

Professional Standards: Airside Field Operator

MAPPING ASSESSMENT DOCUMENT

Professional standard REFERENCE	D	You must to be able to: (<i>DOING</i>)	K	You need to know and understand: (<i>KNOWLEDGE</i>)
1. Work within Aviation Regulations	D1.1	Interpret and use the aviation regulations	K 1.1	The international bodies, regulations, standards and recommended practices for aviation including; ICAO, EASA, Eurocontrol
			K 1.2	The UK laws that apply to airports
			K 1.3	The role of the regulatory bodies such as Civil Aviation Authority, Health and Safety Executive, DfT
			K 1.4	The Civil Aviation Publications that relate to airside operations
2. Work within aviation environmental regulations	D 2.1	Interpret and use environmental regulations relevant to aviation	K 2.1	The rules and regulations on aircraft noise, air quality, water quality and waste management
	D 2.2	Interpret and use the airport's environmental plan or procedures	K 2.2	The potential environmental impacts of an environmental incident
	D 2.3	Deal with environmental impacts	K 2.3	How to identify, report and deal with a spillage of polluting substances
			K 2.4	The drainage infrastructure of the airport
			K 2.5	The consequences of breaching environmental legislation
			K 2.6	How to dispose of waste correctly
			K 2.7	Who the environmental regulators are and their role during an incident
			K 2.8	The airport's local noise abatement procedures
3. Operate with aircraft	D 3.1	Identify aircraft types	K 3.1	How to identify different types of aircraft and their operational requirements and characteristics
	D 3.2	Monitor the use of stand facilities as required	K 3.2	Features of aircraft
	D 3.3	Monitor the turnaround procedure	K 3.3	The basic principles of flight
	D 3.4	Be aware of aircraft characteristics and their performance	K 3.4	That there are rules and regulations regarding operating with aircraft
	D 3.5	Ensure aircraft can operate safely	K 3.5	How to monitor the use of stand facilities
			K 3.6	Movement of aircraft
			K 3.7	The types of fuel used by aircraft and the dangers posed by this
			K 3.8	How to identify a non-standard aircraft situation and the potential consequences
			K 3.9	The turn-round procedure

		K 3.10	Principles of aircraft recovery
		K 3.11	Principles of Air Traffic Control
4. Work on an Aerodrome Runway	D 4.1	Work safely on the runway in all conditions	K 4.1 The rules and regulations regarding working safely on the runway
	D 4.2	Maintain records required by your organisation when working on the runway	K 4.2 The benefits of working safely on the runway
	D 4.3	Deal with the removal of a disabled aircraft	K 4.3 How to work safely on the runway, including:
	D 4.4	Escort third parties onto the runway as applicable in line with local procedures	K 4.4 * in low visibility conditions
	D 4.5	Handover the runway on re-opening	K 4.5 * during night operations
	D 4.6	Inspect the runway:	K 4.6 The documents that must be completed when working on the runway
	D 4.7	* surface	K 4.7 How to drive safely on the runway including any national rules and regulations that apply
	D 4.8	* lights	K 4.8 How to operate on the runway in adverse weather conditions
	D 4.9	* signage	K 4.9 How to deal with spillages on the runway
	D 4.10	* markings	K 4.10 How to remove a disabled aircraft from the runway
	D 4.11	* wildlife management	K 4.11 How to communicate with Air Traffic Control on the runway
	D 4.12	* safeguarded surfaces	K 4.12 How to apply the airport snow plan in relation to the runway
	D 4.13	* NAVaids and critical areas	K 4.13 How to communicate correctly using radio telephony equipment
	D 4.14	Inspect and report the runway condition:	K 4.14 How to hand over the runway to ATC
	D 4.15	* following an emergency situation	K 4.15 How to inspect the runway
	D 4.16	* in adverse weather conditions including snow	K 4.16 What to inspect following an emergency situation
	D 4.17	Report and monitor inspection findings	K 4.17 Emergency situations that could occur on the runway
	D 4.18	Ensure critical runway surfaces are protected	K 4.18 How to inspect the runway in adverse weather conditions
		K 4.19	How to recognise monitor and report deterioration of the runway
		K 4.20	How to recognise issues with runway friction
		K 4.21	How to inspect the safeguarded surfaces
		K 4.22	How to categorise surface state
5.	D 5.1	Maintain safe operations for all airport users in adverse weather conditions	K 5.1 The effects of severe weather on the aerodrome and aircraft operating on it and precautions to take
	D 5.2	Report areas that are unsafe due to adverse weather	K 5.2 Awareness of contingency plans

