near an aircraft • Manoeuvre the equipment to the correct parking area provided • Shut down the equipment and make it safe prior to leaving it.
<p>Pushback aircraft</p>	<p>Procedures and processes for pushing back an aircraft within the responsibilities of own role</p> <p>Know how to prepare to and pushback aircraft</p> <ul style="list-style-type: none"> • Describe the different types of aircraft and equipment • Describe different aircraft towing equipment • Describe the capabilities and characteristics of aircraft • Describe the capabilities and characteristics of pushback and associated equipment • Describe the critical features of stand layout or equivalent 	<p>Follow the correct procedures for preparing to, and pushing back an aircraft</p> <p>Be able to prepare to pushback aircraft</p> <ul style="list-style-type: none"> • Wear the correct personal protective equipment (PPE) • Work to organisational low visibility and adverse weather procedures • Ensure all aircraft movements equipment is fit for purpose • Connect and disconnect the towing equipment • Operate the aircraft movements equipment

	<ul style="list-style-type: none"> • Describe the key features of airfield layout that affect pushback operations • Describe organisational pushback procedures • Describe how to complete an aircraft walk-round • Describe organisational emergency procedures, including: <ul style="list-style-type: none"> • fire • tow bar separation • adverse weather conditions 	<p>Be able to pushback aircraft</p> <ul style="list-style-type: none"> • Work to organisational low visibility and adverse weather procedures when required • Use correct equipment for aircraft pushback • Recognise when a wing walker is required during pushback • Pushback and position aircraft safely, ensuring that safety clearances are adhered to • Connect and disconnect equipment to aircraft following organisational procedures • Recognise and react to hand signals from ground crew • Return vehicle using safe working practices • Park equipment correctly after pushback.
<p>Tow aircraft</p>	<p>The organisation's procedures and processes for towing an aircraft within the responsibilities of own role</p> <p>Know how to prepare to and tow aircraft</p> <ul style="list-style-type: none"> • Describe different types of ground equipment and their suitability for the aircraft to be towed • Describe the limitations and characteristics of aircraft during towing • Describe the capabilities and characteristics of towing equipment 	<p>Follow correct procedures to prepare for and when towing aircraft</p> <p>Be able to prepare to tow an aircraft</p> <ul style="list-style-type: none"> • Wear the correct personal protective equipment (PPE) • Ensure the aircraft tug and other equipment are fit for purpose • Operate the aircraft movements equipment • Connect and disconnect the tow bar, if used • Communicate with other members of the tow team utilising radio and hand signals

	<ul style="list-style-type: none"> • Describe the implications of the weather, particularly ice, snow and high winds on the tow • Describe the critical features of stand layout • Describe the key features of airfield layout that affect towing operations • Identify airfield signs, markings and speed restrictions • Describe organisational towing procedures including the minimum personnel requirements • Describe aircraft walk-round procedures • Describe organisational emergency procedures related to towing aircraft 	<ul style="list-style-type: none"> • Contribute to the briefing about the tow and challenge/question any areas of doubt or lack of understanding • Assess weather conditions that may impact on the tow • Ensure the aircraft is prepared for towing • Ensure the tow route and destination is understood by the tow team and that the start area is prepared for the tow • Activate an emergency stop procedure and/or react to given emergency stop signals • Work to organisational low visibility and adverse weather procedures. <p>Be able to tow aircraft</p> <ul style="list-style-type: none"> • Use correct equipment for towing an aircraft • Recognise when to request additional assistance due to space restrictions • Recognise and follow airport markings, signs and ground movement vehicles • Tow and position aircraft safely ensuring that safety clearances are adhered to • Connect and disconnect equipment to aircraft in line with organisational procedures • Recognise and react to hand signals from ground crew
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		<ul style="list-style-type: none"> • Recognise and react to signals from the aircraft brake operator • Interpret and initiate radio messages • Park equipment correctly after towing • Work to organisational low visibility and adverse weather procedures.
<p>Ensuring a hazard free airside environment</p>	<p>Reducing risks and hazards from operating aircraft and vehicles airside and what procedures and processes are used to deal with an airside emergency Know how to minimise risks from airside hazards</p> <ul style="list-style-type: none"> • Describe organisational and regulatory requirements relating to airfield safety • Identify possible threats to aircraft • Describe the standard of lighting which should be provided on aprons • Describe how to maintain the separation of people and aircraft • Describe how to reduce risks to people and aircraft from: <ul style="list-style-type: none"> • moving vehicles • high-risk tasks • Describe how to reduce risks from the use of aircraft access equipment including: <ul style="list-style-type: none"> • how to safely open aircraft doors • how to safely open aircraft holds 	<p>Work with the team in reducing the risks and hazards from operating aircraft and vehicles airside, implementing procedures and processes to deal with an airside emergency</p> <p>Be able to minimise risks from airside hazards</p> <ul style="list-style-type: none"> • Identify airside hazards • Take action in response to identified airside hazards • Make sure that work practices do not increase the risk from airside hazards • Report accidents, incidents and near misses in line with organisational procedures <p>Be able to take action in the event of an airside emergency</p> <ul style="list-style-type: none"> • Take action when problems are identified in airside emergency equipment • Raise the alarm in response to airside emergencies in line with organisational procedures

	<ul style="list-style-type: none"> • uncovered aircraft access points • Describe how to reduce risks from: <ul style="list-style-type: none"> • moving aircraft • live aircraft engines • Describe how to reduce the risk of noise exposure • Identify hazardous substances which may be found on an airfield • Describe how to assess risk from these hazardous substances, including: <ul style="list-style-type: none"> • those used in a work activity • those arising from a work activity • Describe how to wear and the effectiveness of personal protective equipment (PPE) • Describe safety practices for parking aircraft • Describe hazards arising from: <ul style="list-style-type: none"> • aircraft engines • propellers • rotors and downdraft • Describe hazards to aircraft engines, propellers and rotors arising from foreign object debris (FOD) • Describe how to identify and dispose of foreign object debris (FOD) • Describe hazards arising from: <ul style="list-style-type: none"> • departure of aircraft 	<ul style="list-style-type: none"> • Carry out designated airside emergency responsibilities in line with organisational procedures • Wear appropriate personal protective equipment (PPE) when responding to airside emergencies • Operate airside emergency equipment in line with organisational procedures • Maintain communication with designated people throughout the airside emergency • Take action to reduce risks from airside hazards throughout the emergency.
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	<ul style="list-style-type: none"> • arrival of aircraft • Describe hazards arising from: <ul style="list-style-type: none"> • adverse weather conditions • low visibility <p>Know how to take action in the event of an airside emergency</p> <ul style="list-style-type: none"> • Describe organisational and regulatory requirements relating to airfield emergency procedures • Describe personal responsibilities in an emergency • Describe how to operate airside emergency equipment 	
Specialist function 3: Fire fighter		
Save and preserve endangered life	<p>Required procedures and responsibilities of own role to support search, rescue and operations, including casualty care during an operational incident</p> <p>Knowledge – Required procedures and responsibilities of own role to support search, rescue and operations, including casualty care during an operational incident. (RE: NOS SFJ FRS FF3, NOS SFJ CFF01, CAP 699 AFF1)</p> <p>Health and safety</p>	<p>As a team member, conduct a search and rescue of life, provide treatment, and support casualties involved in incidents</p> <p>Skills – As a team member, conduct a search and rescue of life, provide treatment, and support casualties involved in incidents. (RE: NOS SFJ FRS FF3, NOS SFJ CFF01, CAP 699 AFF1)</p> <p>Prepare to use breathing apparatus for operational incidents</p> <ul style="list-style-type: none"> • use the correct procedures to don and start up breathing apparatus set CCF01.I

