

Employer Occupational Brief

A guide to apprenticeship training and on-programme assessment



Aviation Ground Specialist

July 2016

Overview of the job role

An aviation operations specialist could work in a number of aviation environments, such as a commercial airport, military base / aerodrome, heliport or other airfield. Specialist roles, all focussed around the arrival, turnaround and departure of aircraft and maintaining an aviation operation, will include knowledge, skills and behaviours to complete complex aviation tasks and may include supervision of others to enable compliance with regulations through a safe, secure and effective aviation operation. These functions may include loading and unloading of aircraft, air traffic control (ATC), movement of aircraft and vehicles airside and the management of passengers both airside and landside. The functions all work as part of a combined team, within which communication with wider colleagues and other stakeholders is essential and the aviation operations specialist plays a key part of a coherent operation. The core knowledge, skills and behaviours must be completed by ALL ground specialists, along with ONE of the five specialist functions.

The detail behind the standard:

	Knowledge 'Know it'	Skills 'Show it'
Safety	<p>Health and safety legislation in aviation and in relation to own role and organisation and how to monitor it</p> <ul style="list-style-type: none"> • your organisation's health and safety procedures • your organisation's systems, procedures and practices designed to maintain health and safety including those relating to work patterns, work methods and housekeeping and how these impact on others • your organisation's procedures for dealing with staff who are not meeting health and safety procedures • your organisation's emergency procedures • the relevant aviation and health and safety legislation and European directives and the effect they have on your area of responsibility • organisational and legal health and safety requirements • the relevant aviation and health and safety legislation and European directives and the effect they have on your area of responsibility • how to identify hazards in the workplace • your organisation's procedures for maintaining procedures 	<p>Monitor area of responsibility to ensure compliance with aviation legislation and organisational procedures, addressing and / or reporting hazards</p> <ul style="list-style-type: none"> • develop systems, procedures and practices to monitor health and safety within your area of responsibility • take appropriate remedial action when systems, procedures and practices for maintaining health and safety are not being complied with • give all relevant staff information relating to systems, procedures and practices for the maintaining of health and safety • make sure staff working conditions meet current health and safety laws and organisational requirements • identify hazards or potential hazards in the workplace • take appropriate remedial action to put right hazards or potential hazards in the workplace • carry out health and safety checks in line with your organisation's standards • make sure that equipment is maintained in safe working order according to the manufacturer's and organisational

		<ul style="list-style-type: none"> • complete health and safety records 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
<p>Security</p>	<p>Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security</p> <ul style="list-style-type: none"> • what you are allowed to do • where you are allowed to go • relevant powers contained in security regulations • specified, banned, illegal and dangerous items • relevant documents • the different areas of the airport and what authorisation is needed to access various areas • DfT guidance • your responsibility in relation to security • relevant authorities • your organisation's reporting lines • aviation identity cards • threat or risk awareness • your organisation's procedures for restricting access • internal and statutory testing procedures • unusual incidents, for example, a person behaving suspiciously, people carrying suspicious items, people trying to gain entry to unauthorised areas or incidents involving vehicles • access points include: to people, to authorised areas and to vehicles • signs of suspicious behaviour • what you are allowed to do • relevant powers contained in security regulations • specified; banned; illegal and dangerous items 	<p>Ensure aviation security is maintained in own area of operations e.g. challenging people in restricted areas, recording and reporting of security incidents</p> <ul style="list-style-type: none"> • fulfil your responsibilities for securing particular areas or items • keep access points secure according to your organisation's procedures and your own job responsibilities • report problems in the security of actual or possible access points • follow security procedures relating to visitors to the site or a specified area • take appropriate action in the event of unusual incidents which may present a security risk • take appropriate remedial action when you become aware of faults, damage to security equipment or problems with security • complete the relevant documents accurately and clearly • report actual or suspected breaches of security threats at an appropriate level • communicate information about actual or suspected security threats calmly clearly and using appropriate discretion • make sure that all the action you take in response to actual or suspected security threats is within the limits of your own responsibility and in line with your organisation's procedures

	<ul style="list-style-type: none"> • relevant documents • the different areas of the airport and what authorisation is needed to access various areas • relevant authorities • DfT guidance • your responsibility in relation to security • organisational reporting lines • aviation identity cards • threat or risk awareness • your organisation's procedures for restricting access • your organisation's procedures for raising or responding to alarms • your organisation's procedures for dealing with actual or suspected security threats • a security threat could include suspected theft, suspected damage, actual damage, suspected terrorist activities, possible harm to people or actual harm to people • DfT threat levels: critical/ severe/ substantial/ moderate/ low 	
<p>Compliance & Legislation</p>	<p>Aviation and other applicable legislation, procedures and regulations relating to an aviation environment, and monitoring procedures 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 • the impact of the aviation operation on the environment • environmental controls in the aviation operation 	<p>Monitor compliance with legislation, procedures and regulations in an aviation environment within own area of responsibility</p> <ul style="list-style-type: none"> • ensure procedures to meet organisational and legal requirements for compliance with are followed e.g. <ul style="list-style-type: none"> • Aviation legislation • Environmental legislation • Health and safety legislation • Airport authority regulations • Civil Aviation Authority (CAA) / Military Aviation Authority (MAA) requirements • Local authority regulations

	<ul style="list-style-type: none"> Your responsibilities to monitor compliance in the aviation operation 	<ul style="list-style-type: none"> when procedures cannot be followed identify corrective action
Communication	<p>Methods of communication to ensure effective and timely transfer of information to different audiences using relevant language and format</p> <ul style="list-style-type: none"> available lines and methods of communication, including: oral; written; electronic; carried out by self and carried out by others communications equipment including: telephone; electronic; radiotelephone and megaphone 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 reporting procedures your organisation's systems for storing information your organisational information processing systems what is confidential and commercially sensitive information your organisational procedure for passing on messages 	<p>Communicate effectively within the working environment, adapting methods and language to meet the situation</p> <ul style="list-style-type: none"> respond to all communications to an appropriate timescale use the most appropriate form of communication equipment at all times make sure that communication equipment is used effectively deal with malfunctioning communication equipment in line with your organisation's procedures communicate in a way that is appropriate to the equipment being used use correct codes and phrases when communicating follow appropriate codes, procedures and guidelines, which could be aviation industry specific and/or organisation specific, when communicating maintain alternative communication routes in event of an equipment failure 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

	<ul style="list-style-type: none"> requests for information from: seniors; colleagues or external sources 	
Inter-personal skills	<p>Roles within the team and how these work together to achieve the organisation's objectives, and how to embrace equality and inclusivity in the workplace</p> <ul style="list-style-type: none"> organisational systems and procedures for developing your own and others' personal performance in customer service how your behaviour impacts on others how to review effectively your personal strengths and development needs how to put together a personal development plan for yourself or a colleague that will build on strengths and overcome weaknesses in areas that are important to customer service how to obtain useful and constructive personal feedback from others how to respond positively to personal feedback how to put together a coaching plan that will build on the strengths of the learner and overcome their weaknesses in areas that are important to customer service and their job role how to give useful and constructive personal feedback to others how to help others to respond positively to personal feedback 	<p>Maximise team performance and meet the objectives of the team whilst embracing equality and inclusivity</p> <ul style="list-style-type: none"> identify and agree with colleagues specific customer service skills and knowledge they need in their customer service role identify opportunities for colleagues to take actions to develop their customer service skills plan and organise activities and coaching sessions for colleagues to help them develop their customer service skills coach colleagues to develop specific and agreed customer service skills give colleagues the opportunity to practise skills, apply knowledge and gain experience to develop customer service competence regularly check the progress of colleagues and modify your coaching as appropriate give regular feedback to colleagues about the progress they are making explain clearly to colleagues how ongoing support will be provided
Aviation systems	<p>The aviation systems used within own role and how to operate them, identify faults or errors and what remedial action to take</p> <ul style="list-style-type: none"> the aviation systems hardware available in your organisation and how to get the best out of it 	<p>Use aviation systems effectively in own role. Take remedial action upon identification of faults or errors in a timely manner if they occur</p> <ul style="list-style-type: none"> start up and correctly use the different types of aviation systems and hardware used in your work

	<ul style="list-style-type: none"> • 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 risks to your organisation's aviation systems from downloading from the internet • the aviation systems closing down procedure • the relevant security and legal regulations e.g. data protection legislation, copyright and Display Screen Equipment (DSE) legislation 	<ul style="list-style-type: none"> • use aviation systems in a way that conforms with good health and safety practice • identify and correct errors on the aviation systems that you use • Provide 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
<p>Disruptions, incidents & emergencies</p>	<p>Implement and monitor emergency procedures in own area of responsibility, the range of potential incidents and disruption that may occur and the appropriate action to take</p> <ul style="list-style-type: none"> • How to identify, analyse and accurately describe the problem • How to recognise when a problem exists • How to use different methods to analyse the problem, including breaking it down into manageable sub-problems (simplifying), investigating its effects on other 	<p>Monitor area of responsibility and take appropriate action to reduce the impact of emergencies, incidents or disruption</p> <ul style="list-style-type: none"> • collect and interpret information from others about problems they have raised • ask others appropriate questions to check you understand their problems • share feedback with others to help identify and prevent possible problems

	<p>people (broadening its focus), looking at the problem from different viewpoints, checking if the problem changes from place-to-place or over time (reframing) and comparing it with similar problems</p> <ul style="list-style-type: none"> • How to describe each part of the problem and the factors that affect these • how to agree with others (those affected by the problem, your line manager or specialist) how you will know the problem has been solved • how to use a variety of methods, such as written, visual, numerical and physical techniques, your imagination and creative ideas from working with others, to come up with different ways of tackling the problem • how to compare the main features, including the value (pay-off), and risks (likelihood and consequences of failure) of each approach and use this information to justify the method you decide to use • how to plan your chosen way of solving the problem to include resources, methods, the sequence of steps to be taken and time line, including points for checking progress • the necessary action to meet health and safety procedures and other regulations and ways to overcome difficulties 	<ul style="list-style-type: none"> • identify any connected problems and the range of factors affecting them • identify a number of available methods for resolving complex aviation problems • consult with others to identify and confirm the options available • work out the main features, advantages, disadvantages and risks of each option • choose the best overall option • suggest other ways that problems may be resolved if you are not able to help • discuss and agree the proposed option for solving the problem with others • take action to put the agreed option into practice • work with others to make sure that any commitments related to solving the problem are kept • keep others fully informed about what is happening to resolve the problem(s)
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	<ul style="list-style-type: none"> • how to get the approval for your plan from a person who has authority and expertise, such as your line manager or specialist • how to put your plan into action, make judgements about when support and feedback would be helpful from others, such as those affected by the problem and specialists, and use this effectively to help tackle the problem • how to review your plan regularly to check progress and to decide on any necessary revisions to your approach 	
Dangerous goods	<p>Dangerous goods relevant to a range of aviation operations and how to deal with them effectively in own area of responsibility</p> <ul style="list-style-type: none"> • Acknowledge and understand the general philosophy of dangerous goods • Recognise and identify classification of dangerous goods • Acknowledge and understand dangerous goods handling requirements • Identify potential hidden hazards in cargo and baggage • Understand general storage and/or loading procedures of dangerous goods • Acknowledge and understand the emergency procedures in the event of a dangerous goods incident 	<p>Deal effectively with dangerous goods in own area of responsibility</p> <ul style="list-style-type: none"> • Operate safely when exposed to dangerous goods • Deal with dangerous goods effectively in accordance with organisational procedures and responsibilities
Aviation timescales	Key timelines for aviation operations performance and consequences of not meeting them	Operate each stage of the aviation operations performance to ensure timely aircraft movements

	<ul style="list-style-type: none"> • Know how to collect operational information on aircraft movements and operating conditions from all available sources • Know how to give operational information to all relevant parties in line with your organisation's procedures • Know how to maintain visual displays of aircraft movements in line with your organisation's procedures • Know how to record aircraft progress and operational information accurately and clearly • Know how to process aircraft progress and operational information in line with your organisation's procedures • the role and function of government and international agencies including ICAO, IATA and CAA • reference sources for compliance with national and international rules and regulations, and aeronautical facilities • your organisation's operations manual • your organisation's communications and recording systems and procedures 	<ul style="list-style-type: none"> • maintain effective and timely aviation communications • transfer aviation information in a timely manner • ensure most appropriate form of communications equipment is used
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Behaviours 'Live it'