Work in adverse weather at an aerodrome	D 5.3	Implement and monitor adverse weather plans	K 5.3	You need to know and understand the process of aircraft de-icing
	D 5.4	Contribute to contingency plans	K 5.4	How to assess and disseminate runway surface conditions
	D 5.5	Take action based on the information on adverse weather	K 5.5	The impact on third parties of decisions made in adverse weather
			K 5.6	How to assess and treat winter conditions on the aerodrome
			K.5.7	How to report areas that are unsafe due to adverse weather
			K 5.8	Basic meteorology and weather forecasting

6. Contribute to the maintenance of health, safety and security when working airside	Part 1: Recognise and reduce hazards			
	D 6.1	Identify your organisation's procedures covering Health and Safety and explain how it affects you	K 6.1	The possible health and safety, financial and reputational costs of not following airport and ramp safety
	D 6.2	Monitor the airfield environment for actual and possible airside hazards	K 6.2	How to identify hazards in the workplace
	D 6.3	Identify the consequences of not operating safely in an airport environment	K 6.3	Your organisation's rules according to the aerodrome manual
	D 6.4	Identify the main causes of accidents in an airport	K 6.4	The benefits of working safely: including to yourself other people (passengers and colleagues) equipment the airport other companies and other people
	D 6.5	Take appropriate action when actual or possible hazards are identified		
	D 6.6	Report incidents, accidents and near misses in line with your organisation's and regulatory procedures	K 6.5	Common causes of accidents and the main things that can go wrong eg slips, trips, being run over
	D 6.7	Complete all documents relating to airfield hazards	K 6.6	Hazardous materials and dangerous goods and procedures for using them and dealing with incidents involving them
	D 6.8	Carry out initial airside safety briefings to appropriate staff in line with your organisation's requirements	K 6.7	Procedures for reporting incidents for example injuries aircraft damage and spillages
	D 6.9	Assist in ensuring that all people working airside are told about amendments to safety procedures relating to airside hazards	K 6.8	The importance of staying alert and following safety rules
	D 6.10	Pass suggestions relating to improvements in airside safety to appropriate people in accordance with safety management system requirements	K 6.9	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
	D 6.11	Recognise and take advantage of opportunities to share information and advice about airside hazards	K 6.10	The effects of severe weather (wind, snow, heat, sun and ice) and precautions to take
	D 6.12	Report safety hazards in accordance with national or local procedures	K 6.11	Hazards arising from poor weather conditions and low visibility
	D 6.13	Report your training needs to an appropriate authority	K 6.12	Organisational and regulatory requirements relating to airfield safeguarding
		K 6.13	Possible threats to aircraft	
		K 6.14	Relevant legislation and HSE guidance.	

<p>6. cont...</p> <p>Contribute to the maintenance of health, safety and security when working airside</p>		K 6.15	The standard of lighting which should be provided on aprons
		K 6.16	Department for Transport Security programmes
		K 6.17	The separation of people and aircraft
		K 6.18	Apron management
		K 6.19	How to identify and assist in reducing the risk of manual handling injuries during baggage handling using appropriate handling equipment e.g. belt conveyors
		K 6.20	How to reduce the risks from inappropriate manual handling
		K 6.21	How to reduce risks from reversing vehicles
		K 6.22	How to reduce of risks arising from using aircraft access equipment and uncovered aircraft access points
		K 6.23	Hazards arising from aircraft engines, propellers, rotors and downdraft (as applicable)
		K 6.24	How to reduce risks from moving aircraft and live aircraft engines including FOD hazards
		K 6.25	You must know and understand how to protect employees from noise exposure, including hearing protection and reducing noise reduction
		K 6.26	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
		K 6.27	Relevant procedures for using air bridges and ways in which risks associated with air bridges can be reduced (if applicable)
		K 6.28	Safety practices for parking aircraft
		K 6.29	How to manoeuvre aircraft safely on the apron
	K 6.30	How to disseminate information about airside hazards to airport staff, airport operators staff, contractors and contractors staff	
Part 2: Work safely ensuring your own safety and that of others			
D 6.14	Identify the hazards associated with the ramp	K 6.31	Where the ramp area is: the surface area from the building to the rear of the aircraft stands including the apron
D 6.15	Explain stand layout markings and the importance of each one	K 6.32	Dangers from aircraft: eg jet blast, ingestion, being hit, excessive noise, propellers, rotors, downdraft
D 6.16	Explain how you can keep yourself and others (including passengers) safe	K 6.33	You must know and understand approaching aircraft: eg check that it is chocked; check that anti-collision lights are off; are rotors stationary

