REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

AIRPORT OPERATIONS MANAGER

KNQF LEVEL 6

ISCED   PROGRAMME CODE: 1015 554 A

TVET CDACC
P.O. BOX 15745-00100
NAIROBI

MANAGE AIRPORT TERMINAL
TVET CDACC UNIT CODE: LOG/OS/AO/CR/05/6/MA

UNIT DESCRIPTION

This unit specifies the competencies required to manage airport terminal. It involves preparing airport terminal, overseeing terminal operations, terminal resourcing, managing safety system and developing terminal emergency procedures.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the **key outcomes** which make up **workplace function**.	PERFORMANCE CRITERIA These are **assessable** statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the range.***
1. Prepare airport terminal	1.1 Terminal operations requirements are identified as per the work place requirements. 1.2 Factors involved in terminal operations are identified and interpreted as per the SOPs. 1.3 ***Terminal operations Methods*** are identified and measured as per the work place procedures. 1.4 Functionality of terminal layout is established as per the work place procedures. 1.5 Chain of responsibility requirements are established as per the SOPs.
2. Oversee terminal operations	2.1 Terminal optimal capacity factors and operational requirements are identified and communicated as per the work place procedures. 2.2 Terminal development strategies are formulated as per the operational requirements. 2.3 Communications systems and protocols are determined and implemented. 2.4 Protocols for rolling out stock arrivals or departures are developed and applied as per the work place procedures.
3. Oversee terminal resourcing	3.1 Equipment required for terminal operations are identified and obtained in accordance with organizational policies and procedures. 3.2 Contractor/external service requirements are

	documented in accordance with organizational policies and procedures. 3.3 Terminal maintenance requirements are identified in accordance with organizational policies and procedures 3.4 Responsibilities at interfaces with other transport operators are identified and allocated in accordance with regulatory and organizational policies.
4. Manage safety system	4.1 Terminal safety plans are established in accordance with organizational policies and procedures. 4.2 Required safety equipment is determined in accordance with organizational policies and procedures. 4.3 Organizational safety management systems (SMS) are identified and developed in accordance with organizational policies and procedures. 4.4 Stabling of vehicles within terminal is monitored to ensure compliance with SMS. 4.5 Contractor/visitor access protocols are implemented and communicated in accordance with organizational policies and procedures.
5. Develop terminal emergency procedures	5.1 Terminal emergency equipment requirements are identified and documented. 5.2 ***Terminal hazards and risks*** are identified and assessed as per the SOPs. 5.3 Terminal emergency response procedures are communicated in accordance with organizational policies and procedures 5.4 Evacuation drills and debriefs are arranged in accordance with organizational policies and procedures. 5.5 Evacuation drills issues and/or debriefs are identified and addressed.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Terminal operations Methods includes but not limited to:	• Any match operation • None match operation • Collect operation • Count operation • For each operation • Min operation • Max operation • Reduce operation
2. Terminal hazards and risks include but not limited to:	• Dusty cargoes or respiratory sensitizers. • Flammable, toxic, poisonous or corrosive cargoes. • Fumigated cargoes. • Gases due to decomposition or bacterial action of some cargoes. • Vehicles exhaust emissions. • Fire

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required skills

The individual needs to demonstrate the following skills:
- Interpersonal relations
- Assertive
- Communication
- Time management
- Organization
- Problem solving

Required knowledge

The individual needs to demonstrate knowledge of:

- Terminal operations
- Key principles and practices associated with terminal operations
- Rail industry terminology, including terminology used in airport industry standards and codes of practice
- Terminal infrastructure capacities related to terminal operations

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared airport terminal 1.2 Managed terminal operations 1.3 Managed terminal resourcing 1.4 Managed safety system 1.5 Developed terminal emergency procedures
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Resources relevant to proposed activity or task
3. Methods of Assessment	Competency may be accessed through: 3.1 Observation 3.2 Written tests 3.3 Oral questioning 3.4 Assignments
4. Context of Assessment	Competency may be assessed: 4.1 On-the- job 4.2 Off the job 4.3 Work place attachment 4.4 Off the job assessment must be undertaken in a closely simulated workplace environment.
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job roles is recommended. Attitude is assessed alongside supervising aviation practices.