<p>Embrace and promote the values of the organisation</p>	<ul style="list-style-type: none"> • Role model the values of the organisation • Instil the benefits of a positive approach to values to others
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<p>Treat team, customers and other stakeholders with courtesy and respect</p>	<ul style="list-style-type: none"> • Always demonstrate a willingness to meet the needs of others • Be courteous at all times
<p>Take ownership and responsibility of role and working area, including team members where responsible</p>	<ul style="list-style-type: none"> • Ensure requirements are known and take a personal responsibility to ensuring standards are upheld
<p>Display loyalty, integrity and accountability to the organisation</p>	<ul style="list-style-type: none"> • Display loyalty, integrity and accountability to the organisation
<p>Commit to continuous development of self and team, including improvements to systems and processes</p>	<ul style="list-style-type: none"> • Look for opportunities for self development above and beyond required minimum • Link potential development to career and personal progression
<p>Be vigilant and proactive in promoting a safe, secure and compliant working culture</p>	<ul style="list-style-type: none"> • Look for opportunities to promote a safe working culture • Remain vigilant outside of mandatory checks • Encourage others to be vigilant and compliant

	Knowledge 'Know it'	Skills 'Show it'
Specialist function 1: Aircraft handling		
Marshalling	<p>The detailed requirements and procedures for the correct movement, placement and marshalling of aircraft and the importance of detailed controls for mover vehicles</p> <p>NOS PPLAOG01 Ensure vehicles and personnel operating airside comply with airport safety requirements</p> <ul style="list-style-type: none"> • K1 - appropriate airport byelaws • K2 - CAP393 Section 2 – relevant sub-sections of Rules of the Air • K3 - CAP637 Visual Aids Handbook Chapter 6 • K4 - appropriate operational safety instructions • K5 - appropriate personal protective equipment for personnel working on the ramp • K6 - apron discipline and vehicle management procedures for managing vehicles • K7 - aircraft escort procedures • K8 - aircraft marshalling procedures • K9 - aircraft refuelling procedures • K10 - your organisation's procedures for reporting unsafe activity on the apron 	<p>Safely manoeuvre and position vehicles, monitoring team to ensure correct marshalling hand signals and techniques are used</p> <p>NOS PPLAOG01 Ensure vehicles and personnel operating airside comply with airport safety requirements</p> <ul style="list-style-type: none"> • P1 - deal with an unsafe act or practice, intercede, explain the observed failure and document the event in line with your organisation's procedures • P2 - monitor the operational condition of airside vehicles and complete relevant documentation in line with your organisation's procedures • P3 - monitor the operation of airside vehicles to ensure compliance with airport requirements and complete relevant documentation in line with your organisation's procedures • P4 - monitor how safety equipment is worn/used to ensure compliance with airport requirements and complete relevant documentation in line with your organisation's procedures

	<ul style="list-style-type: none"> • K11 - your organisation's procedures for investigating and reporting accidents • K12 - your organisation's adverse weather procedures to include low visibility, high winds, snow and ice <p>CAP 1010 – A3/7</p> <ul style="list-style-type: none"> • KC1. The need for and the importance of the automated Aircraft Guidance System. Has it been set for the correct aircraft type and done so by a qualified person? CAP 1010 – A3 • KC1a. Be aware of and ensure that the aircraft/vehicle is marshalled using hand signals, were they clear and in accordance with industry standards? CAP 1010 – A3 • KCS2. To know, understand the function of, and control 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. Know why?: • KC2a. All vehicle/ equipment brake check is conducted before equipment enters the stand ERA. CAP 1010 - A7 • KC2b. To know why 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. CAP 1010 - A7 	<ul style="list-style-type: none"> • P5 - monitor the behaviour of staff operating airside to ensure compliance with airport requirements and complete relevant documentation in line with your organisation's procedures • P6 - monitor aircraft fuelling Handling practices to make sure they meet airport safety requirements and complete relevant documentation in line with your organisation's procedures • P7 - investigate an airside accident, record the outcome on appropriate documents and distribute information to appropriate staff in line with your organisation's procedures <p>CAP 1010 – A3/7</p> <ul style="list-style-type: none"> • CS1. Be aware of and ensure that the aircraft/vehicle is marshalled using hand signals, were they clear and in accordance with industry standards? CAP 1010 – A3 • CS2. To know, understand and oversee the function of, and control 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. • CS3. Oversee, monitor and ensure all vehicle/equipment brake check is conducted before equipment enters the stand ERA. CAP 1010 - A7
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	<ul style="list-style-type: none"> KC2c. Parking brakes set when positioned for operation. (Chocked & stabilised if required). CAP 1010 - A7 	<ul style="list-style-type: none"> CS4. Oversee, monitor and demonstrate as necessary 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 CAPI010 A7 CS5. Monitor and take charge of 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>Loading instruction report and balancing</p>	<p>The importance of the correct preparation and interpretation of and conformance to loading instruction reports (LIR) for both inbound and outbound aircraft, within aircraft weight and balance characteristics, structural limitations and compartment maximums</p> <p>PPLAOG32 Plan the loading of aircraft</p> <p>You need to know and understand:</p> <p>Plan loading the aircraft</p> <ul style="list-style-type: none"> K1 - the significance of aircraft mass and balance for the safety of the aircraft K2 - legal requirements in relation to aircraft mass and balance K3 - terminology, IATA codes and documents related to the aircraft and load including mass and balance, type 	<p>Produce and complete a LIR/Load Sheet compliant with aircraft type and within manufacturer's limitations, delegate and brief teams to complete the tasks defined by the LIR and monitor their compliance and performance in accordance with the LIR</p> <p>PPLAOG32 Plan the loading of aircraft</p> <p>Performance criteria</p> <p>You must be able to:</p> <ul style="list-style-type: none"> Plan loading the aircraft P1 - calculate the total load for an aircraft P2 - accept and document a load in line with your organisation's procedures P3 - accept and document a special load using relevant documents e.g. NOTOC (Notification to Aircraft Captain) in line with your organisation's procedures