<p>6. cont...</p> <p>Contribute to the maintenance of health, safety and security when working airside</p>	D 6.17	Explain how hazards can be prevented	K 6.34	Dangers from vehicles other than aircraft: you may not hear vehicles approaching (e.g. if you are wearing ear defenders or electric vehicles which operate quietly)	
	D 6.18	Identify what to do to deal with any hazards that occur	K 6.35	Airport surface markings eg service roads, equipment parking areas, no parking areas, interstand clearways, demarcation between aircraft parking stands, live taxiways, helicopter landing hotspots, areas where people are allowed and are not allowed to walk including pedestrian walkways	
	D 6.19	Use appropriate protective equipment to carry out duties when necessary	K 6.36	Operating areas for aircraft, vehicles and pedestrians	
	D 6.20	Take appropriate action in the event of unsafe working practices and hazards	K 6.37	Personal Protective equipment and when to wear it including: ear protection, high visibility clothing, other personal protective equipment	
	D 6.21	Operate equipment safely at all times in line with your organisation's procedures	K 6.38	Dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times	
	D 6.23	Take appropriate remedial action if work equipment is unsafe to use	K 6.39	Dangers from birds and other wild animals and the importance of making sure that that the area does not attract them	
			K 6.40	Emergency areas such as fire assembly points and areas for emergency response vehicles	
			K 6.41	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	
			K 6.42	Your organisation's health and safety standards	
			K 6.43	Personal responsibility under health and safety law	
			K 6.44	Safe working practices	
			K 6.45	Incidents and accidents can relate to staff, equipment and customers	
			K 6.46	Appropriate action to put things right after an incident, for example, removing an item and/or using warning signs	
			K 6.47	Where the first-aid equipment is	
	Part 3: Follow emergency procedures				
	D 6.24	Raise emergency alarm under appropriate circumstances in line with your organisation's procedures and your personal authority	K 6.48	Where emergency cut-off switches, phone and alarms are and how to use them	
	D 6.25	Respond to an emergency alarm under appropriate circumstances in line with your organisation's procedures and your personal authority	K 6.49	Your responsibility in relation to emergencies	
D 6.26	Locate and use emergency equipment in accordance with your organisation's procedures	K 6.50	Your organisation's procedures for raising or responding to alarms		
D 6.27	Carry out personal emergency responsibilities in line with your organisation's procedures	K 6.51	Procedures for reporting and recording emergencies		

<p>6. cont...</p> <p>Contribute to the maintenance of health, safety and security when working airside</p>	D 6.25	Take action to reduce risks from airside hazards throughout an emergency	K 6.52	What to do in a fire, medical or refuelling emergency as applicable	
			K 6.53	How to operate airside emergency equipment	
	Part 4: Contribute to airside security				
	D 6.26	Secure items and areas in line with your responsibilities	K 6.54	Signs of suspicious behaviour	
	D 6.27	Follow your organisation's procedures for personal identification at all times	K 6.55	The limits of your authority	
	D 6.28	Report suspicious incidents or behaviour to an appropriate authority	K 6.56	Specified, banned, illegal and dangerous items	
	D 6.29	Take appropriate remedial action when irregularities in security are identified	K 6.57	Threat or risk awareness	
	D 6.30	Report discrepancies in the security of actual or potential access points	K 6.58	Relevant documents	
	D 6.31	Make sure that all the action you take in response to an actual or suspected security threat is within the limits of your own responsibility	K 6.59	Relevant authorities	
			K 6.60	Your responsibility in relation to security	
			K 6.61	Your organisation's procedures for restricting access	
	Part 5: Ensure vehicles and personnel operating airside comply with airport safety requirements				
	D6.32	Deal with an unsafe act or practice, intercede, explain the observed failure and document the event in line with your organisation's procedures	K 6.62	Appropriate Airport Byelaws	
	D 6.33	Monitor the operational condition of airside vehicles and complete relevant documentation in line with your organisation's procedures	K 6.63	CAP393 Section 2 – relevant sub-sections of Rules of the Air	
	D 6.34	Monitor the operation of airside vehicles to ensure compliance with airport requirements and complete relevant documentation in line with your organisation's procedures	K 6.64	CAP637 Visual Aids Handbook Chapter 6	
	D 6.35	Monitor how safety equipment is worn/used to ensure compliance with airport requirements and complete relevant documentation in line with your organisation's procedures	K 6.65	Appropriate Operational Safety Instructions	
	D 6.36	Monitor the behaviour of staff operating airside to ensure compliance with airport requirements and complete relevant documentation in line with your organisation's procedures	K 6.66	Appropriate Personal Protective Equipment for personnel working on the ramp	
	D 6.37	Monitor aircraft fuelling practices to make sure they meet airport safety requirements and complete relevant documentation in line with your organisation's procedures	K 6.67	Apron discipline and vehicle management procedures for managing vehicles	
	D 6.38	Investigate an airside accident, record the outcome on appropriate documents and distribute information to appropriate staff in line with your organisation's procedures	K 6.68	Aircraft escort, marshalling and refuelling procedures	