	<ul style="list-style-type: none"> • hazards and risks of the workplace affecting people and the environment in relation to search, rescue and casualty care operations FF3.1 • how to make and apply decisions based on the assessment of risk in the case of search, rescue and casualty care operations FF3.2 • how to apply practices that maximise the health, safety and welfare of yourself and others during search, rescue and casualty operations FF3.3 <p>Organisational</p> <ul style="list-style-type: none"> • legislation relevant to carrying out search, rescue and casualty care FF3.4 • record systems specific to your role and their use FF3.5 • sources and availability of information FF3.6 <p>Personal and Interpersonal</p> <ul style="list-style-type: none"> • how to communicate with the range of people involved in search, rescue and casualty care FF3.7 • how to treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity FF3.8 • how to recognise and support distressed people FF3.9 • lines and methods of communication and reporting during search, rescue and casualty care FF3.10 	<ul style="list-style-type: none"> • set up ancillary equipment in accordance with equipment operating procedures CCF01.2 • test and check the breathing apparatus set and the ancillary equipment CCF01.3 • check in through the breathing apparatus entry control as designated by incident commander CCF01.4 • follow assigned role as a team member CCF01.5 <p>Work in risk areas at operational incidents requiring breathing apparatus</p> <ul style="list-style-type: none"> • navigate within the risk area with the team CCF01.6 • maintain communication on progress and status with the team, other teams, incident commander and breathing apparatus entry control CCF01.7 • carry out designated response duties within risk area: CCF01.8 <ul style="list-style-type: none"> i. apply cooling in compartments adjacent to a fire compartment ii. apply containment and extinguishing within the fire compartment iii. use approved methods to search for fire and casualties • monitor own breathing apparatus pressure gauge to determine own withdrawal time CCF01.9
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	<ul style="list-style-type: none"> • roles, responsibilities and limits of authority of yourself, others and other agencies during the course of search, rescue and casualty care operations FF3.11 <p>Technical</p> <ul style="list-style-type: none"> • the anatomy and physiology of respiration in relation to the use of breathing apparatus CCF01.1 • the effects of exertion in relation to consumption of air and the use of breathing apparatus CCF01.2 • how the breathing apparatus set manages inspired and expired air CCF01.3 • the capabilities and limitations of the breathing apparatus set CCF01.4 • the operating features of: CCF01.5 <ol style="list-style-type: none"> i. the breathing apparatus set ii. ancillary equipment iii. communications equipment iv. breathing apparatus entry control recording equipment • the testing and checks apply to the breathing apparatus set and its ancillary equipment CCF01.6 • the role and responsibilities of breathing apparatus control operative CCF01.7 • breathing apparatus control systems and their application CCF01.8 • principles of fire fighting and fire behaviour in: CCF01.9 	<ul style="list-style-type: none"> • withdraw from the risk area and checkout through the breathing apparatus entry control with the team CCF01.10 <p>Operate a breathing apparatus control</p> <ul style="list-style-type: none"> • establish a breathing apparatus entry control point CCF01.11 • check in breathing apparatus wearers through a breathing apparatus entry control point CCF01.12 • monitor and record feedback from breathing apparatus teams CCF01.13 • provide the relevant incident/ sector commander with up-to-date information CCF01.14 • implement emergency procedures when necessary CCF01.15 • checkout breathing apparatus wearers through a breathing apparatus entry control point CCF01.16 <p>Conduct a search for life</p> <ul style="list-style-type: none"> • confirm with others your tasks and duties at an incident in line with your job role and responsibilities FF3.1 • select equipment which can be safely used to search for life and operate it in line with its safety and operating instructions FF3.2
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	<ul style="list-style-type: none"> i. compartment fires ii. structural fires iii. aircraft fires • capabilities and limitations of personal protective and operational equipment used during search, rescue and casualty care FF3.12 • how to select and use appropriate personal protective and operational equipment during search, rescue and casualty care FF3.13 • roles and responsibilities within the incident command system FF3.14 • types of evidence and its importance FF3.15 • how to identify and preserve evidence including deceased and fatalities FF3.16 • relevant search and rescue procedures FF3.17 • how to prioritise casualties FF3.18 • how and when to provide immediate medical care FF3.19 • appropriate casualty handling techniques FF3.20 • protocols to determine the status and removal of the deceased FF3.21 	<ul style="list-style-type: none"> • conduct the search within your designated area in line with your organisation’s risk control measures FF3.3 • search in ways that take account of all factors that influence the end results in line with your organisation’s procedures FF3.4 • identify positive life signs and take immediate action in line with your organisation’s procedures and policies for preserving life FF3.5 • maintain communications with others during your search in line with your organisation’s procedures FF3.6 • report to relevant others when casualties are located in line with communication procedures FF3.7 • work with others to protect casualties from further harm in line with your organisation’s procedures FF3.8 <p>Rescue life involved in incidents</p> <ul style="list-style-type: none"> • select equipment which can be safely used to rescue life and operate it in line with its safety and operating instructions FF3.9 • rescue life within your designated area in line with your organisation’s risk control measures FF3.10 • help to take casualties to a place of safety in line with incident control procedures FF3.11 <p>Provide treatment to casualties</p>
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		<ul style="list-style-type: none"> • prioritise casualties according to their signs and symptoms in line with your organisation's procedures FF3.12 • select equipment which can be effectively used to provide treatment and operate it in line with its limitations, safety and operating instructions FF3.13 • administer aid to minimise further injury and suffering in line with your agreed limits of authority, responsibility and expertise FF3.14 • give treatment to support the stabilisation of casualties' condition in line with your role, responsibilities and level of expertise FF3.15 • provide support to casualties in a way which promotes calm and reassurance FF3.16 • monitor casualties' condition until appropriate agencies take over FF3.17 • give information to relevant others about the treatment casualties have received in line with communication procedures FF3.18 <p>Support people involved in an operational incident</p> <ul style="list-style-type: none"> • provide support to others at the incident in ways which promote calm, compassion and consideration for others FF3.19
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		<ul style="list-style-type: none"> • restrict the view of the incident to avoid additional suffering in line with your organisation’s procedure FF3.20 <p>For the whole standard</p> <ul style="list-style-type: none"> • operate safely within your agreed level of authority and responsibility FF3.21 • identify risks affecting your tasks and duties in line with your organisation’s risk assessment procedures FF3.22 • inform relevant others about potential risk to the safety of yourself and others in line with your organisation’s communication procedures FF3.23 • decide on appropriate control measures to mitigate risks affecting yourself and others in line with your organisation’s procedures FF3.24 • work with others in ways that: FF3.25 <ul style="list-style-type: none"> encourage cooperation supports common understanding promotes a positive image of your organisation • keep accurate records and provide these to others in line with your organisation’s requirements FF3.26
<p>Resolve fire and rescue aviation incidents</p>	<p>As a team member, the procedures and processes for resolving aviation fire and rescue operational incidents and special service incidents</p>	<p>Work as part of a fire and rescue team to control and extinguish aviation fires and special service incidents, supporting the people involved</p>