	<p>of load, aircraft areas, pallets, unit load devices and special loads</p> <ul style="list-style-type: none"> • K4 - the significance of aircraft mass and balance limits and where to find such information for relevant aircraft • K5 - the significance of aircraft structural loading limitations and where to find such information for relevant aircraft • K6 - potential effects of unbalanced loading • K7 - potential effects of an unsecured load • K8 - designators and locations of aircraft compartments • K9 - codes for loads requiring special attention and where to find the information • K10 - the use of actual or standard weights for passengers and baggage • K11 - types of dangerous goods, restricted articles and special loads • K12 - your organisation's procedures for when load volumes exceed the space available <p>You need to know and understand:</p> <p>Plan the load and complete relevant documents</p> <ul style="list-style-type: none"> • K13 - the source of load information to include aircraft weights, fuel load and usage, passengers, baggage, cargo and other loads • K14 - reference sources for load planning 	<p>ensuring that the aircraft structural limitations are not exceeded</p> <ul style="list-style-type: none"> • P4 - communicate load information in line with your organisation's procedures • P5 - assess risks associated with the load for example DGR, uneven weight distribution etc • P6 - assess risks associated with loading the load • P7 - assess the requirements for restraining or spreading the load, and if appropriate, communicate these requirements in line with your organisation's procedures • P8 - complete all records relating to the load fully and within the timescales required by your organisation <p>You must be able to:</p> <p>Plan the load and complete relevant documents</p> <ul style="list-style-type: none"> • P9 - calculate the allowed traffic load for a departing aircraft in line with your organisation's procedures • P10 - collate and document the load for a departing aircraft and issue a LIR in line with your organisation's procedures • P11 - plan a special load in line with your organisation's procedures and relevant regulations • P12 - calculate the mass and balance for a departing aircraft ensuring that all weights and loading instructions are within operational limitations and that, where
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	<ul style="list-style-type: none"> • K15 - loading and separation requirements for dangerous goods, restricted articles and special loads • K16 - your organisation's system/s for mass and balance calculations and the method of producing a loadsheet and, when appropriate, an accompanying balance chart • K17 - highlight critical mass and balance information (weights and centre of gravity indicator) on a loadsheet and, when appropriate, a balance chart • K18 - how to calculate an allowed traffic load • K19 - how to allocate load to aircraft compartments and maintain the required centre of gravity • K20 - sequence of en-route stations, if relevant, and the effects on load planning • K21 - your organisation's loading procedures to account for sector requirements, priority loads, separation, restraint and special load requirements to minimise load handling and the requirement for load restraints • K22 - your organisation's loading procedures to ensure that dangerous goods, restricted articles and special loads are load planned in line with relevant regulations • K23 - your organisation's procedures for last minute changes (LMC) to the planned load and the maximum weight allowance for an LMC 	<p>appropriate, relevant cross checks have been completed; produce a loadsheet and, when appropriate, an accompanying balance chart using your organisation's load planning system</p> <ul style="list-style-type: none"> • P13 - distribute aircraft loading documents to appropriate recipients in line with your organisation's procedures • P14 - action a last minute changes (LMC) to a completed mass and balance calculation and amend the loadsheet accordingly in line with your organisation's procedures • P15 - construct and send a load message in line with your organisation's procedures • P16 - collate and file documents relating to aircraft load planning and loading process in line with your organisation's procedures <p>CAP 1010(C) Load Planning</p> <ul style="list-style-type: none"> • CS1 - Demonstrate and check that the Loadsheets, Load Form and/ or Loading Instructions are for the correct type and variant of aircraft. Verify the accuracy of basic details such as aircraft registration, flight routing, date, Dry Operating Mass/ Index, crew compliment and catering codes etc. • CS2 - Brief the loading team and advise of any serviceability issues to the cargo loading system or
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	<ul style="list-style-type: none"> • K24 - destination and standard operational codes and abbreviations • K25 - your organisation's procedures for loading bulk, pallets and ULD's • K26 - how to complete and transmit load messages <p>CAA CAP 1010(C) Load Planning.</p> <ul style="list-style-type: none"> • KC1 - Know and understand the need to check that the Loadsheet, Load Form and/or Loading Instruction Reports are for the correct type and variant of aircraft. Know, understand and verify the importance of the accuracy of basic details such as aircraft registration, flight routing, date, Dry Operating Mass/ Index, crew compliment and catering codes etc • KC2 - Know the significance of briefing the loading team and advising of any cargo loading system or restraint defects, which may affect loading • KC3 - Know if the issued Loadsheet, Load Form and/or Loading Instructions reflect the operational configuration of the aircraft • KC4 - Know and understand the calculus and are all masses and related centre of gravities shown on the Loadsheet within the certified/ regulated structural limitations and the flight envelope? Max Ramp Mass, 	<p>restraint defects, which may affect loading, and check understanding.</p> <ul style="list-style-type: none"> • CS3 - Demonstrate and verify that the issued Loadsheet, Load Form and/ or Loading Instructions reflect the operational configuration of the aircraft • CS4 – Demonstrate, are all masses and related centre of gravities shown on the Loadsheet within the certified/ regulated structural limitations and the flight envelope, Max Ramp Mass, Regulated Take-Off Mass, Take-Off Mass, Max Zero Fuel Mass and Max Landing Mass • CS5 - Confirm, are all loads planned in accordance with structural and loading limitations? Have you made additional considerations required for special loads or dangerous goods? • CS6 - Confirm, are planning considerations required/ given for ground stability? (Sequence/ tail support) • CS7 - Confirm, are standard or actual baggage masses correctly used? • CS8 - Confirm, are flight spares (including flyaway kits) and ballast accounted for if present? • CS9 - Demonstrate, are there alternative manual documents available in case the EDP system fails?
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	<p>Regulated Take-Off Mass, Take-Off Mass, Max Zero Fuel Mass and Max Landing Mass</p> <ul style="list-style-type: none"> • KC5 - Know and understand all loads required to be planned in accordance with structural and loading limitations? Including additional considerations required for special loads or dangerous goods • KC6 - Know the planning considerations required/ given for ground stability (Sequence/ tail support) • KC7 - Know the importance of using - standard or actual baggage masses correctly. • KC8 - Know the operation importance of ensuring all flight spares (including flyaway kits) and ballast are accounted for if present. • KC9 – The alternative manual documents available in case the EDP system fails 	
<p>Load and unload</p>	<p>The loading and unloading procedures for all types of aircraft in area of operation, including hold doors, floor locks, nets, and inter plane systems and how to apply the principles of restraint and manage the assets and team to deliver an efficient service</p> <p>PPLAOG19 Operate a vehicle airside</p> <p>You need to know and understand:</p> <p>Prepare a vehicle for airside use</p> <ul style="list-style-type: none"> • KI organisational and regulatory standards for the operational condition of the vehicle 	<p>Plan and prepare the airside environment with sufficient Air Cargo Handling Equipment (ACHE). Lead, supervise and mentor the team during the on/off load of the aircraft, by providing briefings, delegating tasks, checking loads are safely restrained and that the process complies with the LIR</p> <p>PPLAOG19 Operate a vehicle airside</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"> • K2 types of faults that affect operational condition • 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>You need to know and understand:</p> <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 • K17 vehicle reversing signals 	<ul style="list-style-type: none"> • P1 - oversee and make sure that the personal driving authorisation is appropriate to the vehicle • P2 – oversee the inspection of the vehicle before it is used to establish operational condition • P3 – deal with and take appropriate remedial action in response to any vehicle faults • P4 – ensure that the vehicle is lit and marked according to airside requirements • P5 – ensure correct completion of documents relating to using the vehicle in line with to your organisation's procedures <p>You must be able to:</p> <p>Manoeuvre a vehicle airside</p> <ul style="list-style-type: none"> • P6 - manoeuvre the vehicle in a controlled manner in all conditions • P7 – ensure that the vehicle is parked safely in appropriate areas in line with your organisation's procedures • P8 - follow airside road signs, markings and traffic lights at all times • P9 – demonstrate/show courtesy to other vehicles on the airfield • P10 – demonstrate the importance of giving priority to moving aircraft at all times
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	<ul style="list-style-type: none"> • 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>You need to know and understand:</p> <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) • 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 • K28 low visibility notification and operating procedures 	<ul style="list-style-type: none"> • P11 – demonstrate the importance of maintaining a safe distance between the vehicle and aircraft at all time • P12 – ensure that all doors and shutters (where relevant) are closed when a vehicle is being driven • P13 – ensure all vehicles are being reversed correctly, according to aviation and organisational procedures • P14 – be constantly vigilant when driving <p>You must be able to:</p> <p>Maintain procedures and practices which contribute to the safety of airside traffic and apron operations</p> <ul style="list-style-type: none"> • P15 – ensure that both you and your team members wear appropriate personal protective equipment when driving • P16 - ensure all vehicle loads are secured 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 – deal with and report dangerous or unsafe practices to an appropriate authority • P21 - following designated safe direct routes between places on the airfield whenever possible
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	<ul style="list-style-type: none"> • K29 identification and security procedures and regulations • K30 types of, sources of and procedures for reporting foreign objects and spillages <p>You need to know and understand:</p> <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>Load and unload aircraft</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • Prepare for the transfer of loads to and from aircraft • K1 your responsibilities under any legislation relevant to the load to be transferred 	<ul style="list-style-type: none"> • P22 – Ensure and oversee that wherever possible other airside workers are not hindered or obstructed in their duties • P23 - Ensure you and your team maintain a clear and free access for emergency services at all times <p>You must be able to:</p> <p>Comply with airside accident, hazard and emergency procedures</p> <ul style="list-style-type: none"> • P24 – deal with and report all airside accidents and emergencies in line with your organisation's procedures <p>Operate a vehicle airside</p> <ul style="list-style-type: none"> • P27 – deploy and operate vehicle emergency equipment (if fitted) in line with your organisation's procedures <p>Load and unload aircraft</p> <p>You must be able to:</p> <p>Prepare for the transfer of loads to and from aircraft</p> <ul style="list-style-type: none"> • P1 - transfer the 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
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	<ul style="list-style-type: none"> • 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 the load being transferred and any special handling or storage considerations including load restraint • K8 aircraft movement when transferring the load • 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 	<ul style="list-style-type: none"> • 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 • 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>PPLAOG09 Maintain a hazard free airside environment</p> <p>Performance criteria</p> <p>You must be able to:</p> <p>Take action to minimise risks from airside hazards</p> <ul style="list-style-type: none"> • P1 - identify airside hazards • P2 - take appropriate remedial action in response to identified airside hazards
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	<p>PPLAOG09 Maintain a hazard free airside environment.</p> <p>You need to know and understand:</p> <p>Take action to minimise risks from airside hazards</p> <ul style="list-style-type: none"> • K1 - organisational and regulatory requirements relating to airfield safety • K2 - possible threats to aircraft • K3 - the standard of lighting which should be provided on aprons • K4 - Remove • K5 - how to reduce the risk of manual handling injuries during baggage handling using appropriate handling equipment e.g. belt conveyors • K6 - appropriate manual handling techniques to complement activities e.g. baggage handling • K7 - how to reduce risks to people and aircraft from moving vehicles and high-risk tasks such as reversing • K8 - how to reduce risks arising from the use of aircraft access equipment including how to safely open aircraft doors and holds and uncovered aircraft access points • K9 - how to reduce risks from moving aircraft and live running aircraft engines • K10 - how to reduce risks from noise exposure 	<ul style="list-style-type: none"> • P3 - make sure that your own work practices do not increase the risk from airside hazards • P4 - report accidents, incidents and near misses in line with your organisation's procedures • P5 - report your training needs to an appropriate authority <p>You must be able to:</p> <p>Take action in the event of an airside emergency</p> <ul style="list-style-type: none"> • P6 – deal with and take appropriate remedial action at any time when problems are identified in airside emergency equipment • P7 - raise the alarm in response to airside emergencies according to your organisation's procedures • P8 - carry out designated airside emergency responsibilities according to your organisation's procedures • P9 - wear appropriate personal protective equipment when responding to airside emergencies • P10 - operate airside emergency equipment according to your organisation's procedures • P11 - maintain communication with appropriate people throughout the airside emergency • P12 - take action to reduce risks from airside hazards throughout the emergency
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	<ul style="list-style-type: none"> • K11 - hazardous substances which might be found on an airfield including those used in a work activity and those arising from a work activity and how to assess risk from these substances • K12 - the use and effectiveness of personal protective equipment • K13 - relevant procedures for the standard operation of airbridges and ways in which risks associated with airbridges can be reduced if used • K14 - safety practices for parking aircraft • K15 - hazards arising from aircraft engines, propellers, rotors and downdraft as applicable • K16 - hazards to aircraft engines, propellers and rotors (as applicable) arising from foreign object debris (FOD) • K17 - hazards arising from departure or arrival of aircraft • K18 - hazards arising from adverse weather conditions and low visibility • K19 - how to identify and dispose of FOD <p>You need to know and understand:</p> <p>Take action in the event of an airside emergency</p> <ul style="list-style-type: none"> • K20 - your organisations and regulatory requirements relating to airfield emergency procedures • K21 - your responsibilities in an emergency • K22 - how to operate airside emergency equipment 	<p>PPLAOG22 Prepare loads for and receive loads from aircraft</p> <p>Performance criteria</p> <p>You must be able to:</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 – oversee the correct interpretation of baggage tags or load labelling correctly • P4 – select and use appropriate handling equipment and lifting techniques to lift a load • P5 - load items carefully onto the correct transit equipment for the flight • P6 – Ensure the load is secured 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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	<p>PPLAOG22 Prepare loads for and receive loads from aircraft.</p> <p>You need to know and understand:</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 	<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 - oversee the correct interpretation of baggage tags/load labelling information correctly • P15 – ensure that loads are sorted and selected correctly, according to onward destination • P16 - carefully off-load items onto the appropriate conveyancing equipment from 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>CAA CAPI010 (B).</p> <ul style="list-style-type: none"> • CSI. Are all bulk and containerised loads fully secured? (Doors and curtains on ULDs closed, floor locks/ guides raised and bulk nets all secured/ tensioned) Is there any evidence of load shift? If so, can any related restraint equipment defects can be identified?
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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 e.g bulk loading or ULD • 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) <p>CAA CAP 1010(D) Loading and Restraint</p> <ul style="list-style-type: none"> • KC1 – Know the importance of briefing the loading team prior to loading and is the loading team in possession of loading instructions prior to the on-load? Check to 	<ul style="list-style-type: none"> • CS2. Does the inbound mass & balance documentation (Loadsheet/ LDM) reflect the actual quantities and distribution of the load? • CS3. Are all loads loaded in compliance with structural and loading (height) limitations as indicated by the appropriate placards and/ or documentation? • CS4. Is the offload completed in accordance with the operator's procedures to ensure the ground stability of the aircraft? (Aft holds before forward holds) • CS5. On completion of the offload, have all holds been checked to ensure that they are empty, including those that are not frequently used? <p>CAA CAP 1010(D)</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 - Observe preparation of the aircraft holds prior to loading. Does all restraint equipment including nets, locks and guides appear to be present, correctly located and operative? • CS3 - Is a check of the baggage and/ or cargo tags conducted before loading to confirm the correct destination of the load?
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	<p>ensure that loading documentation has not been signed before loading</p> <ul style="list-style-type: none"> • KC2 – Know why the aircraft is prepared and checked before loading/unloading starts. Observe inspection/preparation of the aircraft holds prior to loading/unloading. Does all restraint equipment including nets, locks and guides appear to be present, correctly located and operative? • KC3 – Know why it is important to carry out/conduct a check of the baggage and/ cargo tags before loading; to confirming the correct destination of the load • KC4 – Know the importance of checking all ULDs presented for carriage are 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. • KC5 – Know, is the on-load completed in accordance with the operator's procedures to ensure the ground stability of the aircraft? (i.e - Forward holds before aft holds) • KC6 – Know the restraint factors and values for the application of forward, aft, lateral and vertical restraint. <p>Adapted</p>	<ul style="list-style-type: none"> • CS3a – Monitor and Check to ensure that the ULD/Pallets and containers have the correct and valid lable/card; annotating the date, flight number, destination, special handling labels the commodity contained within. • CS4 - Are 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. • CS5 - 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) • CS6 – Calculate and demonstrate; the correct load spreading technique and supplementary restraint material required, ensuring it is fit for purpose. • CS7 – Calculate and demonstrate the correct rule of thumb to apply the correct restraint equipment. Ensuring the available, fit for purpose and used appropriately • CS7 – Ensure, any ballast/ flight spares/ special loads on-board been correctly secured • CS8 – Ensure, have any sporting weapons been stowed and secured in a place which is inaccessible to passengers during flight? Has any accompanying ammunition been stowed seperately
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	<ul style="list-style-type: none"> • KC7 – Know and be able to calculate, if required, sufficient load spreading material and/ or supplementary restraint required to safely restrain a load or item of equipment. Adapted • KC8 – Know the importance of checking and ensuring; Has any ballast/ flight spares/ special loads on-board been accounted for and correctly secured? • KC9 – Know, 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? • KC10 – Know why it is important to have all bulk hold restraint nets correctly fitted, secured and tensioned. Ensure that loads have not exceeded any marked loading height/weight limits. • KC11 – Know the importance of ensuring that the bulk loaded cargo been loaded in accordance with any specific certification requirements, such as achieving pre-determined restraint (schemes) or the required % of fill within barrier nets? • KC12 – Know the importance of having all ULDs been properly secured into the aircraft's cargo loading system. Also, are all locks, latches and guides raised/ set as required, particularly for partial loads? 	<ul style="list-style-type: none"> • CS9 – Ensure, all bulk hold restraint nets been correctly fitted, secured and tensioned? Ensure that loads have not exceeded any marked loading height limits. • CS10 - Has bulk loaded cargo been loaded in accordance with any specific certification requirements, such as achieving pre-determined restraint (schemes) or the required % of fill within barrier nets? • CS11 – Ensure 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? • CS12 - Are passenger numbers/ distribution in accordance with the Loadsheet/ Load Form? • CS13 – Ensure all hold quantities/ distribution is in accordance with the Loading Instructions, including voids holds/NOFIT positions confirmed and annotated as empty • CS14 – Confirm, 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? • CS15 - If cabin baggage is transferred to the hold, has it been verified that baggage contains no spare lithium
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	<ul style="list-style-type: none"> • KC13 – Know, are passenger numbers/ distribution in accordance with the Loadsheets/ Load Form? • KC14 – Know, are the hold quantities/ distribution in accordance with the Loading Instructions? Are void holds/NOFIT positions confirmed and annotated as empty? • KC15 – Know the importance of, 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? • KC16 – Know and understand the importance of; If cabin baggage is transferred to the hold, has it been verified that baggage contains no spare lithium batteries and has the mass and balance documentation been amended to reflect? 	<p>batteries. Ensure the mass and balance documentation been amended to reflect this LMC</p> <p>CAA CAP 1010 (A/G)</p> <ul style="list-style-type: none"> • CS16 - During embarkation/disembarkation was safe and effective passenger control established and maintained? Adapted <p>CAA CAP 1010 (E) Dangerous Goods</p> <ul style="list-style-type: none"> • CS16 – Have all Dangerous Goods been handled and moved correctly; according to the DGR and organisational and operators procedures? • CS16 - Are all dangerous goods in the correct location as specified on the NOTOC (Notice to Aircraft Captain), secured and segregated as required? • CS17 - Has Company Material (COMAT) such as aircraft spares, rotables and consumables that are classified as dangerous goods been labelled and declared as such? • CS18 - 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) • CS19 - Are Cargo Aircraft Only goods accessible when required?
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		<ul style="list-style-type: none"> • CS20 - Has the NOTOC been completed correctly, with one copy held on the flight deck and another stored on the ground? <p>CAA CAP 1010 (G).</p> <ul style="list-style-type: none"> • CS1 - During embarkation was safe and effective passenger control established and maintained? • CS2 - Ensure all the safety cones are removed only after servicing equipment was withdrawn • CS3 - Ensure the main gear chocks remain in place until the pushback tug was connected and both its and the aircraft brakes were confirmed as set? • CS4 - Within your area of responsibility, ensure a thorough final pre-departure walkround check is conducted, only after all servicing vehicles and equipment had been removed? • CS5 - If an Air Start Unit is required, ensure it is safely positioned in a location away from the rotating engine, or the aircraft, to prevent the risk of injury to personnel or damage to the aircraft? • CS6 - Observe the pushback and verify that: <ul style="list-style-type: none"> a. There is adequate communication to ensure that the pushback does not commence until authorisation has been received from ATC and has been
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		<p>communicated by the flight deck, to the pushback crew.</p> <ul style="list-style-type: none"> b. A visual check of the area the aircraft is to be pushed into is made to confirm clearances and to check for any Foreign Object Debris (FOD) c. Speed does not exceed walking speed for the headset operative and steering turn limits are adhered to d. During the pushback, the headset operative maintains a safe distance from the tug and the engines e. The aircraft nose wheel is chocked whilst the tow bar is disconnected from the aircraft (Local airport restrictions may apply), and; e. The towbar is disconnected from the tug, before the aircraft, to release any residual pressure. <ul style="list-style-type: none"> • CS7. Did the agent provide visual confirmation to the flight deck that all equipment has been removed and it is safe for the aircraft to taxi? • CS8. After departure, check all equipment, cones and chocks have been removed from the stand and is parked/ stowed appropriately?
Specialist equipment	The requirements and responsibilities of self and team members in checking specialised equipment,	Monitor and supervise team members carrying out daily inspections prior to using the specialist equipment,