**7.
Operate a
vehicle airside**

Part 1: Prepare a vehicle for airside use			
D 7.1	Make sure that personal driving authorisation is appropriate to the vehicle	K 7.1	Organisational and regulatory standards for the operational condition of the vehicle
D 7.2	Inspect the vehicle before it is used to establish operational condition	K 7.2	Types of faults that affect operational condition
D 7.3	Take appropriate remedial action in response to any vehicle faults	K 7.3	Airside passes
D 7.4	Confirm that the vehicle is lit and marked according to airside requirements	K 7.4	Types of authorisation and licences needed to drive various vehicles
D 7.5	Complete documents relating to using the vehicle in line with to your organisation's procedures	K 7.5	Your organisation's procedures for reporting and recording vehicle faults
		K 7.6	Routine procedures for vehicle maintenance
Part 2: Safely manoeuvre a vehicle airside			
D 7.6	Manoeuvre the vehicle in a controlled manner in all conditions	K 7.7	Your organisation's procedures as they apply to airside traffic
D 7.7	Park the vehicle safely in appropriate areas in line with your organisation's procedures	K 7.8	Airside safety instructions
D 7.8	Follow airside road signs, markings and traffic lights at all times	K 7.9	Airside areas (roads, manoeuvring areas, stands) in relation to licence categories
D 7.9	Show courtesy to other vehicles on the airfield	K 7.10	Airside road signs, markings and traffic lights
D 7.10	Give priority to moving aircraft at all times	K 7.11	Aircraft crossing points
D 7.11	Maintain a safe distance between the vehicle and aircraft at all time	K 7.12	Airport and stand layout
D7.12	Make sure that all doors and shutters (where relevant) are closed when you are driving the vehicle	K 7.13	Speed limits
D7.13	Reverse the vehicle according to aviation and organisational procedures	K 7.14	Airside parking regulations
D7.14	Be constantly vigilant when driving	K 7.15	Types of aircraft servicing operations and their related vehicles, procedures and hazards
D 7.15	Secure vehicle loads in line with your organisation's procedures	K7.16	Characteristics of the vehicle you are operating including height, length, width and handling
D 7.16	Take the most direct route between places on the airfield whenever possible	K 7.17	Vehicle reversing signals
D 7.17	Avoid obstructing other airside workers or operations whenever possible	K7.18	Regulations concerning reversing
D 7.18	Keep access free for emergency services at all times	K 7.19	Low visibility notification and operating procedures
		K 7.20	The effect that poor weather conditions including low visibility, snow and ice, high winds, rain/surface water, lightning and heat have on driving airside.
		K 7.21	How to recognise whether aircraft are moving or about to move if possible