	<p>Knowledge – As a team member, the processes and procedures for resolving aviation fire and rescue operational and special service incidents. (RE: NOS SFJ FRS FF4, CAP 699 AFF2)</p> <p>Health and safety</p> <ul style="list-style-type: none"> • hazards and risks of the workplace affecting people and the environment in relation to aviation fires and other operational incidents FF4.1 • how to make and apply decisions based on the assessment of risk in the case of aviation fires and other operational incidents FF4.2 • how to apply practices that maximise the health, safety and welfare of yourself and others during aviation fires and other operational incidents FF4.3 <p>Organisational</p> <ul style="list-style-type: none"> • fire service or other legislation relevant to carrying out search, rescue and casualty care FF4.4 • record systems specific to your role and their use FF4.5 • sources and availability of information FF4. <p>Personal and Interpersonal</p> <ul style="list-style-type: none"> • methods and techniques for communicating with others during aviation fires and other operational incidents FF4.7 	<p>Skills – Work as part of a fire and rescue team to control and extinguish aviation fires and special service incidents, supporting the people involved. (RE: NOS SFJ FRS FF4, CAP 699 AFF2)</p> <p>Respond to aviation and other fire and rescue incidents</p> <ul style="list-style-type: none"> • confirm with relevant others your tasks and duties in relation to aviation and other fire and rescue incidents in line with your role and responsibilities FF4.1 • establish key factors about aviation and other fire and rescue incidents and inform others in line with your organisation’s procedures, including: FF4.2 <ul style="list-style-type: none"> i. extent ii. nature iii. location • establish risks affecting aviation and other fire and rescue incidents in line with your organisation’s risk assessment procedures FF4.3 • use agreed methods and techniques to control and reduce fire in line with your agreed tasks and duties at an incident FF4.4 • operate within appropriate risk control measures in line with your organisation’s procedures FF4.5
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	<ul style="list-style-type: none"> • how to treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity FF4.8 • how to recognise and support people in distress FF4.9 • lines and methods of communication/reporting during aviation fires and other operational incidents FF4.10 • roles, responsibilities and limits of authority of yourself, others and other agencies during aviation fires and other operational incidents FF4.11 <p>Technical</p> <ul style="list-style-type: none"> • personal protective and operational equipment used in aviation fires and other operational incidents including their capabilities, limitations and safe use FF4.12 • how to select and use personal protective and operational equipment appropriate to the type of aviation fire and operational incident FF4.13 • roles and responsibilities within the incident command system FF4.14 • methods and techniques to control and extinguish fires at aviation and other operational incidents FF4.15 • causes, effects and behaviour of fire FF4.16 • different fire types and fire classes FF4.17 • the importance of identifying and preserving evidence at aviation and other fire and rescue incidents FF4.22 	<ul style="list-style-type: none"> • use resources, equipment and personal protective equipment at fire and rescue incidents in line with their limitations, safety and operating instructions FF4.6 <p>Support people involved in aviation and other operational incidents</p> <ul style="list-style-type: none"> • provide support to others at incidents in ways which promote calm, compassion and consideration for others FF4.7 • restrict the view of incidents to avoid additional suffering in line with your organisation's procedures FF4.8 • report anything which may adversely affect people's safety to others in line with your organisation's procedures FF4.9 <p>For the whole standard</p> <ul style="list-style-type: none"> • operate in a safe manner within your agreed level of responsibility and expertise FF4.10 • work with others in ways that: FF4.11 <ul style="list-style-type: none"> encourages cooperation supports common understanding promotes a positive image of your organisation • preserve evidence to meet the needs of investigations in line with your organisation's procedures FF4.12
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	<ul style="list-style-type: none"> • different types of evidence relevant to aviation and other fire and rescue incidents FF4.23 • how to preserve evidence at operational incidents FF4.24 • how to gain access, effect entry and maintain exit routes at aviation and other fire and rescue incidents FF4.25 • the importance of limiting damage to aircraft, property and the environment when resolving fire and rescue incidents FF4.26 	<ul style="list-style-type: none"> • inform relevant others when people's possessions and property are identified FF4.13 • return equipment and resources after use and make sure they are secured and stored in line with your organisation's procedures FF4.14 • keep accurate records and provide these to others in line with your organisation's requirements FF4.15
<p>Drive fire service vehicles airside</p>	<p>How to prepare a fire service support vehicle for airside use and rules and regulations applicable to airside driving</p> <p>Knowledge – How to prepare a fire service support vehicle for airside use and rules and regulations applicable to airside driving. (RE: NOS PPLAOG19)</p> <p>Prepare a vehicle for airside use</p> <ul style="list-style-type: none"> • organisational and regulatory standards for the operational condition of the vehicle PPLAOG19.1 • types of faults that affect operational condition PPLAOG19.2 • airside passes PPLAOG19.3 • types of authorisation and licences needed to drive various vehicles PPLAOG19.4 	<p>Prepare a fire vehicle for airside use and drive a fire service support vehicle airside in a safe manner, following applicable rules and regulations</p> <p>Skills – Prepare a fire vehicle for airside use and drive a fire service support vehicle airside in a safe manner, following applicable rules and regulations. (RE: NOS PPLAOG19)</p> <p>Prepare a vehicle for airside use</p> <ul style="list-style-type: none"> • make sure that personal driving authorisation is appropriate to the vehicle PPLAOG19.1 • inspect the vehicle before it is used to establish operational condition PPLAOG19.2 • take appropriate remedial action in response to any vehicle faults PPLAOG19.3 • confirm that the vehicle is lit and marked according to airside requirements PPLAOG19.4