	<p>including Unit Load Devices (ULDs), prior to use, ensuring safe operation and correct storage after use PPLAOG47 Operate specialist equipment in an airport environment</p> <ul style="list-style-type: none"> • K1 - the different types of specialist equipment available and used 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) • K6 - how to report and record defects to equipment 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: Use specialist equipment safely</p>	<p>including ULDs, ensuring its safe operation and that it is left in a safe, secure, allocated area after use PPLAOG47 Operate specialist equipment in an airport environment</p> <p>You must be able to:</p> <p>Select and check specialist equipment prior to use</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 – oversee and carry out a pre-use inspection to check the equipment is serviceable as per your organisation's procedures • P4 – oversee and carry out a function check of the specialist equipment to ensure all operational functions are serviceable • P5 - check and confirm the operation of any safety devices fitted to the specialist equipment • P6 – ensure that all equipment is refuelled/recharged • P7 – oversee and report defects discovered in line with your organisation's procedures <p>You must be able to: Use specialist equipment safely</p>
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	<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. • 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 	<ul style="list-style-type: none"> • P8 - identify all the operator controls and state their purpose • P9 – demonstrate and 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 (marshaller/banks person) 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>You must be able to:</p> <p>Shut down and secure equipment</p> <ul style="list-style-type: none"> • P15 - confirm the equipment is no longer required at the aircraft and that the operation is complete • P16 - brief any parties who may be affected by the removal of the equipment from the aircraft
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	<ul style="list-style-type: none"> • 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 • 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 • K23 - the serviceability checks; both pre-use and after-use checks required for all aircraft handling equipment and ULDs. • K24 - your operators/organisations procedures for reporting equipment failure or maintenance, as required. <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: Adapted <ol style="list-style-type: none"> a. The importance and ground safety aspects of ensuring that vehicle/ equipment brake checks are conducted before equipment enters stand and manoeuvres around the aircraft 	<ul style="list-style-type: none"> • P17 - seek guidance (marshaller/banks person) when manoeuvring the equipment around any obstructions or near an aircraft • P18 - manoeuvre the equipment to the correct parking area provided • P19 - shut down the equipment and make it safe prior to leaving it • P20 - must be able to carry out the serviceability checks; both pre-use and after-use checks required for all aircraft handling equipment including vehicles and all ULDs. • P21 - must be able to oversee and report in line with your operators/organisations procedures for reporting equipment failure or maintenance, as required. <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 <ol style="list-style-type: none"> a. A vehicle/ equipment brake check is conducted before equipment enters stand and manoeuvres around the aircraft b. Hand signal guidance (Banks person) is provided when manoeuvring in areas of close proximity to
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	<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. 	<p>the aircraft, when visibility is limited and when reversing anywhere on the apron</p> <p>c. Parking brakes set when positioned for operation. (Chocked & stabilised if required)</p> <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 - demonstrate as required, procedures for reporting equipment defects.
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<p>Servicing</p>	<p>As a specialist, all aspects of aircraft servicing/turnaround management, 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 turnaround (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 and that of your team under any legislation relevant to the service you are applying/providing • 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>Demonstrate/mentor and supervise the preparation and configuration the aircraft holds for departure CAA CAPI010(D)</p> <p>Observe preparation of the aircraft holds prior to loading. Did all restraint equipment including nets, locks and guides appear to be present, correctly located and operative?</p> <p>Have 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?</p> <p>PPLAOG44 “Possibly Level 4 responsibility”</p> <p>Co-ordinate the turnaround of aircraft</p> <p>Performance criteria</p> <p>You must be able to:</p> <p>Co-ordinate information and prepare for aircraft arrival</p> <ul style="list-style-type: none"> • P1 collect and collate the Estimated Time of Arrival (ETA) as per your organisation's procedures • P2 calculate any revised Estimated Time of Departure (ETD) using airline ground times when an aircraft is operating off schedule as per your organisation's/airline procedures • P3 check for problems that could affect the revised ETD as per your organisation's procedures
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	<p>Transfer of services to and from aircraft</p> <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 services 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. <p>As a Specialist</p> <p>CAA CAP 1010 (D)</p> <ul style="list-style-type: none"> • KC1 – Know the importance of briefing the loading team prior to loading and 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 	<ul style="list-style-type: none"> • P4 receive a standard movement message, decode and record on appropriate paperwork in line with your organisation's procedures for arriving aircraft • P5 collect any special requests from aircraft crew and ensure that these have been passed to the relevant departments as per your organisation's procedures • P6 check stand details and availability before an aircraft's arrival as per your organisation's procedures and carry out pre-arrival checks in line with your organisations procedures • P7 complete all relevant documents in line with your organisation's requirements • P8 wear relevant personal protective equipment for your role in line with your organisation's procedures • P9 act on and report unsafe practices on the ramp in line with your organisation's procedures • P10 act on and report breeches or potential breeches of security and security access points • P11 give company and other service providers' staff relevant information before and during the aircraft preparation for departure in line with your organisation's procedures
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	<ul style="list-style-type: none"> • KC2 – Know why the aircraft is prepared and checked before loading/unloading starts. Observe inspection/preparation of the aircraft holds prior to loading/unloading. Does all restraint equipment including nets, locks and guides appear to be present, correctly located and operative? • KC3 – Know why it is important to carry out/conduct a check of the baggage and/ cargo tags before loading; to confirming the correct destination of the load • KC4 – Know the importance of checking all ULDs presented for carriage are 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. • KC5 – Know, is the on-load completed in accordance with the operator's procedures to ensure the ground stability of the aircraft? (i.e - Forward holds before aft holds) • KC6 – Know the restraint factors and values for the application of forward, aft, lateral and vertical restraint. • KC7 – Know and be able to calculate, if required, sufficient load spreading material and/ or supplementary restraint required to safely restrain a load or item of equipment. 	<ul style="list-style-type: none"> • P12 oversee and coordinate the arrival of services to meet an arriving aircraft in line with your organisation's procedures • P13 meet and greet inbound aircraft crew and accept requests made by them • P14 disembark passengers ensuring that safety, special needs and security requirements are adhered to • P15 work with other departments or organisations to obtain information for the outbound aircraft crew • P16 monitor and coordinate the progress of services at the aircraft in line with the turnround plan and critical time pathway and, when appropriate, communicate changes to relevant departments and organisations • P17 intercede when departments or organisations fall behind with the turnround plan or are in dispute and coordinate a resolution • P18 brief the outbound crew with departure information including passengers who have special needs • P19 brief aircraft crew on the progress of the turnround • P20 oversee and monitor the boarding of passengers • P21 supply written and verbal information to people that need it in a timely manner • P22 act on and report unsafe practices on the ramp in line with your organisation's procedures
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	<ul style="list-style-type: none"> • KC8 – Know the importance of checking and ensuring; Has any ballast/ flight spares/ special loads on-board been accounted for and correctly secured? • KC9 – Know, 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? • KC10 – Know why it is important to have all bulk hold restraint nets correctly fitted, secured and tensioned. Ensure that loads have not exceeded any marked loading height/weight limits. • KC11 – Know the importance of ensuring that the bulk loaded cargo been loaded in accordance with any specific certification requirements, such as achieving pre-determined restraint (schemes) or the required % of fill within barrier nets? • KC12 – Know the importance of having all ULDs been properly secured into the aircraft's cargo loading system. Also, are all locks, latches and guides raised/ set as required, particularly for partial loads? • KC13 – Know, are passenger numbers/ distribution in accordance with the Loadsheets/ Load Form? • KC14 – Know, are the hold quantities/ distribution in accordance with the Loading Instructions? Are void 	<ul style="list-style-type: none"> • P23 act on and report breaches or potential breaches of security and security access • P24 complete all relevant documents in line with your organisation's procedures • P25 monitor and coordinate the progress of all service providers to ensure the scheduled departure time is met safely and efficiently • P26 record deficiencies in the departure process in line with your organisation's procedures and airline procedures • P27 complete a departure briefing with ramp and passenger staff in line with your organisation's/airline procedures • P28 complete a departure briefing with aircraft operating flight deck and cabin crew in line with your organisation's/airline procedures (depending on airline; passenger list, meal list, specials list, load sheet etc) • P29 complete all relevant documents accurately in line with your organisation's/airline procedures and timelines • P30 check and verify the loading and security of load in line with your organisation's/airline procedures • P31 monitor, check and verify the passengers boarded in line with your organisation's/airline procedures
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	<p>holds/NOFIT positions confirmed and annotated as empty?</p> <ul style="list-style-type: none"> • KC15 – Know the importance of, 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? • KC16 – Know and understand the importance of; If cabin baggage is transferred to the hold, has it been verified that baggage contains no spare lithium batteries and has the mass and balance documentation been amended to reflect? <p>PPLAOG44 Co-ordinate the turnaround of aircraft “Possibly Level 4 responsibility”</p> <ul style="list-style-type: none"> • Knowledge and understanding <p>You need to know and understand:</p> <p>Co-ordinate information and prepare for aircraft arrival</p> <ul style="list-style-type: none"> • K1 - knowledge/understanding of the basics of theory of flight and the limitations that apply • K2 - aviation terminology relating to arrival and departure times of aircraft • K3 - the 24 hour clock and time variations (UTC, BST) 	<ul style="list-style-type: none"> • P32 check and verify all relevant aircraft departure documents in line with your organisation's procedures (hold baggage manifest declaration, load sheet and load instruction report, etc) • P33 update information relating to the final aircraft load to all necessary parties in line with your organisation's/airline procedures • P34 confirm and communicate that the aircraft is ready for departure in line with your organisation's procedures • P35 record aircraft departure time and communicate to all necessary parties in line with your organisation's procedures • P36 analyse any departure delay and allocate/recommend responsibility in line with your organisation's or customers' procedures • P37 process all relevant documents in line with your organisation's/airline procedures • P38 act on and report unsafe practices on the ramp in line with your organisation's procedures • P39 act on and report breaches or potential breaches of security and security access points
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	<ul style="list-style-type: none"> • K4 - standard ground times and minimum ground times, airline precision time schedules, standard turnaround plan for airline/aircraft • K5 - standard movement messages to include movement, load messages and passenger service messages; and how to interpret them • K6 - your organisation's communication systems, channels and procedures • K7 - Ground Service Equipment (GSE) requirements or the aircraft • K8 - how to interpret and communicate information relating to an aircraft departure • K9 - your organisation's policies and procedures relating to aircraft arrival • K10 - your role in relation to health and safety of yourself and others • K11 - paperwork required in preparation for an aircraft arrival • K12 - actions prior to flight arrival • K13 - FOD and its disposal points • K14 - commonly used airline codes, IATA Airlmp and delay codes 	
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	<ul style="list-style-type: none"> • K15 - the various departments and organisation's involved in the turn round of an aircraft and how to contact them • K16 - security routes and separation as applicable to inbound passengers • K17 - the knock on effect of any further delays and the cost associated with further delays to the airline • K18 - your organisation's or airline baggage, load and mail unloading procedures (priority items/anti tip sequences) • K19 - your organisation's procedures for preparing the stand/gate • K20 - safe working practices on the ramp • K21 personal protective equipment required when working on the ramp <p>You need to know and understand:</p> <p>Co-ordinate the turnaround of aircraft on stand</p> <ul style="list-style-type: none"> • K22 - your role in relation to the health and safety of yourself and others; a basic understanding of the safety requirements of the services provided to an aircraft • K23 - the critical time pathway relating to the departments and organisations involved in the turnaround of aircraft 	
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	<ul style="list-style-type: none"> • K24 - your role in obtaining, evaluating and passing information in a timely manner during an aircraft turnaround • K25 - time management of self and other service providers within the critical time pathway • K26 - anticipating and/or reacting to changes to the standard turnaround plan and critical time pathway • K27 - your level of authority to change service standards and delivery to meet minimum ground time and the method of communication and delivery • K28 - how to intercede when departments or organisations fall behind with the turnaround plan or are in dispute; know how to coordinate a resolution • K29 - recording information in line with your organisation's procedures • K30 - requirements of triple 'A' to DfT / NASP standard • K31 - correct response to dangerous goods, restricted articles and special cargo; including passenger mobility aids and live domestic animals in accordance with the IATA Dangerous Goods Regulations Workbook 2 – Flight Crew and Load Planners • K32 - safety requirements for passengers, to include remote stands where ground transport is required 	
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	<ul style="list-style-type: none"> • K33 - security routes and separation as applicable to passengers • K34 - dealing with passengers who have special needs • K35 - types of requests that may be expected from inbound crew and your responses and actions • K36 - airline or airport procedures to adopt whilst fuelling is taking place • K37 - aircraft fuelling safety awareness <p>You need to know and understand:</p> <p>Co-ordinate the departure of aircraft</p> <ul style="list-style-type: none"> • K38 - the airline critical time line/precision time schedule and other service provider requirements • K39 - subjects to brief both ramp and passenger handling staff with relevant information • K40 - subjects required to brief the aircraft operating flight deck and cabin crew with relevant information • K41 - aircraft documents including load plan, Load Sheet, cargo manifest, passenger manifest, NOTOC, AAA, specials list, passenger list, meal list, weather pack as appropriate to the airline • K42 - your organisation's and/or your airline customers' passenger boarding procedures • K43 - your organisation's procedures for loading bulk and containers and the potential effects of incorrect loading 	
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	<ul style="list-style-type: none"> • K44 - your organisation's procedures for checking the aircraft mass and balance documents to ensure that the aircraft limitations are not exceeded • K45 - correct response to dangerous goods, restricted articles and special cargo; including passenger mobility aids and live domestic animals in accordance with the IATA Dangerous Goods Regulations Workbook 2 – Flight Crew and Load Planners • K46 - your organisation's procedures for checking the packing and loading of dangerous goods, restricted articles and special cargo; including passenger mobility aids and live domestic animals • K47 - your organisation's procedures for maintaining communication with other • K48 - your organisation's procedures for identifying, allocating and communicating departure delays • K49 - your organisations/airline procedures for reporting incident / accidents / unsafe acts / near misses / breeches of security, Mandatory Occurrence Reports for Dangerous goods incidents (Airline) • K50 - knowledge of the impact of adverse weather (high winds, icing conditions, lightning etc.) and actions to take for safe working and departure 	
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<p>Specialist function 2: Aircraft movement</p>		
<p>The operation of an airside vehicle</p>	<p>Briefing the team to prepare prior to use airside, and procedures for safe operation of airside vehicles, including how to deal with incidents or emergencies while operating an airside vehicle</p> <p>Know and understand how to prepare a vehicle for airside use</p> <ul style="list-style-type: none"> • Describe organisational and regulatory standards for the operational condition of the vehicle • Describe the types of faults that affect operational condition • Explain why airside vehicle permits are required • Describe types of authorisation, permits and licences needed to drive various vehicles • Describe organisational procedures for reporting and recording vehicle faults • Explain why routine vehicle maintenance is important. <p>Know and understand how to manoeuvre a vehicle airside</p> <ul style="list-style-type: none"> • Describe organisational procedures as they apply to airside traffic • Explain the importance of airside safety instructions • Describe airside areas including: <ul style="list-style-type: none"> • Roads 	<p>Monitor team members preparing to use a vehicle airside, ensure vehicle operations comply with aviation standard operating procedures and implement the correct procedures in the event of incidents or emergencies with an airside vehicle</p> <p>Be able to prepare a vehicle for airside use</p> <ul style="list-style-type: none"> • Make sure that personal driving authorisation is appropriate and current for the vehicle • Inspect the vehicle before it is used to establish operational condition • Take remedial action in response to any vehicle faults • Confirm that the vehicle is lit and marked according to airside requirements • Complete documents relating to using the vehicle in line with organisational procedures. <p>Be able to manoeuvre a vehicle airside</p> <ul style="list-style-type: none"> • Ensure the vehicle is manoeuvred in a controlled manner in all weather conditions • Ensure the vehicle is parked safely in correct areas in line with organisational procedures • Follow airside road signs, markings, and traffic lights at all times