		K 7.22	How to use seatbelts on the airfield
8. Contribute to wildlife control	Part 1: Maintain an environment which is unattractive to birds and other wildlife		
	D 8.1	Assess the areas where birdstrike could be a danger to aircraft, using all available information sources	K 8.1 Relevant areas for example, the aerodrome, safeguarding zone, movement area and buildings
	D 8.2	Take necessary action to make relevant areas unfavourable to bird populations and other wildlife	K 8.2 Why dangers caused by birds and wildlife are assessed and reassessed in relation to how often they occur; behaviour patterns; the nature and vulnerability the of aircraft involved; the nature of the aerodrome; relevant bird migration and roosting patterns; problem bird and wildlife species
	D 8.3	Give all parties involved information about bird and wildlife hazards that may be a danger to aircraft	K 8.3 What actions to take to move birds away from certain areas, including long grass technique, removing edible rubbish, appropriate sitings of burrow bits, appropriate sitings of oil trap dams and appropriate sitings of vegetation
			K 8.4 Birds most associated with coastal and inland aerodromes
			K 8.5 Birds most associated with grass and tarmac aerodromes
			K 8.6 Types of wildlife control
			K 8.7 What attracts wildlife to aerodromes
			K 8.8 Systems and procedures for reporting any hazards associated with birds and wildlife
			K 8.9 Report to relevant people involved including air traffic control, aircrews and external agencies
	Part 2: Disperse birds and other wildlife in the vicinity of the airfield		
	D 8.4	Select appropriate action to disperse birds according to local circumstances and aerodrome characteristics	K 8.10 Characteristics of aerodrome, including coastal aerodromes, inland aerodromes, grass aerodromes or tarmac aerodromes
	D 8.5	Vary the action you take to disperse birds and wildlife according to local circumstances and aerodrome characteristics	K 8.11 Bird/ wildlife response could be lively and immediate dispersal; temporary and unsettled dispersal; leaving aerodrome; removal to alternative area of aerodrome; following favoured routes of departure
	D 8.6	Disperse birds and wildlife at appropriate times with regard to period of day and night	K 8.12 Health and safety aspects relating to all equipment and methods used
	D 8.7	Record how birds and wildlife respond to your action (to influence future action)	K 8.13 Local bye-laws affecting the way you operate birdscaring equipment
	D 8.8	Use equipment to disperse birds and wildlife in line with the operating procedures	K 8.14 How to use the following bird distress calls visual scares, dispersing pyrotechnics, an automatic gas cannon, shooting, use of falcons and model predators
			K 8.15 Static and mobile methods for dispersing birds and wildlife
			K 8.16 Who the relevant people are, for example, air traffic control, air crews and external agencies
		K 8.17 Your organisation's recording and reporting procedures	

			K 8.18	Firearm and safety procedures/ firearms licence
			K 8.19	How to control wildlife
9. Maintain airfield serviceability and direct and control airfield maintenance	D 9.1	Inspect airfield surfaces, systems and conditions according to your organisation's procedures	K 9.1	Airfield surfaces, for example runways, taxiways, apron and roadways
	D 9.2	Take appropriate action when defects are identified in airfield surfaces, systems and conditions	K 9.2	Types of basic airfield pavement construction
	D 9.3	Take appropriate action when defects are identified in airfield surfaces, systems and conditions	K 9.3	Airfield systems for example lighting systems, measuring systems, marking systems and landing systems
	D 9.3	Carry out appropriate testing of airfield surfaces and systems according to your organisation's procedures	K 9.4	Airfield conditions including weather; surface water; ice, presence of birds and other wildlife, presence of foreign objects
	D 9.4	Carry out appropriate testing of runway surface to produce a surface report	K 9.5	Appropriate testing includes testing of runway visual range, friction and noise
	D 9.5	Give all relevant parties information about airfield surfaces, systems and conditions	K 9.6	Airfield lighting including beacons, runway lights, approach lights, taxiway lights and approach path indicators
	D 9.6	Use appropriate information sources to establish airfield maintenance needs	K 9.7	Your organisation's recording and reporting procedures in relation to airfield serviceability
	D 9.7	Initiate airfield maintenance operations in response to needs	K 9.8	Your organisation's procedures for measuring and testing airfield serviceability and standards
	D 9.8	Make sure that airfield maintenance operations are carried out safely and efficiently and according to your organisation's procedures	K 9.9	Your organisation's procedures for marking unserviceable areas of the airfield
	D 9.9	Take appropriate action in response to any deficiencies in airfield maintenance operations	K 9.10	Available emergency equipment and procedures for ensuring serviceability including fire categories
	D 9.10	Give all relevant parties information about airfield maintenance operations according to your organisation's procedures	K 9.11	Your organisation's procedures for altering or declaring the operational status of the airfield
D 9.11	Complete and process all relevant documents accurately and according to your organisation's procedures	K 9.12	Your organisation's procedures for clearing airfield surfaces including winter operations	
10. Monitor the weather	D 10.1	Collate all incoming information relating to current and forecast weather using all available information sources	K 10.1	Meteorological reports, for example, OPMET, METAR, SIGMET, SPECI, TAF (terminal aerodrome forecast), coded, uncoded, pilot and agency reports, written, phone, electronic displays, teleprinter, fax and e-mail
	D 10.2	Seek clarification from designated forecast unit as appropriate	K 10.2	Pilot reports
	D 10.3	Acknowledge you have received information in line with your organisation's procedures	K 10.3	Routine reports and special reports
	D 10.4	Evaluate pilot and agency reports about weather conditions to ascertain changes	K 10.4	The difference between forecasts and reports
	D 10.5	Observe weather conditions in immediate vicinity during course of watch	K 10.5	How to record weather reports and actual weather experienced