	<ul style="list-style-type: none"> • your organisation's procedures for reporting and recording vehicle faults PPLAOG19.5 • routine vehicle maintenance PPLAOG19.6 <p>Manoeuvre a vehicle airside</p> <ul style="list-style-type: none"> • your organisation's procedures as they apply to airside traffic PPLAOG19.7 • airside safety instructions PPLAOG19.8 • airside areas (roads, manoeuvring areas, stands) in relation to licence categories PPLAOG19.9 • airside road signs, markings and traffic lights PPLAOG19.10 • aircraft crossing points PPLAOG19.11 • airport and stand layout PPLAOG19.12 • speed limits PPLAOG19.13 • airside parking regulations PPLAOG19.14 • types of aircraft servicing operations and their related vehicles, procedures and hazards PPLAOG19.15 • characteristics of the vehicle you are operating including height, length, width and handling PPLAOG19.16 • vehicle reversing signals PPLAOG19.17 • regulations concerning reversing PPLAOG19.18 • low visibility notification and operating procedures PPLAOG19.19 	<ul style="list-style-type: none"> • complete documents relating to using the vehicle in line with to your organisation's procedures PPLAOG19.5 <p>Manoeuvre a vehicle airside</p> <ul style="list-style-type: none"> • manoeuvre the vehicle in a controlled manner in all conditions PPLAOG19.6 • park the vehicle safely in appropriate areas in line with your organisation's procedures PPLAOG19.7 • follow airside road signs, markings and traffic lights at all times PPLAOG19.8 • show courtesy to other vehicles on the airfield PPLAOG19.9 • give priority to moving aircraft at all times PPLAOG19.10 • maintain a safe distance between the vehicle and aircraft at all time PPLAOG19.11 • make sure that all doors and shutters (where relevant) are closed when you are driving the vehicle PPLAOG19.12 • reverse the vehicle according to aviation and organisational procedures PPLAOG19.13 • be constantly vigilant when driving PPLAOG19.14 <p>Maintain procedures and practices which contribute to the safety of airside traffic and apron operations</p>
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	<ul style="list-style-type: none"> the effect that poor weather conditions including snow and ice, high winds, rain/surface water, lightning and heat have on driving airside PPLAOG19.20 <p>Maintain procedures and practices which contribute to the safety of airside traffic and apron operations</p> <ul style="list-style-type: none"> personal protective equipment needs to be appropriate to the task, the weather, visibility and noise level PPLAOG19.21 types of personal protective equipment, including high visibility, noise protection, and those specific to your job, and the conditions in which you must use them PPLAOG19.22 airport and stand layout PPLAOG19.23 types of airside vehicles, (what they do and their related hazards) PPLAOG19.24 aviation hazards e.g. jet blast, ingestion, propellers, rotors, downdraft as appropriate PPLAOG19.25 how to recognise whether aircraft are moving or about to move if possible PPLAOG19.26 how to use seatbelts on the airfield PPLAOG19.27 low visibility notification and operating procedures PPLAOG19.28 identification and security procedures and regulations PPLAOG19.29 	<ul style="list-style-type: none"> wear appropriate personal protective equipment when driving PPLAOG19.15 secure vehicle loads in line with your organisation's procedures PPLAOG19.16 carry an airside driving pass or licence in line with your organisation's procedures PPLAOG19.17 take appropriate remedial action when foreign objects (FOD) or spillages are seen on the airfield PPLAOG19.18 report dangerous or unsafe practices to an appropriate authority PPLAOG19.19 get rid of all waste products in line with your organisation's procedures PPLAOG19.20 take the most direct route between places on the airfield whenever possible PPLAOG19.21 avoid obstructing other airside workers or operations whenever possible PPLAOG19.22 keep access free for emergency services at all times PPLAOG19.23 <p>Comply with airside accident, hazard and emergency procedures</p> <ul style="list-style-type: none"> report all airside accidents and emergencies in line with your organisation's procedures PPLAOG19.24
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	<ul style="list-style-type: none"> • types of, sources of and procedures for reporting foreign objects and spillages PPLAOG19.30 <p>Comply with airside accident, hazard and emergency procedures</p> <ul style="list-style-type: none"> • where the emergency cut-off switches, phones and alarms are and how to use them PPLAOG19.31 • your organisation's procedures for operating emergency cut-off switches, phones and alarms PPLAOG19.32 • where the first-aid equipment is PPLAOG19.33 • your organisation's procedures for dealing with airside hazards including spillages, dangerous goods and livestock PPLAOG19.34 • types of accidents and emergencies (including those involving aircraft, involving vehicles other than aircraft, staff, fire and fuel spillage) and your organisation's procedures for dealing with them PPLAOG19.35 	<ul style="list-style-type: none"> • respond to airside accidents and emergencies in line with your organisation's procedures PPLAOG19.25 • deploy vehicle emergency equipment (if fitted) in line with your organisation's procedures PPLAOG19.26 • operate vehicle emergency equipment (if fitted) in line with your organisation's procedures PPLAOG19.27
<p>Test, maintain and operate specialist rescue equipment</p>	<p>How to select, check and use specialist firefighting equipment in accordance with organisational policy, including the procedure to record and report faults when identified</p> <p>Knowledge – How to select, check and use specialist firefighting equipment in accordance with organisational policy, including the procedure to record and report faults</p>	<p>Select, check and use specialist firefighting equipment in accordance with organisational policy, recording and reporting faults if identified</p> <p>Skills – Select, check and use specialist firefighting equipment in accordance with organisational policy, recording and reporting faults if identified. (RE: CAP 699 AFF3, SFJ CCF03, SFJ FRS FF6)</p>