	<ul style="list-style-type: none"> • Apron areas • Movement areas • Runways • Manoeuvring areas <ul style="list-style-type: none"> - In relation to airside driving permit/ licence categories • Identify airside road signs, markings, airfield lighting and traffic lights • Identify aircraft runway and taxiway crossing points • Describe the airport and stand layout or equivalent • Identify speed limits and explain why it is important to keep within the speed limit • Describe airside parking regulations • Explain types of aircraft servicing operations and the related vehicles, procedures and hazards • Describe the characteristics of the vehicle being operated including: <ul style="list-style-type: none"> • Height • Length • Width • Handling/steering • Specific hazards • Describe regulations concerning reversing 	<ul style="list-style-type: none"> • Operate in a way that recognises other vehicle movements on the airfield • Demonstrate how to give priority to moving aircraft • Demonstrate how to maintain a safe distance between the vehicle and aircraft • Make sure that all doors and shutters (where relevant) are closed when the vehicle is operated • Ensure the vehicle is reversed in line with aviation and organisational procedures • Demonstrate vigilance when driving is taking place. <p>Be able to maintain procedures and practices which contribute to the safety of airside traffic and apron operations</p> <ul style="list-style-type: none"> • Wear correct personal protective equipment (PPE) when driving is taking place airside • Secure vehicle loads in line with organisational procedures • Check relevant airside driving permit is carried, in line with organisational procedures • Take remedial action when foreign objects or spillages are seen on the airfield • Report dangerous or unsafe practices to the correct person
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	<ul style="list-style-type: none"> • Describe the effect that weather conditions have on driving airside including: <ul style="list-style-type: none"> • Snow and ice • High winds • Rain/surface water <p>Know and understand how to maintain procedures and practices which contribute to the safety of airside traffic and apron operations</p> <ul style="list-style-type: none"> • Explain why personal protective equipment (PPE) needs to be appropriate to the task, the weather, visibility and noise level • Identify the types of personal protective equipment (PPE) and describe the conditions in which they must be used, including: <ul style="list-style-type: none"> • High visibility clothing • Hearing protection • Safety footwear • Those specific to the job • Describe types of airside vehicles and the related hazards • Describe hazards that could occur when driving airside • Describe how to recognise whether aircraft are moving or about to move • Describe how and when to use seatbelts on the airfield 	<ul style="list-style-type: none"> • Get rid of all waste products in line with organisational procedures • Verify that the most direct route is taken between places on the airfield whenever possible • Avoid obstructing other airside workers or operations whenever possible <p>Be able to comply with airside accident, hazard and emergency procedures</p> <ul style="list-style-type: none"> • Report all airside accidents and emergencies in line with organisational procedures • Respond to airside accidents and emergencies in line with organisational procedures • Deploy any fitted vehicle emergency equipment in line with organisational procedures • Operate any fitted vehicle emergency equipment in line with organisational procedures.
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	<ul style="list-style-type: none"> • Describe identification and security procedures and regulations • Describe types of and sources of foreign object debris and spillages, and organisational procedures for reporting them. <p>Know and understand how to comply with airside accident, hazard and emergency procedures</p> <ul style="list-style-type: none"> • Describe where the emergency cut-off switches, phones and alarms are and explain how to use them • Describe organisational procedures for operating emergency cut-off switches, phones and alarms • Describe where the first-aid equipment is • Describe organisational procedures for dealing with airside hazards including: <ul style="list-style-type: none"> • Spillages • Dangerous goods • Livestock • Foreign object debris • Disabled vehicles/equipment • Disabled aircraft • Describe the types of accidents and emergencies and organisational procedures for dealing • With them including those involving: <ul style="list-style-type: none"> • Aircraft 	
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	<ul style="list-style-type: none"> • Vehicles other than aircraft • Staff • Fire • Fuel spillage 	
<p>Operate aviation specialist equipment</p>	<p>The requirements and responsibilities of self and team members in checking specialised equipment prior to use, ensuring safe operation and correct storage after use</p> <p>Know that the correct specialist equipment is selected and checked prior to use</p> <ul style="list-style-type: none"> • Explain the selection of individual pieces of specialist equipment • Describe the common causes of defects when using specialist equipment • Explain the procedures for re-charging / refuelling specialist equipment (if motorised equipment) • Describe organisational defect reporting procedures • Explain the training procedures for operating specialist equipment • Describe actions taken if staff are operating equipment unsafely <p>Understand the reasons why the specialist equipment is operated safely</p>	<p>Monitor and supervise team members carrying out daily inspections prior to using the specialist equipment, ensuring its safe operation and that it is left in a safe, secure, allocated area after use</p> <p>Be able to ensure the correct specialist equipment is selected and checked prior to use</p> <ul style="list-style-type: none"> • Check the correct piece of specialist equipment is selected to match the task • Ensure a pre-use inspection to check is completed and the equipment is serviceable in line with organisational procedures • Certify that function checks of the specialist equipment have been completed to ensure all operational functions are serviceable • Prove competency of the operator utilising the equipment and its use is in accordance with your organisation's procedures • Ensure the correct refuel / recharge procedures of the equipment are followed

