



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**AIRPORT OPERATIONS MANAGER**

**KNQF LEVEL 6**

**ISCED PROGRAMME CODE: 1015 554 A**



TVET CDACC  
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NAIROBI

## PERFORM AIRPORT OPERATIONS

TVET CDACC UNIT CODE: LOG/OS/AO/CR/01/6/MA

### UNIT DESCRIPTION

This unit specifies the competencies required to **perform airport operations**. It involves managing airport security, managing passenger process, managing airport meteorology, managing airport cargo, managing airport telecommunication, preparing airport schedules, managing airport users and maintaining airport equipment.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the <b>key outcomes</b> which make up <b>workplace function</b> .	<b>PERFORMANCE CRITERIA</b> These are <b>assessable</b> statements which specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the range.</b></i>
1. Manage airport security	1.1 Potential risks to the security and safety of flight is assessed as per the work place procedures and regulatory requirements. 1.2 Safety and security risk control measures are determined and implemented as per the procedures, policies and regulations. 1.3 Routine and on-occurrence monitoring of aircraft safety and security is conducted in accordance with workplace procedures and regulatory requirements. 1.4 Breaches of safety and security are identified and managed as per the workplace procedures. 1.5 Passenger behavior is monitored based on the unlawful interference.
2. Manage passenger process	2.1 Passengers are briefed on safety, normal and emergency procedures in accordance with regulatory requirements. 2.2 Passenger safety, comfort and well-being are provided for in accordance with regulatory requirements and workplace procedures. 2.3 Passengers are informed of potential hazardous conditions and emergencies in accordance with regulatory requirements. 2.4 Passengers are advised of nature of emergency and

	the procedures as per the organization precautions.
3. Manage airport meteorology	<p>3.1 <b>Meteorology equipment/materials</b> are assembled as per the work place procedures.</p> <p>3.2 Meteorological parameters are identified based on the required equipment as per the SOPS.</p> <p>3.3 Client destination, access, timing requirements is confirmed based on the weather conditions.</p> <p>3.4 Stow equipment/materials are assembled based on the weather conditions.</p> <p>3.5 Meteorological information is analyzed based on weather maps.</p> <p>3.6 Weather patterns for different time, periods and geographical locations are established.</p>
4. Manage airport cargo	<p>4.1 Load features are identified as per the work place requirements.</p> <p>4.2 Dangerous or hazardous goods are identified and handled in accordance with organizational regulations requirements.</p> <p>4.3 Load is packed/unpacked based on the available space as per standard operating procedures (SOPs).</p> <p>4.4 Goods/cargo is loaded in accordance with mass and loading regulations.</p> <p>4.5 Lifting aids and appliances are selected in accordance with workplace procedures.</p> <p>4.6 Goods requiring special handling and/or documentation are identified as per the work place procedures.</p> <p>4.7 Transferred material is restacked based on the work place procedures.</p>
5. Manage airport telecommunication	<p>5.1 Transmission and receipt of radio telephone messages is carried out in accordance with workplace procedures and regulatory requirements.</p> <p>5.2 Emergency and urgency transmissions procedures are carried out based on the En Route Supplement.</p> <p>5.3 Responses are carried out based on received messages in accordance with workplace procedures.</p>

	<p>5.4 Listening watch is maintained in accordance with workplace procedures.</p>
<p>6. Prepare airport schedules</p>	<p>6.1 Flight options are identified based on customer needs.</p> <p>6.2 Flight itineraries are created based on national and international flights</p> <p>6.3 Costs of concession fees are determined.</p> <p>6.4 Taxes and surcharges fees are determined as per the regulatory requirements.</p> <p>6.5 Flight schedules are generated as per the standard operating procedures.</p>
<p>7. Manage airport users</p>	<p>7.1. Airport users are briefed on safety, normal and emergency procedures in accordance with regulatory requirements.</p> <p>7.2. Airport users' safety, comfort and wellbeing are provided for in accordance with regulatory requirements and workplace procedures.</p> <p>7.3. Airport users are managed on the ground and in the air in accordance with regulatory requirements.</p> <p>7.4. Airport users managed during abnormal or emergency situation in accordance with regulatory requirements.</p> <p>7.5. Communication is established and maintained as per the SOPs.</p>
<p>8. Maintain airport equipment</p>	<p>8.1. Maintenance procedures, records and safety requirements are identified as per the company regulations.</p> <p>8.2. Maintenance schedules are prepared in accordance with operational requirements.</p> <p>8.3. Damaged, worn and/or spent components are repaired/replaced as per the SOPs.</p> <p>8.4. Instruments and equipment are cleaned as per the SOPs.</p> <p>8.5. Instruments and equipment are stored in accordance with workplace and/or manufacturer requirements.</p> <p>8.6. Maintenance records are kept in accordance with</p>

	workplace procedures.
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**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. Meteorology equipment/materials includes but not limited to:	<ul style="list-style-type: none"> <li>• Wind Vane.</li> <li>• Rain Gauge</li> <li>• Wind shock</li> <li>• Campbell Stokes Recorder.</li> <li>• Barometer</li> <li>• Humidity Sensors</li> </ul>

**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:

- Communication
- Problem solving
- Planning
- Organizing

**Required knowledge**

The individual needs to demonstrate knowledge of:

- Principles of effective radio communications
- Radio failure procedures
- Standard radio telecommunication phraseology
- Transponder codes for radio failure and emergency.
- Functions of radiotelephone equipment
- Operating and maintenance procedures

## 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 Managed airport security 1.2 Managed passenger process 1.3 Demonstrated the ability to manage airport meteorology 1.4 Managed airport cargo 1.5 Managed airport telecommunication 1.6 Prepared airport schedules 1.7 Managed airport users 1.8 Maintained airport equipment.
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 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.