	<p>when identified. (RE: CAP 699 AFF3, SFJ CFF03, SFJ FRS FF6)</p> <p>Health and safety</p> <ul style="list-style-type: none"> • hazards and risks of the workplace affecting people and the environment in relation to testing, maintaining and operating specialist rescue equipment FF6.2, AFF3.1 • how to make and apply decisions based on the assessment of risk in the case of testing, maintaining and operating specialist rescue equipment FF6.3, 4 & 5, AFF3.1 • how to apply practices that maximise the health, safety and welfare of yourself and others during testing, maintaining and operating specialist rescue equipment AFF3.1 <p>Organisational</p> <ul style="list-style-type: none"> • organisation's policies, aims and objectives in relation to testing specialist firefighting equipment FF6.6, AFF3.1 • record systems specific to your role and their use FF6.8, AFF3.1 • sources and availability of information FF6.9, AFF3.1 <p>Personal and Interpersonal</p> <ul style="list-style-type: none"> • methods and techniques for communicating with others FF6.12 	<p>Test and maintain operational equipment and resources</p> <ul style="list-style-type: none"> • accurately identify items for testing and plan to meet agreed schedules and operational demands FF6.11, AFF3.1.1 • risk assess the work area to be used for conducting the standard test as fit for purpose FF6.10, AFF3.1.2 • ensure all tests are completed to accepted test procedures within Service and manufacturer's limitations FF6.11 & 12, AFF3.1.3 • take action to resolve any defects or deficiencies in resource availability FF6.9, AFF3.1.4 • ensure defective item(s) are clearly marked, placed in the agreed location and equipment status and condition reported to the relevant person as soon as practicable FF6.8, AFF3.1.5 • return item(s) which were successfully tested and secure in the correct location ready for immediate operational use FF6.13, AFF3.1.6 • ensure support equipment used for test and inspection is returned to the correct location and the work area is left clean, tidy and ready for use FF6.13, AFF3.1.7
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	<ul style="list-style-type: none"> • the importance of treating others with respect and consideration, taking account of, and accepting, diversity FF6.13 • lines and methods of communication and reporting in the workplace FF6.14 • roles, responsibilities and limits of authority of self, others and other agencies in the workplace FF6.15 <p>Technical</p> <ul style="list-style-type: none"> • how to interpret information of different types and from a range of sources AFF3.1 • the provision of appropriate safety arrangements and how to access them FF6.23, AFF3.1 • the capabilities and limitations of personal and operational equipment AFF3.1 • the availability and access to internal and external resources and support AFF3.1 • how to test and maintain internal resources within the limitations of your role FF6.25, AFF3.1 • the requirements for the availability, operational readiness and response of human and physical resources FF6.23, AFF3.1 • the types and uses of personal protective equipment used in pumping situations CFF03.1 • basic operating principles of water pumps CFF03.2 	<ul style="list-style-type: none"> • records are in the agreed format, accurate, complete, legible and accessible to authorised users FF6.16, AFF3.1.8 • ensure supplies of consumables are replenished to specified levels for operational readiness FF6.14, AFF3.1.9 <p>Ensure supply of extinguishing media to the point of application</p> <ul style="list-style-type: none"> • ensure that supplies of extinguishing media are organised with sufficient supply to meet specified needs FF6.14, AFF3.3.1 • where incident demands exceed available resources, you ensure that acceptable alternatives are obtainable AFF3.3.2 • identify and report actual and potential shortfalls with the relevant person AFF3.3.4 • select equipment and media having taken into account their limitations and capabilities AFF3.3.5 <p>Operate fire service water pumps</p> <ul style="list-style-type: none"> • select and use appropriate personal protective equipment for all pumping situations CFF03.1 • connect hose to pump to meet the requirements of the incident CFF03.2 • supply hose reels from the appliance tank CFF03.3
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	<ul style="list-style-type: none"> • procedures relating to working near open water supplies CFF03.3 • knots associated with open water set up CFF03.4 • water relay including appropriate set up CFF03.5 • calculations for flow or pressure appropriate to system in use CFF03.6 • fault finding procedures for system in use CFF03.7 • types of water supply and implications for pumping CFF03.8 • implications of using on-board foam supply CFF03.9 • the command structure you are working in CFF03.10 	<ul style="list-style-type: none"> • supply a jet from the main pump with the supply augmented from a hydrant CFF03.4 • supply a jet from a main pump using open water supply CFF03.5 • supply a jet from a light portable pump using open water supply CFF03.6 • monitor and adjust pressure/flow in accordance with supply and demand CFF03.7 • take appropriate action to deal with any faults, defects or interruptions to the supply or delivery of water CFF03.8 • receive and supply water as part of a water relay CFF03.9 • maintain communication with all relevant people in relation to supply and demand highlighting any issues CFF03.10 • check and maintain serviceability of pumps, including ensuring water in tank is at an appropriate level CFF03.11 • complete all necessary records in relation to the use and testing of pumping and ancillary equipment CFF03.12
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<p>Protect environment from hazardous materials</p>	<p>How to set up and carry out decontamination of hazardous materials following procedures appropriate to the risk identified</p> <p>Knowledge – How to set up and carry out decontamination of hazardous materials following procedures appropriate to the risk identified. (RE: NOS SFJ FRS FF5, CAP 699 AFF8)</p> <p>Health and safety</p> <ul style="list-style-type: none"> • safe working practices of your organisation FF5.1 • hazards and risks relating to hazardous materials and decontamination affecting people and the environment FF5.2 • how to use risk assessment information to make decisions FF5.3 • how to apply decisions based on the assessment of risk FF5.4 • your organisation’s control measures to mitigate risk FF5.5 <p>Organisational</p> <ul style="list-style-type: none"> • guidelines, legislation and standard operating procedures that apply when dealing with hazardous materials and decontamination FF5.6 • your organisation’s systems, tools and procedures for recording information and how to use them FF5.7 • types and sources of information about hazardous materials and decontamination and how to access these FF5.8 	<p>Work as part of a fire and rescue team to set up and carry out decontamination procedures appropriate to the risk, including the decontamination of people</p> <p>Skills – Work as part of a fire and rescue team to set up and carry out decontamination procedures appropriate to the risk, including the decontamination of people. (RE: NOS SFJ FRS FF5, CAP 699 AFF8)</p> <p>Minimise damage to the environment from hazardous materials</p> <ul style="list-style-type: none"> • agree with relevant others your tasks and duties at an incident in line with your role and responsibilities FF5.1 • select equipment which can be safely used to minimise effects of hazardous materials in line with your organisation’s guidelines FF5.2 • operate equipment in line with its limitations, safety and operating instructions FF5.3 • identify risks affecting your tasks and duties in line with your organisation’s risk assessment procedures FF5.4 • use appropriate control measures to mitigate risk in line with your organisation’s procedures FF5.5 • provide information on hazardous materials to relevant others in line with your organisation’s procedures, including: FF5.6 <ul style="list-style-type: none"> i. the type ii. location
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	<p>Personal and Interpersonal</p> <ul style="list-style-type: none"> • methods and techniques for communicating with others FF5.9 • the importance of treating others with respect and consideration, taking account of, and accepting, diversity FF5.10 • how to recognise when people are in distress FF5.11 • how to support distressed people FF5.12 • lines and methods of communication and reporting in the workplace FF5.13 • roles, responsibilities and limits of authority of self, others and other agencies in the workplace FF5.14 <p>Technical</p> <ul style="list-style-type: none"> • personal protective and operational equipment used in fires and other operational incidents, their capabilities, limitations and safe use FF5.15 • how to select personal protective and operational equipment appropriate to the hazardous materials incidents FF5.16 • roles and responsibilities within the incident command system FF5.17 • different types of evidence relevant to hazardous materials incidents FF5.18 	<ul style="list-style-type: none"> iii. quantity iv. physical properties <ul style="list-style-type: none"> • use agreed methods and techniques to minimise the impact of risk from hazardous materials in line with your allocated tasks and duties at an incident FF5.7 • work in ways that keep yourself, others, property and the environment safe and free from harm FF5.8 <p>Decontaminate people and property</p> <ul style="list-style-type: none"> • work with others to set up a decontamination area for people and property in line with your organisation's procedures FF5.9 • select equipment which can be safely used when decontaminating and operate it in line with its limitations, safety and operating instructions FF5.10 • apply chosen decontamination methods for people and property safely and in line with the decontamination guidance available FF5.11 • assist with the decontamination and safe disposal of contaminated items and materials in line with the decontamination and disposal guidance available FF5.12 <p>Support operational incidents</p> <ul style="list-style-type: none"> • maintain access, security and safe exit routes at operational incidents in line with your organisation's procedures FF5.13
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	<ul style="list-style-type: none"> • the importance of identifying and preserving evidence at hazardous materials incidents FF5.19 • how to preserve evidence at hazardous materials incidents FF5.20 • the importance of limiting damage to property and the environment FF5.21 • how to limit damage to property and the environment FF5.22 • how to apply methods and techniques for controlling and containing hazardous materials FF5.23 • how to apply methods and techniques for decontamination including avoiding further contamination FF5.24 • how to use different decontamination agents and the materials they are suitable for FF5.25 	<ul style="list-style-type: none"> • restrict the view of the incident in line with your organisation's procedures FF5.14 • identify risks which may affect the safety of other people or property in line with your organisation's risk assessment guidance FF5.15 • report anything which may adversely affect people's safety to others in line with your organisation's procedures FF5.16 • work with others including colleagues and other agencies in line with your organisation's communication procedures FF5.17 • provide support to others at the incident in ways which promote calm, compassion and consideration for others FF5.18 <p>For the whole standard</p> <ul style="list-style-type: none"> • operate safely within your agreed role, responsibility and level of expertise and in line with your organisation's procedures FF5.19 • preserve evidence to meet the needs of an investigation in line with your organisation's procedures FF5.20 • inform others when people's possessions and property are identified and keep these safe in line with your organisation's procedures FF5.21
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		<ul style="list-style-type: none"> return resources after use and make sure they are secured and stored in line with your organisation's procedures FF5.22
Specialist function 4: Flight Operations		
Support aviation operations	<p>The responsibilities of a team member when collecting and collating information relating to aviation operations, what should be disseminated to whom and how to respond to urgent incidents</p> <p>Collect and collate relevant aviation information (PPLAOG45)</p> <p>K1 operational information relating to:</p> <ul style="list-style-type: none"> K1.1 routes K1.2 flight destinations K1.3 weather conditions K1.4 station or airport status K1.5 slot times / approved departure times K2 available information sources K3 the different forms of aviation information and aviation codes and protocols in use, including the final recipients of the information K4 the purpose of airline ground operations manuals and their contents 	<p>Collect and collate relevant aviation information required by own role and communicate it in accordance with standard operating procedures, responding to urgent incidents</p> <p>Collect and collate relevant aviation information (PPLAOG45)</p> <ul style="list-style-type: none"> P1 assist in the collection and collation of operational information on aircraft movements P2 record information on aircraft movement as per your organisation's procedures P3 operate your organisation's equipment correctly in order to process information in line with your organisation's procedures <p>Communicate relevant aviation information (PPLAOG45)</p> <ul style="list-style-type: none"> P4 pass information on to others in the most appropriate format

