

List of Competencies for On-the-Job Training (OJT)
Work-Study Diploma in Airport Operations

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
Basic Ramp Operations		
1	Prepare for ramp operations	
2	Provide ramp operations services	
3	Conduct post ramp operations	
Baggage Handling Services		
4	Handle baggage arrival and departure	
5	Handle interline–transfer baggage	
6	Manage baggage control centre	
Airfreight & Cargo Operations		
7	Manage import and export of cargo	
8	Manage transshipment of cargo	
9	Manage unit load devices (ULD)	
Advanced Ramp Operations		
10	Prepare pre-flight operations	
11	Handle pre-departure operations	
In-flight Catering Services		
12	Prepare catering set	
13	Conduct checks on in-flight meal catering	
14	Manage delivery of catering services	
Aircraft Aesthetic		
15	Plan resources for AIC operations	
16	Coordinate loading/unloading activities	
17	Supervise cleaning of aircraft interior	
Technical Ramp Services		
18	Prepare for technical ramp operations	
19	Provide technical ramp operations	
20	Conduct post technical ramp operations	

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
Team Management		
21	Manage resource planning	
22	Conduct coaching	
23	Manage team performance	
	Sub-total of Competencies (Standard)	
List of Competencies (Company-specific)		
1		
2		
3		
4		
5		
6		
7		
	Sub-total of Competencies (Company-specific)	

Note:

- Company must be able to provide OJT for at least **75%** of the List of Competencies (Standard).
- If company is unable to meet the 75%, please propose alternate **course-related** competencies which are unique to company operations. Alternate competencies are capped at 25%.
[i.e. 50% of the list of competencies (standard) + 25% alternate competencies (Company-specific)].
- All alternate competencies (Company-specific) must be reviewed and endorsed by ITE.
- Trainees must receive OJT and be assessed for **All** competencies selected in this List.

Total no. of competencies selected by company for OJT

Total no. of competencies listed (*standard & company specific*)

Percentage of selected competencies

Completed By:

Name

Company

MODULE SYNOPSIS – WSDip in Airport Operations

Course Objective

This course equips trainees with the skills, knowledge, and professional attributes required to provide airport ground handling services. These include managing operations, implementing standard operating procedures, operating various equipment and vehicles, and deploying technological tools to address the needs of customers and stakeholders.

Modules Synopsis

Basic Ramp Operations

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

Baggage Handling Services

On completion of the module, trainees should be able to manage the proper and timely loading/unloading of baggage in both aircraft and terminal environments. Trainees should also be able to operate the baggage handling system effectively to support aviation security, enhance passenger experience, and ensure smooth airport operations.

Airfreight and Cargo Operations

On completion of the module, trainees should be able to manage the provision of services related to the loading/unloading, staging, and securing of commercial cargo. Through the use of technologies such as GPS, trainees should also be able to obtain real-time information on cargo trailer locations, helping to mitigate threats to cargo security.

Advanced Ramp Operations

On completion of the module, trainees should be able to calculate aircraft weight and balance, determine aircraft load limits by analysing aircraft types and the conditions affecting flight operations, and prepare the necessary load planning documentation.

In-flight Catering Services

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

Aircraft Aesthetic

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

Technical Ramp Services

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

MODULE SYNOPSIS – WSDip in Airport Operations

Team Management

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

Company Project

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

On-the-Job Training

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