	D 10.6	Record information about current and forecast weather in line with your organisation's procedures	K 10.6	Information relating to surface wind direction and speed, visibility, significant cloud amount, height of cloud base, barometric pressure setting, marked temperature inversion and runway surface conditions
	D 10.7	Share routine meteorological information with others and record what information you provided and to whom	K 10.7	How to recognise significant changes in weather
	D 10.8	Ask the people you provide with the information to acknowledge they have received it	K 10.8	Meteorological information including surface wind direction and speed, visibility, significant cloud amount, height of cloud base, barometric pressure setting, marked temperature inversion and runway surface conditions
	D 10.9	Identify significant changes in current and forecast weather	K 10.9	Formats for transmitting routine and unusual meteorological information
	D 10.10	Take appropriate actions in response to changes in current and forecast weather	K 10.10	How meteorological information is passed to aircraft, ATC and ATSU
			K 10.11	Weather changes to be identified include thunderstorms, fog, windshear, gales, squalls, cloud, snow, frost, freezing precipitation, marked temperature inversion and ice
			K 10.12	Possible communications methods and equipment
11. Monitor airfield condition and operations	D 11.1	Monitor airfield condition to make sure that it meets your organisation's procedures and regulatory requirements	K 11.1	Airfield conditions including, runways, taxiways, apron, roadways, adverse weather conditions, surface water; ice, slush, snow, presence of birds and wildlife, presence of foreign objects and obstructions
	D 11.2	Monitor airfield systems to make sure that they are operating in line with your organisation's standards and procedures	K 11.2	Airfield systems including, lighting systems, measuring systems, marking systems, landing systems, power systems and emergency equipment
	D 11.3	Make sure that you record information about airfield condition	K 11.3	Airfield lighting including beacons, runway lights, approach lights, taxiway lights, approach path indicators
	D 11.4	Use appropriate methods of communication to forward information about airfield condition to all necessary parties	K 11.4	Civil and military licensing and inspection procedures
	D 11.5	Make sure necessary resources are available for airfield operations	K 11.5	Your organisation's inspection procedures
	D 11.6	Maintain systems to monitor airfield operations	K 11.6	Recording and reporting procedures in relation to airfield serviceability including METARS, NOTAMS and SNOTAMS
	D 11.7	Make sure that your organisation's systems and procedures are maintained or followed at all times	K 11.7	Your organisation's procedures for measuring and testing airfield serviceability and standards
	D 11.8	Take appropriate action when airfield operations fail to meet minimum operational standards which include your organisation's standards and standards set out by regulatory bodies which relate to safety, cost, customer service and punctuality	K 11.8	Your organisation's procedures for marking unserviceable areas of the airfield

	D 11.9	Pass on information that is needed to maintain airfield operations, to all relevant parties including colleagues, internal departments, air traffic control, external agencies and customers	K 11.9	Available emergency equipment and your organisations procedures for ensuring serviceability including fire categories
	D 11.10	Complete records relating to the airfield operations accurately	K 11.10	Your organisation's procedures for altering or declaring the operational status of the airfield
	D 11.11	Process records relating to airfield operations in line with your organisation's procedures	K 11.11	Your organisation's procedures for clearing airfield surfaces including winter operations
			K 11.12	Your organisation's procedures for clearing airfield surfaces including winter operations
			K 11.13	Relevant local procedures for regulating aircraft noise levels
			K 11.14	Relevant local environmental procedures
			K 11.15	Conformity with the Department of Transport's National Aviation Security programme
			K11.16	Methods of communication, for example, verbal, NOTAMS, METARS, electronic, via signs, signals or markings
			K11.17	Your organisation's standards and objectives
			K 11.18	Relevant legislation including the Air Navigation Order and the Air Navigation Regulations
			K 11.19	Standard safety and working practices in relation to airfield operations including cleaning or sweeping, snow clearance, ice clearance, surface repairs, systems and equipment, installation and repairs, marking operations, putting up and maintaining signs and building works
			K 11.20	Organisation's procedures for maintaining and updating reference sources
			K 11.21	Company structure and reporting procedures
		K 11.22	Airfield lights including beacons, runway lights, approach lights, taxiway lights, approach path indicators	
12. Operate an IT System	D 12.1	Start up and correctly use the different types of IT systems and hardware used in your work	K 12.1	The computer hardware available in your organisation and how to get the best out of it
	D 12.2	Use IT hardware in a way that conforms with good health and safety practice	K 12.2	The health and safety requirements in operating IT hardware
	D 12.3	Identify and correct common errors on the IT systems and hardware that you use	K 12.3	The limits of your IT technical competence and how to get appropriate advice both on the use of IT systems and remedial action in the event of a system failure
	D 12.4	Seek immediate assistance when difficulties occur with the IT system	K 12.4	The effect of system failures on your work and the importance of updating data in the IT system when the failure has been rectified
	D 12.5	Maintain work schedules during system failures e.g. operating vehicle schedules, timetable planning and ensure files are updated when the system is restored	K 12.5	The risks to your organisation's IT system from downloading from the internet