	<ul style="list-style-type: none"> • K5 flight information display / system (as appropriate to the location) • K6 reference sources for unknown or unrecognised codes and abbreviations • K7 your organisation's procedures relating to recording and processing aviation information <p>Communicate relevant aviation information (PPLAOG45)</p> <ul style="list-style-type: none"> • K10 IATA standard message formats • K11 the types of information which require distributing • K12 who information should be passed to • K13 your organisation's procedures relating the use of aviation information <p>Respond to aviation emergencies (PPLAOG45)</p> <ul style="list-style-type: none"> • K14 what constitutes an aviation emergency • K16 the purpose of emergency exercises • K17 your role in any airport or company emergency exercise • K18 how to respond to a telephone bomb threat according to your organisation's procedures • K19 how to respond to a fire evacuation alarm • K22 your organisation's procedures for raising or responding to emergency alarms • K23 your organisation's emergency reporting and recording procedures 	<ul style="list-style-type: none"> • P7 use the information from standard IATA messages to disseminate correct information to the appropriate people in line with your organisation's procedures <p>Respond to aviation emergencies (PPLAOG45)</p> <ul style="list-style-type: none"> • P8 initiate an emergency alarm under appropriate circumstances according to your organisation's procedures • P9 respond to an emergency alarm as appropriate to your organisation's procedures
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	<ul style="list-style-type: none"> • K24 your duties as per the Cascade procedures and when these would be activated 	
<p>Operate aviation specialist equipment</p>	<p>A team member's responsibility for checking specialised equipment prior to use, its safe operation and leaving it in the allocated area, in acceptable condition on completion of use</p> <p>Select and check specialist equipment prior to use (PPLAOG47)</p> <ul style="list-style-type: none"> • K1 the different types of specialist equipment available at your location • K2 which pieces of specialist equipment are suitable for which tasks • K3 the types of defects, which would make a piece of specialist equipment unsafe to use • K4 the types of defect which need attention but do not impact on safety or operational performance • K5 how to confirm the equipment has sufficient fuel/battery power for the task (if motorised equipment) • K6 how to report and record defects according to your organisation's procedures • K8 who has responsibility for ensuring equipment is safe to operate • K9 the penalties in place at your airport for operating equipment unsafely or in an unsafe condition 	<p>Conduct daily inspections prior to using the specialist equipment in accordance with own role, operate it in accordance with standard operating procedures and ensure it is left in a safe, secure manner in its allocated area</p> <p>Select and check specialist equipment prior to use (PPLAOG47)</p> <ul style="list-style-type: none"> • P1 prove your competency in operating the equipment you are selecting for use in accordance with your organisation's procedures • P2 select the correct piece of specialist equipment to match the task • P3 carry out a pre-use inspection to check the equipment is serviceable as per your organisation's procedures • P4 carry out a function check of the specialist equipment to ensure all operational functions are serviceable • P5 check the operation of any safety devices fitted to the specialist equipment • P7 report defects discovered in line with your organisation's procedures <p>Use specialist equipment safely (PPLAOG47)</p>