	<ul style="list-style-type: none"> • Explain the need to use the correct method of operation of the specialist equipment in line with organisational policies and safe working procedures • Define the sequence and priority of access to the aircraft for equipment and service providers • Describe what types of support may be needed in the event of a breakdown • Explain the procedures to be followed in the event of breakdown of equipment • Define the correct vehicle guidance signals in line with international air transport association (IATA) and airport handling manual (AHM) or equivalent • Ensure the specialist equipment in use is appropriate for the prevailing conditions <p>Identify how and when to shut down and secure equipment</p> <ul style="list-style-type: none"> • Describe the time at which it is appropriate to remove the equipment from the aircraft • Explain how severe weather impacts upon the safe parking of equipment and what additional measures will need to be taken • Describe what to do in the event of mechanical breakdown when removing equipment from the aircraft side 	<ul style="list-style-type: none"> • Demonstrate the procedures for reporting of defects in line with organisational procedures <p>Be able to use specialist equipment safely</p> <ul style="list-style-type: none"> • Ensure the correct operation of the specialist equipment is conducted in line with the specific training • Demonstrate actions to be taken when dealing with hazards which may be associated with the equipment and explain the measures in place to safeguard these • Direct the equipment into position safely with regard to other operators and service providers • Facilitate the safe manoeuvring of the equipment around any obstructions or near an aircraft • Control the use of the equipment is safely and in line with organisational procedures <p>Be able to shut down and secure equipment</p> <ul style="list-style-type: none"> • Substantiate that the equipment is no longer required and that the operation is complete • Brief any parties who may be affected by the removal of the equipment from the aircraft • Lead the manoeuvring of the equipment around any obstructions or near an aircraft • Direct the equipment to the correct parking area provided
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	<ul style="list-style-type: none"> Describe the penalties that apply to illegal parking of equipment at the airport. <p>Understand how to create opportunities for effective working practices when operating specialist equipment</p> <ul style="list-style-type: none"> Describe the factors which improve effective working with specialist equipment Describe the factors prevent effective working with specialist equipment Explain organisational aims in relation to personal job role 	<ul style="list-style-type: none"> Ensure the equipment is safe and shut down correctly prior to leaving it <p>Be able to create opportunities for effective working practices</p> <ul style="list-style-type: none"> Actively listen to the manager and/or other team members to understand what work needs to be done Check with the manager and/or other team members if unsure of what work needs to be done Plan each piece of work so that priorities can be met Make sure that all necessary resources are available to do the work Meet organisational standards for appearance in the workplace.
<p>Airside marshalling</p>	<p>How team prepare the area and required equipment prior to marshalling of aircraft and or vehicles, correct marshalling procedures, including the correct monitoring of operation of marshalling equipment and team members</p> <p>Know how to prepare to marshal aircraft</p> <ul style="list-style-type: none"> Describe organisational and airports low visibility procedures Describe how to interpret signals from the flight deck crew of an aircraft 	<p>Monitor the team to ensure correct preparation of the airside environment for marshalling of aircraft and or vehicles, and monitor marshalling of aircraft and or vehicles in accordance with organisation's standard operating procedures</p> <p>Be able to prepare to marshal aircraft</p> <ul style="list-style-type: none"> Interpret signals from the flight deck crew of an aircraft correctly Prepare the aircraft stand/ramp area for activity State the stand capabilities

	<ul style="list-style-type: none"> • Describe local operators/clients procedures and airport regulations as applicable • Describe the personal protective equipment (PPE) required for marshalling • Describe the health and safety risks to both themselves and others when preparing to marshal aircraft • Identify what makes up the correct marshalling equipment • Describe the dimensional characteristics of the aircraft that will be marshalled • Describe the specific hazards to self and others • Explain how to activate organisational emergency procedures when preparing to marshal <p>Know how to marshal aircraft (fixed and / or rotary)</p> <ul style="list-style-type: none"> • Describe the relevance of civil aviation publications, rules of the air or organisational equivalent • Describe the relevance of civil aviation publications, visual aids handbook or organisational equivalent • Describe organisational low visibility procedures • Describe how to use and understand marshalling signals • Describe how to marshal the aircraft by day and at night • Describe the health and safety risks to themselves and others when marshalling aircraft • Identify signals from the flight deck crew 	<ul style="list-style-type: none"> • Wear the correct personal protective equipment (PPE) for marshalling • Select the correct marshalling equipment • Ensure that the stand area is clear of foreign object debris (FOD) • Co-ordinate the actions of marshallers and other functions • Recognise when a wing walker is required • Identify which route the aircraft is to be marshalled <p>Be able to marshal aircraft (fixed and / or rotary)</p> <ul style="list-style-type: none"> • Use correct, clear signals in all conditions to allow the flight deck crew to position the aircraft • Correctly interpret signals from the flight deck crew of the aircraft • Wear the correct personal protective equipment (PPE) when marshalling • Use correct marshalling equipment • Coordinate the actions of additional marshallers • Demonstrate an awareness of adjacent stand activity • Provide the flight deck crew with guidance to safely position aircraft • Demonstrate emergency signals. <p>Be able to maintain effective aviation communications when marshalling</p>
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	<ul style="list-style-type: none"> • Describe local airlines procedures and signals • Describe the personal protective equipment (PPE) required for marshalling • Describe aircraft turning characteristics • Describe how to activate organisational emergency procedures when marshalling aircraft. <p>Understand how to maintain effective aviation communications</p> <ul style="list-style-type: none"> • Explain the acceptable timescales for communications in line with organisational procedures • Explain available lines and methods of communication, including: <ul style="list-style-type: none"> • oral • written • electronic • carried out by self • carried out by others • Explain how to use communications equipment including: <ul style="list-style-type: none"> • telephone • electronic • radiotelephone • megaphone • Explain organisational procedures relating to use of communications equipment 	<ul style="list-style-type: none"> • Ensure all communications are responded to within the correct timescale • Make sure that communication equipment is used effectively • Deal with malfunctioning communication equipment in line with organisational procedures • Ensure the correct codes and phrases are used when communicating • Follow appropriate codes, procedures and guidelines when communicating • Maintain alternative communication routes in event of an equipment failure.
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	<ul style="list-style-type: none"> • Explain organisational procedures regarding malfunctioning equipment • Explain relevant aviation guidelines, procedures and standard phrases • Explain commonly used aviation codes relevant to own job role; and sources of information • Of less commonly used codes • Demonstrate the phonetic alphabet and explain why it is used • Explain organisational reporting procedures 	
<p>The safe manoeuvring of aircraft vehicles and personnel airside</p>	<p>The rules and regulations for aircraft, vehicles and personnel operating airside and how to ensure compliance with airport safety requirements Understand how to ensure vehicles and personnel operating airside comply with airport safety requirements</p> <ul style="list-style-type: none"> • Identify and explain organisational byelaws relevant to the movement and operation of aircraft, vehicles and personnel on the apron • Explain Operational Safety Instructions related to ensuring the safety of vehicles and personnel operating airside • Identify personal protective equipment (PPE) for personnel working on the apron 	<p>Ensure the rules and regulations for aircraft , vehicles and team members operating airside are adhered to in accordance with airport safety requirements, identify and report risks and ensure compliance in line with organisational procedures Be able to ensure vehicles and personnel operating airside comply with airport safety requirements</p> <ul style="list-style-type: none"> • Deal with an unsafe act or practice in line with organisational procedures • Monitor the operation of airside vehicles to ensure: <ul style="list-style-type: none"> • vehicles are in correct operational condition • compliance with local requirements • Monitor how safety equipment is worn/used to ensure compliance with local requirements

	<ul style="list-style-type: none"> • Explain the apron discipline and vehicle management procedures for managing vehicles • Explain aircraft marshalling procedures • Explain aircraft refuelling procedures • Explain organisational procedures for reporting unsafe activity on the apron • Explain organisational procedures for investigating and reporting accidents • Explain organisational adverse weather procedures for: <ul style="list-style-type: none"> • Low visibility • High winds • Snow • Ice 	<ul style="list-style-type: none"> • Monitor the behaviour of staff operating airside to ensure compliance with local requirements in line with organisational procedures • Monitor aircraft fuelling practices to make sure they meet safety requirements in line with organisational procedures • Complete relevant documentation relating to 1.2 ,1.3, 1.4 and 1.5 in line with organisational procedures • Demonstrate investigation procedures of an airside accident in line with organisational procedures and within personal authority • Distribute information related to the investigation to staff in line with organisational procedures.
Specialist function 3: Fire fighter		
Save and preserve endangered life	<p>Fire and rescue service responsibilities and procedures for search and rescue operations in an aviation environment</p> <p>Knowledge – Fire and rescue service responsibilities and procedures for search and rescue operations in an aviation environment. (RE: NOS SFJ FRS FF3, NOS SFJ CFF01, NOS SFJ CFF02, CAP 699 AFF1)</p> <p>Health and safety</p>	<p>Lead a search and rescue team for casualties involved in incidents, coordinate treatment and support casualties involved in incidents</p> <p>Skills – Lead a search and rescue team for casualties involved in incidents, coordinate treatment and support casualties involved in incidents. (RE: NOS SFJ FRS FF3, CAP 699 AFF1)</p> <p>Prepare to use breathing apparatus for operational incidents</p>

	<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"> • use the correct procedures to don and start up breathing apparatus set CCF01.1 • 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 leader 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 • apply cooling in compartments adjacent to a fire compartment • apply containment and extinguishing within the fire compartment • 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 • the breathing apparatus set • ancillary equipment • communications equipment • 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>Extricate casualties from situations of entrapment</p> <ul style="list-style-type: none"> • contribute to dynamic assessment of risk to crew and casualties CCF02.1 • contribute to the identification of an appropriate B and A plan CCF02.2 • inform and reassure the casualties about the extrication process CCF02.3
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	<ul style="list-style-type: none"> • compartment fires • structural fires • aircraft fires • hazards associated with the features, construction and technology of the vehicle/machinery during the extrication process CCF02.1 • principles of dynamic risk assessment CCF02.2 • how the characteristics of the scene affect the dynamic risk assessment, including vehicle flow, live rails and people at the scene CCF02.3 • relationship between the types of impact and the consequences on the casualties CCF02.4 • the principles of stabilising the scene and the reasons for doing so CCF02.5 • principles and methods of primary survey/ casualties assessment CCF02.6 • principles of initial casualty care CCF02.7 • the importance of establishing and maintaining communication with all persons involved CCF02.8 • hazards in the extrication process that may put the casualties/ crew at risk CCF02.9 • purpose, use and limitations of equipment used to extricate CCF02.10 • principles of the plan B and plan A strategy CCF02.11 	<ul style="list-style-type: none"> • stabilise the scene of the incident using approved methods CCF02.4 • assess condition of the casualties and provide necessary care CCF02.5 • maintain on-going communication with incident commander and on-scene medical personnel in relation to condition of casualties and progress of extrication CCF02.6 • protect the casualty from the effects of the extrication process CCF02.7 • manage hazards associated with the extrication to minimise the risk to the casualty and those involved in the extrication CCF02.8 • use appropriate techniques and equipment to access casualties CCF02.9 • use appropriate techniques and equipment to remove casualties to a place of safety CCF02.10 • preserve evidence to support the investigation of the incident where this does not conflict with the extrication of the casualties CCF02.11 • complete all necessary records in relation to the use and testing of extrication equipment CCF02.12 <p>Conduct a search for life</p>
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	<ul style="list-style-type: none"> • techniques for handling casualties taking into consideration their known or potential injuries CCF02.12 • roles and responsibilities of other partner agencies involved in the incident CCF02.13 • the importance of scene preservation CCF02.14 • 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"> • 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 • 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
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		<ul style="list-style-type: none"> • 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> <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>
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		<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 • 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 • 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
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<p>Resolve aviation fire and rescue incidents</p>	<p>The processes and procedures for resolving aviation fire and rescue operational and special service incidents</p> <p>Knowledge – 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 FF4.6 <p>Personal and Interpersonal</p>	<p>Lead the control and extinguishing of aviation fires and resolve special service incidents, providing support for people involved in an operational incident.</p> <p>Skills – Lead the control and extinguishing of aviation fires and resolve special service incidents, providing support for people involved in an operational incident. (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 <ol 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
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	<ul style="list-style-type: none"> • methods and techniques for communicating with others during aviation fires and other operational incidents FF4.7 • 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 	<ul style="list-style-type: none"> • operate within appropriate risk control measures in line with your organisation's procedures FF4.5 • 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 <ol style="list-style-type: none"> i. encourages cooperation ii. supports common understanding iii. promotes a positive image of your organisation
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	<ul style="list-style-type: none"> • different fire types and fire classes FF4.17 • the importance of identifying and preserving evidence at aviation and other fire and rescue incidents FF4.23 • different types of evidence relevant to aviation and other fire and rescue incidents FF4.24 • how to preserve evidence at operational incidents FF4.25 • how to gain access, effect entry and maintain exit routes at aviation and other fire and rescue incidents FF4.26 • the importance of limiting damage to aircraft, property and the environment when resolving fire and rescue incidents FF4.27 	<ul style="list-style-type: none"> • preserve evidence to meet the needs of investigations in line with your organisation's procedures FF4.12 • 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>Take responsibility for effective performance in fire and rescue</p>	<p>How to make a positive contribution to the fire and rescue operation in your organisation including physical fitness requirements, health and safety of the working environment both at base and when attending incidents, maintaining effective working relationships with colleagues during routine tasks and during incidents and continuing to develop your skills and knowledge of fire and rescue operations</p> <p>Knowledge – How to make a positive contribution to the work of your organisation including health and safety, maintaining effective working relationships with your colleagues and continuing to develop your skills and knowledge. (RE: NOS SFJ FRS FF2)</p>	<p>Take responsibility for development of knowledge skills, physical fitness and behaviours relevant to own performance in a fire and rescue organisation, including working with others during routine tasks and when responding to</p> <p>Skills – Take responsibility for your own performance, including working with others and developing your own skills and knowledge. (RE: NOS SFJ FRS FF2)</p> <p>Take responsibility for your personal performance</p> <ul style="list-style-type: none"> • maintain your health and fitness levels as required for your role and duties FF2.1