	D 12.6	Close down the IT system without damage and maintaining security of data	K 12.6	The IT systems closing down procedure and your organisation's policy for storing and securing data
	D 12.7	Ensure computer hardware and programme disks are kept securely located	K 12.7	The relevant security and legal regulations including data protection legislation, copyright and Display Screen Equipment (DSE) legislation
	D 12.8	Ensure that you have regard to relevant legal regulations when operating IT systems		
13. Carry out effective communications and information transfer	Part 1: Carry our effective communications and receive, record and follow guidelines for communications			
	D 13.1	Choose and use suitable equipment for the purpose	K 13.1	Available lines and methods of communication
	D 13.2	Communicate at a level/volume appropriate to the equipment and receiver	K 13.2	Your organisation's procedures relating to using communication equipment, including telephone, electronic, radio, text and public information systems
	D 13.3	Use appropriate pace and tone for the purpose of the communication	K 13.3	Aviation industry guidelines, procedures and standard phrases
	D 13.4	Communicate relevant and accurate information	K 13.4	The phonetic alphabet
	D 13.5	Use suitable equipment to send information	K 13.5	Your organisation's procedures for passing on messages
	D 13.6	Respond to requests for information quickly	K 13.6	How to record and process information
	D 13.7	Provide information in the correct format for the activity being carried out	K 13.7	Types of confidential information and your organisation's procedures for handling confidential information
	D 13.8	Provide information that is accurate and relevant to the person receiving it	K 13.8	Your organisation's fault reporting procedures
			K 13.9	Commonly used aviation codes relevant to your job role
			K 13.10	Flight Information Data Systems (FIDS) Flight Information Display Screens?
			K 13.11	Different forms of information; verbal, written and electronic
			K 13.12	Information in different formats, eg, aviation specific, organisation specific
	Part 2: Use Radio Telephony in the aviation environment			
	D 13.9	Check your radio functions in line with your organisation's procedures	K 13.13	Appropriate frequency/channel(s) setting for task
D 13.10	Report and/or record faults in line with your organisation's procedures	K 13.14	Operating functions of the radio; e.g. power, volume control, transmission button, frequency selection, squelch etc.	
D 13.11	Operate the radio equipment selected for the task in line with your organisation's procedures/aerodrome standards applicable (CAP413)	K 13.15	Your organisations procedures for reporting radio equipment faults	
D 13.12	Use correct terminology when engaged in radio communication in line with your organisation's procedures/aerodrome standards applicable (CAP413)	K 13.16	Your organisations procedures for recharging portable radio equipment (if applicable – this equipment may be fixed and charged from vehicle batteries)	
D 13.13	Engage in a sequence of radio communication involving the passing and receipt of information and confirmation using read-back (CAP413)	K 13.17	Transmission terminology for letters, numbers and time	

	D 13.14	Validate unclear communication in line with your organisation's procedures/aerodrome standards (CAP413)	K 13.18	Standard words, proverbs and phrases relative to your role, including emergency phraseology
	D 13.15	Deal with a communication failure in line with your organisation's procedures/aerodrome standards (CAP413)	K 13.19	Calls signs relative to your role (e.g. aircraft call signs, aeronautical stations, departments, individuals)
	D 13.16	Deal with radio equipment failure in line with your organisation's procedures	K 13.20	Phraseology specific to the task being performed
	D 13.17	Carry out free-ranging in accordance with CAP413 – where applicable.	K 13.21	Construction of communication, requests for repetition, corrections and confirmations
			K 13.22	Readability scale
			K 13.21	Transmitting technique
			K 13.22	Your organisations procedures for radio failure
			K 13.23	Your organisations procedures for communication failure
			K 13.24	Knowledge of low visibility procedures and the restrictions imposed upon airfield movements & communication procedures.
			K 13.25	Prevention of runway incursions
			K 13.26	Surface markings hold points, runway guard lights and light bars, CAT I, II & III.
			K 13.27	Emergency procedures – failures of radio, vehicles CAP168
		K 13.28	Restricted areas – ILS restricted and critical zones.	