	<p>Use specialist equipment safely (PPLAOG47)</p> <ul style="list-style-type: none"> • K10 the correct method of operation of the specialist equipment in line with your organisation's policies and safe working procedures • K13 what types of support may be needed in the event of a breakdown • K14 who to advise in the event of breakdown of equipment • K16 any special conditions of use for specialist equipment at your airport (for example, road routes not passable due to equipment size, and alternative routes) <p>Shut down and secure equipment (PPLAOG47)</p> <ul style="list-style-type: none"> • K17 the time at which it is appropriate to remove the equipment from its location • K18 the correct area for storing equipment as defined by your airport • K19 how weather and severe winds may affect the safe storage of equipment and what additional measures you would take • K20 what to do in the event of mechanical breakdown when removing equipment from its location • K21 the specific airport rules relating to leaving equipment in a safe and secure mode • K22 the penalties that apply to illegal parking of equipment on your airport 	<ul style="list-style-type: none"> • P8 identify all the operator controls and state their purpose • P9 operate the specialist equipment in line with the specific training for the equipment • P10 identify a number of hazards which may be associated with the equipment and explain the measures in place to safeguard these • P11 manoeuvre the equipment into position safely with regard to other operators and service providers • P12 seek guidance when manoeuvring the equipment around any obstructions or near an aircraft P13 when in position, operate the equipment safely and in line with your organisation's procedures • P14 operate any safety features on the equipment to minimise hazards to yourself and others <p>Shut down and secure equipment (PPLAOG47)</p> <ul style="list-style-type: none"> • P15 confirm the equipment is no longer required and that the operation is complete • P16 brief any parties who may be affected by the removal of the equipment from its location • P17 seek guidance when manoeuvring the equipment around any obstructions or near an aircraft P18 manoeuvre the equipment to the correct storage area provided
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		<ul style="list-style-type: none"> • P19 shut down the equipment and make it safe prior to leaving it
<p>Ensuring a hazard free airside environment</p>	<p>How the team identifies and reduces the risks and hazards relating to the operation of aircraft and vehicles airside, including the procedures and processes used when responding to an airside emergency</p> <p>Recognise hazards and associated risks (PPLCC19)</p> <ul style="list-style-type: none"> • K1 your organisation's rules – owners can introduce rules such as parking and speeding • K2 the benefits of working safely: including to yourself, other people (passengers and colleagues), equipment, the airport, other companies and other people • K3 common causes of accidents and the main things that can go wrong, e.g. slips, trips, being run over • K4 hazardous materials and procedures for using them and dealing with incidents involving them K5 procedures for reporting incidents, for example injuries, aircraft damage and spillages • K6 the importance of staying alert and following safety rules • K7 you should be aware of legislation covering aviation which means that your employer has the duty to provide a safe working environment and you have a duty to follow your employers safety rules 	<p>Work as part of a team to identify and reduce risks and hazards relating to the operation of aircraft and vehicles airside and when implementing processes and procedures when responding to an airside emergency</p> <p>Recognise hazards and associated risks (PPLCC19)</p> <ul style="list-style-type: none"> • P1 identify your organisation's procedures covering health and safety and explain how it affects you • P2 identify the consequences of not operating safely in an airport environment • P3 identify the main causes of accidents in an airport • P4 understand the possible costs of not following airport and ramp safety • P5 report incidents in line with your organisation's procedures <p>Work safely on the ramp area ensuring your own safety and that of others (PPLCC19)</p> <ul style="list-style-type: none"> • P6 identify the hazards associated with the ramp • P7 explain stand layout markings and the importance of each one • P8 explain how you can keep yourself and others (including passengers) safe • P9 explain how hazards can be prevented

	<p>Work safely on the ramp area ensuring your own safety and that of others (PPLCC19)</p> <ul style="list-style-type: none"> • K9 where the ramp area is: the surface area from the building to the rear of the aircraft stands including the apron • K19 emergency areas such as fire assembly points and areas for emergency response vehicles • K20 how to use equipment and vehicles: equipment should be used only where training has been completed; vehicles should be driven only where a driving permit is held 	<ul style="list-style-type: none"> • P10 identify what to do to deal with any hazards that occur
<p>Operate aviation IT equipment</p>	<p>Aviation Information Technology (IT) equipment and software, including associated security protocols Prepare and create opportunities for effective working practices (PPLAOG11)</p> <ul style="list-style-type: none"> • K1 the factors which improve and the factors which prevent effective working • K2 lines and methods of effective communication • K3 organisational aims in relation to your own job role <p>Create and maintain effective working relationships (PPLAOG11)</p> <ul style="list-style-type: none"> • K4 the limits of your personal authority • K5 your organisation's and regulatory standards • K6 your work procedures <p>Improve your work (PPLAOG11)</p> <ul style="list-style-type: none"> • K7 action plans 	<p>Use IT equipment effectively in an aviation environment, ensuring adherence to security and organisational regulations and requirements</p> <p>Prepare and create opportunities for effective working practices (PPLAOG11)</p> <ul style="list-style-type: none"> • P1 actively listen to your supervisor and/or other team members (or both) to understand what work needs to be done • P2 check with your supervisor and/or other team members if you are unsure what work needs to be done • P3 plan each piece of work so that you can meet priorities • P4 make sure that all necessary resources are available to do the work

	<ul style="list-style-type: none"> • K8 the importance of feedback • K9 how to identify strengths and weaknesses • K10 how to set and agree targets for yourself • K11 why reviewing achievements and learning plans is important 	<ul style="list-style-type: none"> • P5 meet your organisation's standards for appearance in the workplace <p>Create and maintain effective working relationships (PPLAOGI I)</p> <ul style="list-style-type: none"> • P6 carry out all duties according to your organisation's procedures and practices to ensure you make best use of time • P7 make sure that all duties carried out are within the limits of your personal authority • P8 behave in a way that is appropriate to the workplace • P9 use all equipment and materials in line with your organisation's practices and procedures • P10 make sure that requests to and from team members are made and responded to in a way that creates and maintains effective working relationships • P11 report breakdowns in working practices to the appropriate authority • P12 tell your supervisor and/or team members if you cannot meet a deadline • P13 deal with personal differences, or differences of opinion in a way that maintains effective working relations <p>Improve your work (PPLAOGI I)</p>
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Specialist function 5: Passenger Operations		
Travel documentation	<p>The requirements for and characteristics of passports, visas and other statutory or organisational travel documentation and how to read and confirm their validity for acceptance to travel NOS: PPLAOG23 Check in aviation passengers and baggage</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • KI customs and immigration information in relation to airline destinations and necessary documents 	<p>Identify and scrutinise travel documentation required to meet customer, organisation and legal requirements for travel and report anomalies to the passenger and line manager in accordance with relevant regulations NOS: PPLAOG23 Check in aviation passengers and baggage</p> <p>You must be able to:</p> <p>Check in aviation passengers</p>

	<ul style="list-style-type: none"> • K2 your organisation's procedures for dealing with documentary discrepancies including invalid tickets, lost tickets, incorrect tickets, visa discrepancies and passport discrepancies • K3 your organisation's procedures for domestic and international flights • K4 documents, for example, tickets, visas, passports and boarding documents 	<ul style="list-style-type: none"> • P2 check passenger documents for validity and applicability before processing • P3 deal with documentary discrepancies in line with your organisation's procedures • P4 process documents in line with your organisation's procedures
<p>Check in</p>	<p>The organisation's check-in process and procedures to meet all legislation applicable to passengers, in particular data protection policies NOS: PPLAOG23 Check in aviation passengers and baggage</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K5 your organisation's security procedures • K6 special status passengers • K7 how to identify passengers who are unfit or incapable of air travel • K8 your organisation's procedures for dealing with passengers who are unfit or incapable of air travel • K9 your organisation's procedures for dealing with passengers travelling on domestic or international flights • K10 your organisation's procedures for dealing with passengers who do not speak English 	<p>Work as a team member to correctly check-in all booked passengers and baggage in accordance with the organisation's aviation and IT systems and procedures NOS: PPLAOG23 Check in aviation passengers and baggage</p> <p>You must be able to:</p> <p>Check in aviation passengers</p> <ul style="list-style-type: none"> • P1 deal with passengers in a polite and friendly way at all times • P5 allocate seats, services and facilities to passengers according to their requests, needs and status • P6 provide ticket and boarding information to passengers according to their needs