	<p>Health and Safety</p> <ul style="list-style-type: none"> • safe working practices of your organisation FF2.1 • hazards and risks of the workplace affecting people and the environment FF2.2 • how to use risk assessment information to make decisions FF2.3 • how to apply decisions based on the assessment of risk FF2.4 • your organisation's control measures to mitigate risk FF2.5 <p>Organisational</p> <ul style="list-style-type: none"> • your contractual obligations, rights of employment, duties, role and limits of authority FF2.6 • external legislation, regulations and requirements that impact on your work FF2.7 • your organisation's occupational health policy and its application in the workplace FF2.8 • your organisation's systems and tools and their uses FF2.9 • your organisation's requirements for record keeping, data protection and confidentiality FF2.10 • your organisation's objectives, systems of work, codes of conduct and working practices FF2.11 	<ul style="list-style-type: none"> • report anything that affects your ability to meet your conditions of employment and personal work performance to relevant others FF2.2 • keep accurate records in line with your organisation's requirements FF2.3 • monitor your work environment for hazards which may affect the health and safety of yourself or others FF2.4 • take action to minimise the risks caused by hazards in line with your organisation's procedures FF2.5 • return resources after use and make sure they are secured and stored in line with your organisation's procedures FF2.6 • make sure you are available for operational duties as required by your organisation FF2.7 <p>Work with others</p> <ul style="list-style-type: none"> • contribute to debriefs in line with your organisation's procedures FF2.8 • take action to resolve conflict with others in line with your organisation's requirements FF2.9 • work with others in ways that: FF2.10 <ol style="list-style-type: none"> i. support common understanding ii. encourage cooperation iii. promote a positive image of your service
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	<ul style="list-style-type: none"> • anti-discrimination and equal opportunities policies and procedures FF2.12 • your organisation's procedures for performance review and development FF2.13 <p>Personal and Interpersonal</p> <ul style="list-style-type: none"> • methods and techniques for communicating with others FF2.14 • the importance of treating others with respect and consideration, taking account of, and accepting, diversity FF2.15 • lines and methods of communication and reporting in the workplace FF2.16 • roles, responsibilities and limits of authority of self, others and other agencies in the workplace FF2.17 • expected standards of performance for your role, including your fitness and health levels FF2.18 • how to maintain your performance, including your fitness, health and wellbeing FF2.19 • how to make positive contributions to effective teamwork FF2.20 • how to plan and prioritise work in response to work demands FF2.21 • how to promote organisational policies on equality and fairness FF2.22 	<ul style="list-style-type: none"> iv. recognise the diversity of people you work with • maintain privacy and confidentiality when working with others in line with your organisation's requirements FF2.11 <p>Develop your skills and knowledge</p> <ul style="list-style-type: none"> • contribute productively in your own performance reviews FF2.12 • assess your skills and knowledge, including how you work with others FF2.13 • identify development needs in relation to your job role using your organisation's processes FF2.14 • contribute to developing a personal development plan to meet your identified development needs using your organisation's processes FF2.15 • identify development objectives with appropriate timescales for achievement in line with your organisation's guidance on objective setting FF2.16 • take part in development activities which are consistent with your development plan FF2.17 • obtain feedback from relevant people to review and inform your performance FF2.18 <p>update your personal development plan at appropriate intervals in line with your organisation's procedures FF2.19</p>
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	<ul style="list-style-type: none"> • situations, behaviour and interactions between people that may cause conflict and the disruption it causes FF2.23 • methods and techniques for minimising conflict and disruption FF2.24 • the importance of challenging unacceptable behaviour FF2.25 • how to set personal development objectives FF2.26 • how to assess own performance against agreed standards FF2.27 • how to identify your development needs and take action to address them FF2.28 	
<p>Test, maintain and operate specialist aviation firefighting equipment</p>	<p>Test frequencies and how to plan, select and check specialist firefighting equipment, understanding how to use it in accordance with organisational policy and how to record, report and rectify faults relating to the equipment</p> <p>Knowledge – Test frequencies and how to plan, select and check specialist firefighting equipment, understanding how to use it in accordance with organisational policy and how to record, report and rectify faults relating to the equipment. (RE: CAP 699 AFF3, SFJ CFF03, SFJ FRS FF6)</p> <p>Health and safety</p>	<p>Plan, select and check specialist firefighting equipment in accordance with appropriate test frequencies. Use specialist firefighting equipment in accordance with organisational policy, record, report and rectify faults of relevant specialist firefighting equipment</p> <p>Skills – Plan, select and check specialist firefighting equipment in accordance with appropriate test frequencies. Use specialist firefighting equipment in accordance with organisational policy, record, report and rectify faults of relevant specialist firefighting equipment. (RE: CAP 699 AFF3, SFJ CCF03, SFJ FRS FF6)</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 • the importance of treating others with respect and consideration, taking account of, and accepting, diversity FF6.13 	<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 • records are in the agreed format, accurate, complete, legible and accessible to authorised users FF6.16, AFF3.1.8
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	<ul style="list-style-type: none"> • 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 • procedures relating to working near open water supplies CFF03.3 • knots associated with open water set up CFF03.4 	<ul style="list-style-type: none"> • 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 • 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
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	<ul style="list-style-type: none"> • 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 <p>the command structure you are working in CFF03.10</p>	<ul style="list-style-type: none"> • 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
<p>Protect environment from hazardous materials</p>	<p>The effects that firefighting media may have on the environment, and own and the organisation’s responsibilities to follow procedures for protecting the environment from the effects of hazardous materials during fire and rescue incidents</p> <p>Knowledge – The effects that firefighting media may have on the environment, and own and the organisation’s responsibilities to follow procedures for protecting the environment from the effects of hazardous materials during fire and rescue incidents. (RE: NOS SFJ FRS FF5, CAP 699 AFF8)</p>	<p>Minimise damage to the environment from hazardous materials and decontaminate people and property.</p> <p>Support people involved in an operational incident</p> <p>Skills – Minimise damage to the environment from hazardous materials and decontaminate people and property. Support people involved in an operational incident. (RE: NOS SFJ FRS FF5, CAP 699 AFF8)</p> <p>Minimise damage to the environment from hazardous materials</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>Personal and Interpersonal</p> <ul style="list-style-type: none"> • methods and techniques for communicating with others FF5.9 	<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 reports on hazardous materials to relevant others in line with your organisation's procedures, including: FF5.6 <ol style="list-style-type: none"> i. the type ii. location iii. quantity iv. physical properties • 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>
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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 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 • the importance of identifying and preserving evidence at hazardous materials incidents FF5.19 • how to preserve evidence at hazardous materials incidents FF5.20 	<ul style="list-style-type: none"> • lead the set up of 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 • 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
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	<ul style="list-style-type: none"> 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"> 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 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 flight Operations	The role of a specialist in supporting flight operations and operating conditions. How to devise and	Support and monitor team members to collect, collate and supply information and complete other duties during flight operations. Devise and implement

	<p>implement relevant procedures in the event of an aviation incident / emergency</p> <p>Devise and implement contingency plans to maintain flight operations (PPLAOG28)</p> <ul style="list-style-type: none"> • K24 flight irregularities may relate to: flight schedules, routes, flight destinations, aircraft availability, equipment carried, crew rostering, weather conditions, station activities or status and airspace restrictions • K25 contingency plans need to be appropriate to the needs of all relevant parties, regulatory requirements, safety requirements, cost control requirements, the need to maintain customer service and the need for punctuality • K26 relevant parties may be colleagues, internal departments, flight crew, external agencies or customers • K27 your organisation's structure and reporting procedures <p>Provide direction for own area of responsibility (No NOS referenced)</p> <ul style="list-style-type: none"> • Outline direction for own area • Implement directives with colleagues that align with those of your organisation <p>Requirements to communicate airfield related information (No NOS referenced)</p> <ul style="list-style-type: none"> • Describe the information requirements of flight crew 	<p>relevant procedures for use in the event of an aviation incident/emergency</p> <p>Implement contingency plans to maintain flight control operations (PPLAOG28)</p> <ul style="list-style-type: none"> • P6 use all available information sources which could be either external or internal and contingency plans in case of flight irregularities • P7 get appropriate approval for contingency plans • P8 implement contingency plans according to your own level of responsibility • P9 review and revise contingency plans in response to changing circumstances • P10 record contingency plans in line with your organisation's requirements • P11 tell all relevant parties about new and revised contingency plans in line with your organisation's procedures <p>Provide direction for own area of responsibility (No NOS referenced)</p> <ul style="list-style-type: none"> • Outline direction for own area • Implement directives with colleagues that align with those of your organisation <p>Requirements to communicate airfield related information (No NOS referenced)</p>
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	<ul style="list-style-type: none"> • Describe the information requirements of ground crew • Explain how this information is communicated between relevant parties 	<ul style="list-style-type: none"> • Identify the information required by flight crew to maintain operations • Identify the information required by ground crew to maintain operations • Communicate relevant operational information between parties
<p>Monitor the weather in an aviation environment</p>	<p>The procedure to obtain weather forecasts their key features, what the data means for flight operations and how the information must be used Obtain information about current and forecast weather (PPLAOG35)</p> <ul style="list-style-type: none"> • K1 meteorological reports, for example, OPMET, METAR, SIGMET, SPECI, TAF (terminal aerodrome forecast) • K2 pilot reports • K3 Metform 2309 - routine reports and special reports • K4 the difference between forecasts and reports • K5 how to record weather reports • K6 acknowledgement methodology • K7 information relates to surface wind direction and speed, visibility, significant cloud amount, height of cloud base, barometric pressure setting and runway surface conditions • K8 information sources such as OPMET, METAR, SIGMET, AIRMET, TAR (terminal aerodrome forecast), 	<p>Obtain, interpret and act on weather forecasts in line with organisational procedures , taking appropriate action to ensure the optimal performance of flight operations based on the report Obtain information about current and forecast weather (PPLAOG35)</p> <ul style="list-style-type: none"> • P1 collate all incoming information relating to current and forecast weather using all available information sources • P2 seek clarification from designated forecast unit as appropriate • P3 acknowledge you have received information in line with your organisation's procedures • P4 evaluate pilot and agency reports about weather conditions to ascertain changes • P5 observe weather conditions in immediate vicinity during course of watch • P6 record information about current and forecast weather in line with your organisation's procedures

	<p>pilot and agency reports, written, phone, electronic displays, fax and e-mail</p> <p>Respond to weather reports (PPLAOG35)</p> <ul style="list-style-type: none"> • K9 how to recognise significant changes in weather • K10 meteorological information includes surface wind direction and speed, visibility, significant cloud amount, height of cloud base, barometric pressure setting and runway surface conditions • K11 formats for transmitting routine and unusual meteorological information • K12 how to pass on meteorological information to aircraft, ATC and ATSU • K13 weather changes to be identified include thunderstorms, fog, wind shear, gales, squalls, cloud, snow, frost, freezing precipitation and ice • K14 possible communication methods and equipment 	<p>Respond to weather reports (PPLAOG35)</p> <ul style="list-style-type: none"> • P7 share routine meteorological information with others and record what information you provided and to whom • P8 ask the people you provide with the information to acknowledge they have received it • P9 identify significant changes in current and forecast weather • P10 take appropriate actions in response to changes in current and forecast weather
<p>Reducing aviation hazards</p>	<p>Application of procedures for identifying, reporting and reducing aviation hazards, and the process for distributing pertinent information on aviation risks</p> <p>Recognise hazards and associated risks (Modified PPLCC19)</p> <ul style="list-style-type: none"> • K1 your organisation's rules – owners can introduce rules such as parking and speeding 	<p>Accurately apply the procedures for identifying, reporting and reducing aviation hazards and distribute pertinent aviation safety information to relevant stakeholders within the required timescale</p> <p>Recognise hazards and associated risks (Modified PPLCC19)</p> <ul style="list-style-type: none"> • P1 monitor and maintain your organisation's procedures covering health and safety and explain how it affects you