Attributes/ Behaviours

Professional Standard REFERENCE	D	As an employee you will:	K	As an employee you will know and understand:
14. Giving customers a positive impression of yourself and your organisation	D 14.1	Meet your organisation's standards of appearance and behaviour	K 14.1	Your organisation's standards for appearance and behaviour
	D 14.2	Greet your customer respectfully and in a friendly manner	K 14.2	Your organisation's guidelines for how to recognise what your customer wants and respond appropriately
	D 14.3	Communicate with your customer in a way that makes them feel valued and respected	K 14.3	Your organisation's rules and procedures regarding the methods of communication you use
	D 14.4	Identify and confirm your customer's expectations	K 14.4	How to recognise when a customer is angry or confused
	D 14.5	Treat your customer courteously and helpfully at all times	K 14.5	Your organisation's standards for timeliness in responding to customer questions and requests for information
	D 14.6	Keep your customer informed and reassured		

	D 14.7	Adapt your behaviour to respond effectively to different customer behaviour		
	D 14.8	Respond promptly to a customer seeking assistance		
	D 14.9	Select the most appropriate way of communicating with your customer		
	D 14.10	Check with your customer that you have fully understood their expectations		
	D 14.11	Respond promptly and positively to your customers' questions and comments		
	D 14.12	Allow your customer time to consider your response and give further explanation when appropriate		
	D 14.13	Quickly locate information that will help your customer		
	D 14.14	Give your customer the information they need about the services or products offered by your organisation		
	D 14.15	Recognise information that your customer might find complicated and check whether they fully understand		
	D 14.16	Explain clearly to your customers any reasons why their needs or expectations cannot be met		
15. Working with others	D 15.1	Establish working relationships with all colleagues who are relevant to the work being carried out	K 15.1	The benefits of developing productive working relationships with colleagues
	D 15.2	Recognise, agree and respect the roles and responsibilities of colleagues.	K 15.2	Principles of effective communication and how to apply them in order to communicate effectively with colleagues
	D 15.3	Understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions	K 15.3	How to identify disagreements with colleagues and the techniques for sorting them out
	D 15.4	Fulfil agreements made with colleagues and let them know	K 15.4	How to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them
	D 15.5	Advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements	K 15.5	How to take account of diversity issues when developing working relationships with colleagues
	D 15.6	Identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out	K 15.6	The importance of exchanging information and resources with colleagues
	D 15.7	Exchange information and resources with colleagues to make sure that all parties can work effectively	K 15.7	How to get and make use of feedback on your performance from colleagues
	D 15.8	Provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas for improvement	K 15.8	How to provide colleagues with useful feedback on their performance

		K 15.9	Information and resources that different colleagues might need	
		K 15.10	Agreements with colleagues	
16. Personal effectiveness and industry knowledge	D 16.1	Present information clearly, concisely, accurately and in ways that promote understanding	K 16.1	Regulations and codes of practice that apply in the industry or sector
	D 16.2	Seek to understand people's needs and motivations	K 16.2	Standards of behaviour and performance in the industry or sector and those expected by your organisation
	D 16.3	Make time available to support others	K 16.3	Working culture of the industry or sector
	D 16.4	Clearly agree what is expected of others and hold them to account	K 16.4	Current and future work being carried out
	D 16.5	Work to develop an atmosphere of professionalism and mutual support	K 16.5	Colleagues who are relevant to the work being carried out, their work roles and responsibilities
	D 16.6	Model behaviour that shows respect, helpfulness and co-operation	K 16.6	Processes within the organisation for making decisions
	D 16.7	Keep promises and honour commitments	K 16.7	Line management responsibilities and relationships within the organisation
	D 16.8	Consider the impact of your own actions on others	K 16.8	The organisation's values and culture
	D 16.9	Say no to unreasonable requests	K 16.9	Power, influence and politics within the organisation
	D 16.10	Get results and willingly tackle demanding tasks	K 16.10	Principles of human factors
	D 16.11	Remain calm under pressure		
	D 16.12	Set and exceed challenging personal targets		
	D 16.13	Successfully adapt to changing demands and conditions		
	D 16.14	Show respect for the views and actions of others		