	<ul style="list-style-type: none"> • K11 your organisation's procedures for dealing with abusive or aggressive passengers • K12 your organisation's procedures in relation to dangerous goods • K13 your organisation's standards for acceptable luggage • K14 excess baggage charges • K16 what constitutes unacceptable baggage including: too big, too heavy, unacceptably packed, liable to damage or restricted items • K17 your organisation's security procedures in relation to baggage and the identification of security risks 	<ul style="list-style-type: none"> • P7 make sure that the information you give to passengers is complete, accurate, relevant and meets your organisation's requirements • P8 process information relating to passengers in line with your organisation's procedures • P9 take appropriate action to deal with passengers who are unfit or incapable of air travel • P10 refer passenger requests which are outside your own knowledge or experience to the appropriate authority as soon as possible • P11 refer any safety or security concerns about passengers to an appropriate authority <p>Receive and process passenger baggage</p> <ul style="list-style-type: none"> • P12 ask passengers security questions about baggage in line with your organisation's procedures • P13 inform passengers about regulations relating to carrying dangerous goods in line with your organisation's procedures • P14 deal with unacceptable baggage in line with your organisation's procedures • P15 weigh, label and despatch passenger baggage in line with your organisation's procedures • P16 calculate excess baggage charges in line with your organisation's procedures
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		<ul style="list-style-type: none"> • P17 report security concerns relating to baggage to the appropriate authority
<p>Gate processes</p>	<p>The role of a team member in the boarding, departure and arrival process, including premium services such as lounge access and priority boarding and the operation of specialised equipment for boarding, arrivals, and passenger movement</p> <p>NOS: PPLAOG24 Receive, call and escort passengers to and from aircraft</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K1 airline/operators/clients restrictions on size and weight of permitted baggage or equipment (such as pushchairs) used by passengers • K2 types of special needs and the help that people with special needs may need • K3 how to deal with unacceptable baggage and equipment • K4 your organisation's procedures for boarding aircraft • K5 how to deal with passengers who are unfit or incapable of air travel • K6 how to report security concerns • K7 type of passengers: e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers 	<p>Effectively communicate to passengers using public address and IT systems, and carry out the boarding functions, ensuring accurate head counts and security and pre-boarding briefs and passenger handling duties; communicate with flight crew regarding customer and other requirements</p> <p>NOS: PPLAOG24 Receive, call and escort passengers to and from aircraft</p> <p>You must be able to:</p> <p>Receive and call passengers for their flight</p> <ul style="list-style-type: none"> • P1 deal with passengers in a polite and friendly way at all times • P2 identify unacceptable cabin baggage or equipment not in accordance with airline procedures • P3 deal with passengers with unacceptable baggage or equipment in line with your organisation's procedures • P4 make sure that you process surrendered items in line with your organisation's procedures and ensure they are suitable and safely placed in preparation for loading in the aircraft • P5 allow only passengers with appropriate boarding documents onto to the aircraft

	<ul style="list-style-type: none"> • K8 which items of personal protective equipment need to be worn airside when carrying out escort duties and why • K9 layout of airport roadways and walkways from the terminal to the aircraft • K10 why it is important to have an awareness of activity on other adjacent stands • K11 how to use relevant equipment (for example, busses/bollards/cones/tape) to ensure passengers are safe • K12 dangers on the ramp and local procedures for escorting passengers across ramp areas • K13 the ratio of passengers allowed on the ramp at any time • K14 local procedures for transferring passengers to the aircraft e.g. by bus • K15 hazardous areas to be aware of when escorting: e.g. aircraft engines, wings, sharp/protruding edges (e.g. pitot tube), rotor wings • K16 how to report safety concerns about passengers 	<ul style="list-style-type: none"> • P6 call passengers forward for the flight using the operator's/clients protocols and procedures • P7 take appropriate action to deal with passengers incapable of air travel, e.g. incorrect documentation, intoxicated, medically unfit • P8 confirm total on board (TOB) • P9 take appropriate action to deal with missing passengers <p>Escort passengers to and from the aircraft</p> <ul style="list-style-type: none"> • P10 wear appropriate personal protective equipment to escort passengers • P11 direct passengers to or from the aircraft to or from the appropriate safe entry point (e.g. aircraft, coaches, airport building) • P12 direct passengers away from hazardous areas on the aircraft • P13 safely escort passengers across ramp areas according to local procedures • P14 if required complete headcount and check seatbelts are correctly fitted • P15 take appropriate action to deal with safety or security concerns about passengers • Meeting arriving aircraft with information required by passengers to meet connecting services etc.
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<p>Customer service and communication</p>	<p>Understand fully the importance of communications and customer service to the organisation, including compliance with passenger related Air Transport Security (ATS) requirements and procedures for landside/airside safety of passengers and staff NOS: ASTPSSF3 Give customers a positive impression of yourself and your organisation</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K1 your organisation’s standards for appearance and behaviour • K2 your organisation’s guidelines for how to recognise what your customer wants and respond appropriately • K3 your organisation’s rules and procedures regarding the methods of communication you use • K4 how to recognise when a customer is angry or confused • K5 your organisation’s standards for timeliness in responding to customer questions and requests for information <p>CFACSB2 Deliver reliable customer service</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K1 your organisation’s services or products • K2 your organisation’s procedures and systems for delivering customer service 	<p>Be polite, helpful and customer focussed whilst maintaining customer service standards, processing passengers with restricted movement (PRMs) and ensuring compliance with regulations and commercial operations</p> <p>NOS: ASTPSSF3 Give customers a positive impression of yourself and your organisation</p> <p>You must be able to:</p> <ul style="list-style-type: none"> • Establish effective rapport with customers • P1 meet your organisations standards of appearance and behaviour • P2 greet your customer respectfully and in a friendly manner • P3 communicate with your customer in a way that makes them feel valued and respected • P4 identify and confirm your customers expectations • P5 treat your customer courteously and helpfully at all times • P6 keep your customer informed and reassured • P7 adapt your behaviour to respond effectively to different customer behaviour <p>Respond appropriately to customers</p>

	<ul style="list-style-type: none"> • K3 methods or systems for measuring an organisation's effectiveness in delivering customer service • K4 your organisation's procedures and systems for checking service delivery • K5 your organisation's requirements for health and safety in your area of work 	<ul style="list-style-type: none"> • P8 respond promptly to a customer seeking assistance • P9 select the most appropriate way of communicating with your customer • P10 check with your customer that you have fully understood their expectations • P11 respond promptly and positively to your customers' questions and comments • P12 allow your customer time to consider your response and give further explanation when appropriate <p>Communicate information to customers</p> <ul style="list-style-type: none"> • P13 quickly locate information that will help your customer • P14 give your customer the information they need about the services or products offered by your organisation • P15 recognise information that your customer might find complicated and check whether they fully understand • P16 explain clearly to your customers any reasons why their needs or expectations cannot be met <p>CFACSB2 Deliver reliable customer service</p> <p>You must be able to:</p> <p>Prepare to deal with your customers</p>
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