	<ul style="list-style-type: none"> • K2 how to maintain 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 and how to prevent them • 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 have a working knowledge 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 safely on the ramp area ensuring your own safety and that of others (Modified PPLCCI9)</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 	<ul style="list-style-type: none"> • P2 monitor and prevent the consequences of not operating safely in an airport environment • P3 identify and prevent the main causes of accidents in an airport • P4 understand the possible costs of not following airport and ramp safety • P5 report and monitor for trends, incidents in line with your organisation's procedures <p>Work safely on the ramp area ensuring your own safety and that of others (Modified PPLCCI9)</p> <ul style="list-style-type: none"> • P6 identify the hazards associated with the ramp and prevent them from occurring • P7 explain stand layout markings and the importance of each one • P8 explain how you can keep yourself and others (including passengers) safe and implement procedures where necessary • P9 explain and demonstrate how hazards can be prevented • P10 know what to do to deal with any hazards that occur
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	<ul style="list-style-type: none"> • 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 	
<p>Resolve multifaceted aviation issues</p>	<p>Identification of aviation issues and the different choices to resolve them, including how to implement the most appropriate solution, determining when the situation has been resolved satisfactorily, and what action to take if it has not</p> <p>Identify complex aviation problems (PPLAOG16)</p> <ul style="list-style-type: none"> • K1 How to identify, analyse and accurately describe the problem • K2 How to recognise when a problem exists • K3 How to use different methods to analyse the problem, including breaking it down into manageable sub-problems (simplifying), investigating its effects on other people (broadening its focus), looking at the problem from different viewpoints, checking if the problem changes from place-to-place or over time (reframing) and comparing it with similar problems • K4 How to describe each part of the problem and the factors that affect these <p>Identify and select the best solution to resolve complex aviation problems (PPLAOG16)</p>	<p>Identify aviation issues and select and implement the most suitable solution, reviewing the situation to ensure it has been resolved</p> <p>Identify complex aviation problems (PPLAOG16)</p> <ul style="list-style-type: none"> • P1 collect and interpret information from others about problems they have raised • P2 ask others appropriate questions to check you understand their problems • P3 share feedback with others to help identify and prevent possible problems • P4 identify any connected problems and the range of factors affecting them <p>Identify and select the best solution to resolve complex aviation problems (PPLAOG16)</p> <ul style="list-style-type: none"> • P5 identify a number of available methods for resolving complex aviation problems • P6 consult with others to identify and confirm the options available • P7 work out the main features, advantages, disadvantages and risks of each option

	<ul style="list-style-type: none"> • K5 how to agree with others (those affected by the problem, your line manager or specialist) how you will know the problem has been solved • K6 how to use a variety of methods, such as written, visual, numerical and physical techniques, your imagination and creative ideas from working with others, to come up with different ways of tackling the problem • K7 how to compare the main features, including the value (pay-off), and risks (likelihood and consequences of failure) of each approach and use this information to justify the method you decide to use • K8 how to plan your chosen way of solving the problem to include resources, methods, the sequence of steps to be taken and time line, including points for checking progress • K9 the necessary action to meet health and safety procedures and other regulations and ways to overcome difficulties <p>Implement the solution to complex aviation problems (PPLAOGI6)</p> <ul style="list-style-type: none"> • K10 how to get the approval for your plan from a person who has authority and expertise, such as your line manager or specialist 	<ul style="list-style-type: none"> • P8 choose the best overall option • P9 suggest other ways that problems may be resolved if you are not able to help <p>Implement the solution to complex aviation problems (PPLAOGI6)</p> <ul style="list-style-type: none"> • P10 discuss and agree the proposed option for solving the problem with others • P11 take action to put the agreed option into practice • P12 work with others to make sure that any commitments related to solving the problem are kept P13 keep others fully informed about what is happening to resolve the problem(s) <p>Check that the problem has been satisfactorily resolved and review your approach (PPLAOGI6)</p> <ul style="list-style-type: none"> • P14 check with others to make sure the problem has been resolved to their satisfaction • P15 give clear reasons to others when the problem has not been resolved to their satisfaction • P16 review your performance to as to how you handled resolving the problem • P17 identify ways of improving your approach to solving complicated aviation problems
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	<ul style="list-style-type: none"> • K11 how to put your plan into action, make judgements about when support and feedback would be helpful from others, such as those affected by the problem and specialists, and use this effectively to help tackle the problem • K12 how to review your plan regularly to check progress and to decide on any necessary revisions to your approach <p>Check that the problem has been satisfactorily resolved and review your approach (PPLAOG16)</p> <ul style="list-style-type: none"> • K13 how to check the problem has been solved, such as testing, measuring and observing • K14 how to apply methods systematically to check if the problem has been solved • K15 how to describe fully the results and draw conclusions on how successful you were • K16 how to review the strengths and weaknesses of each stage of your approach, including whether other approaches might have been more effective 	
<p>Specialist function 5: Passenger Operations</p>		

<p>Travel documentation</p>	<p>How to deal with issues relating to passports, visas and other statutory or organisational travel documentation required for travel, including procedures for and implications of making decisions on acceptance or refusal for travel NOS: PPLAOG23 Check in aviation passengers and baggage</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K1 customs and immigration information in relation to airline destinations and necessary documents • K2 your organisation's procedures for dealing with documentary discrepancies including invalid tickets, lost tickets, incorrect tickets, visa discrepancies and passport discrepancies and your responsibilities for making informed operational decisions • K3 your organisation's procedures for domestic and international flights • K4 documents, for example, tickets, visas, passports and boarding documents 	<p>Monitor passports, visas and other travel documentation in area of responsibility, dealing with issues as they arise by liaising with other organisations and agencies appropriate to the travel destination making recommendations for action and validation 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"> • P2 check passenger documents for validity and applicability before processing and giving advice to check-in agents • P3 deal with documentary discrepancies in line with your organisation's procedures, communicating and liaising with other external agencies in order to formulate an action plan • P4 process documents in line with your organisation's procedures
<p>Check in</p>	<p>Operational systems and procedures for check in and how to deal with check in issues, including the impact of decisions made and how to maintain operational standards of performance and customer satisfaction NOS: PPLAOG23 Check in aviation passengers and baggage</p> <p>You need to know and understand:</p>	<p>Work with check in team, senior management and other stakeholders as required to maintain operational standards and commercial performance, customer satisfaction and address check in issues, e.g. late check ins, overbooking, complaints, excess baggage and special requests and requirements</p>

	<ul style="list-style-type: none"> • K5 your organisation's security procedures and the necessary actions that must be taken in the event of a security breach • K6 special status passengers • K7 how to identify passengers who are unfit or incapable of air travel and the necessary actions that must be taken • K8 your organisation's procedures for dealing with passengers who are unfit or incapable of air travel and the necessary actions that must be taken • 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 • K11 your organisation's procedures for dealing with abusive or aggressive passengers and the necessary actions that must be taken • K12 your organisation's procedures in relation to dangerous goods and provide guidance to check in agents on request • K13 your organisation's standards for acceptable luggage • K14 excess baggage charges applying allowable discretion where appropriate 	<p>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 and ensure all check-in agents are offering the same level of service. • P5 monitor the check-in environment to ensure that all passengers receive the correct allocation of seats, services and facilities according to their requests, needs and status; including receiving and reacting to customer feedback and service recovery measures as appropriate. • P6 provide and arrange ticket and boarding information and/or services to passengers according to their needs • P7 make sure that the information being given to check-in agents and passengers is complete, accurate, relevant and meets your organisation's requirements • P8 communicate information to the check in agents relating to passengers in line with your organisation's procedures • P9 make appropriate decisions to deal with passengers who are unfit or incapable of air travel • P11 deal with any safety or security concerns about passengers with the appropriate authority
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	<ul style="list-style-type: none"> • 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 and the necessary actions that must be taken in the event of a security breach 	<p>Receive and process passenger baggage</p> <ul style="list-style-type: none"> • P12 ensure that check in agents are asking the correct security questions about baggage in line with your organisation's procedures • P13 ensure that check in agents are informing passengers about regulations relating to carrying dangerous goods in line with your organisation's procedures • P16 Monitor the collection of excess baggage charges in line with your organisation's procedures • P17 deal with security concerns relating to baggage to the appropriate authority
<p>Gate processes</p>	<p>Systems, procedures and monitoring requirements for boarding, departure and arrival of passengers. Know how to maintain equipment and address failures of equipment and processes to minimise disruption and delay</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 	<p>Liaise with the customer, airline and colleagues to ensure efficient boarding, departure and arrival procedures meeting service standards and aviation regulations. Proactively address issues that arise at the gate, making effective decisions to ensure a satisfactory outcome and on time departure</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 and ensure all gate agents are offering the same level of service.

	<ul style="list-style-type: none"> • 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 react to security concerns • K7 type of passengers: e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers • K8 which items of personal protective equipment need to be worn airside when carrying out escort duties and why; and to ensure use by staff, and to apply appropriate contingencies. • K11 Ensure the provision and maintenance of relevant equipment (for example, busses/bollards/cones/tape) to ensure passengers and staff are safe • K12 Ensuring staff are aware of dangers on the ramp and are following local procedures for escorting passengers across ramp areas • K15 monitoring of staff operating in hazardous areas e.g. aircraft engines, wings, sharp/protruding edges (e.g. pitot tube), rotor wings • K16 dealing with safety concerns about passengers 	<ul style="list-style-type: none"> • P2 identify and deal with unacceptable cabin baggage or equipment not in accordance with airline procedures, handling any excess charges or passenger dispute. • P3 deal with passengers with unacceptable baggage or equipment in line with your organisation's procedures, handling any excess charges or passenger dispute. • P4 oversee the process for 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 Ensure gate agents allow only passengers with appropriate boarding documents onto to the aircraft dealing with any discrepancies as they arise. • P6 Instruct gate agents to call passengers forward for the flight using the operator's/clients protocols and procedures • P7 [edited] deal with passengers incapable of air travel, e.g. incorrect documentation, intoxicated, medically unfit • P8 Ensure correct total on board (TOB) and give effective direction to deal with discrepancies. • P9 give effective direction to deal with missing passengers <p>Escort passengers to and from the aircraft</p> <ul style="list-style-type: none"> • P10 Ensure all staff are wearing appropriate personal protective equipment to escort passengers
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		<ul style="list-style-type: none"> • P11 Ensure passengers are directed to or from the aircraft to or from the appropriate safe entry point (e.g. aircraft, coaches, airport building) • P12 Ensure passengers are directed away from hazardous areas on the aircraft • P13 Ensure passengers are safely escorted across ramp areas according to local procedures • P15 Lead and advise on appropriate action to deal with safety or security concerns about passengers • Ensure that staff meeting arriving aircraft have the right information required by passengers to meet connecting services etc. • Coordinating the arrangements for special services to be ready for passengers on departure/transit/flight arrival
<p>Customer service and communication</p>	<p>How to deal with complex customer needs which may affect the aviation operation. How to communicate to customers in challenging situations in individual and group situations. Understand the procedures for service recovery</p> <p>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"> • KI Monitor and control your organisation's standards for appearance and behaviour and provide feedback 	<p>Monitor area of responsibility to ensure customer satisfaction and adherence to operational standards. Communicate effectively with passengers, crew and other parties in the event of disruption, keeping them informed of progress, actions and results. Address complex customer needs to ensure service standards and individual requirements are maintained</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"> • K2 your organisation’s guidelines for how to recognise what your customer wants and responding and acting 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 and intervene as appropriate • K5 your organisation’s standards for timeliness in responding to customer questions and requests for information and ensuring that they are met <p>CFACSB2 Deliver reliable customer service</p> <p>You need to know and understand:</p> <ul style="list-style-type: none"> • K2 your organisation’s procedures and systems for delivering customer service and how to resolve issues in a timely manner • K3 methods or systems for measuring an organisation’s effectiveness in delivering customer service and its analysis and presentation • K4 your organisation’s procedures and systems for checking service delivery and that it is correctly monitored and reported upon • K5 your organisation’s requirements for health and safety in your area of work and that it is correctly monitored and reported upon 	<p>Establish effective rapport with customers</p> <ul style="list-style-type: none"> • P1 meet your organisations standards of appearance and behaviour and monitoring their conformance • P4 identify and confirm your customers’ expectations and oversee the resolution of any issues • P6 keep your customer informed and reassured by ensuring agents are kept up to date with the latest information <p>Respond appropriately to customers</p> <ul style="list-style-type: none"> • P8 respond promptly to a customer seeking assistance where the customer has been referred • P9 select the most appropriate way of communicating with your customer in challenging situations and circumstances • P11 respond promptly and positively to your customers’ questions and comments ensuring agents are provided with the information and tools to carry out their role <p>Communicate information to customers</p> <ul style="list-style-type: none"> • P13 Ensure agents can quickly locate more detailed information that will help your customer • P15 simplify information that your customer might find complicated and check whether they fully understand
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