



**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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## PROVIDE AIRSPACE PROTECTION

TVET CDACC UNIT CODE: LOG/OS/AO/CR/07/6/MA

### UNIT DESCRIPTION

This unit specifies the competencies required to provide airspace protection. It involves applying controlled airspace procedures, applying abnormal and emergency response procedures, managing passengers during normal operations, and managing passengers during abnormal or emergency situation and managing air cargo.

### 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. <b><i>Bold and italicized terms are elaborated in the range.</i></b>
1. Apply controlled airspace procedures	1.1 <b><i>Control airspaces</i></b> procedures are determined as per the SOPs. 1.2 Operational clearance requirement within the control airspaces are carried out to as per the SOPs. 1.3 Weather conditions for clearance are communicated as per the work place procedures. 1.4 Air traffic service requirements for a change in level within CTA during routine flight are carried out as per the SOPs. 1.5 Navigational chart information is identified and interpreted as per the SOPs. 1.6 Separation standards between flights in various classes of airspaces are established according to regulatory procedures. 1.7 Restricted, prohibited and danger areas separation requirements are identified and maintained. 1.8 Radio and navigation aid frequencies are identified as per the SOPs. 1.9 Aircraft altitude and tracking tolerances are established and maintained as per the regulatory requirements. 1.10 <b><i>Radar vectoring procedures</i></b> are implemented as

	per the organizational policies.
2. Apply abnormal and emergency response procedures	<p>2.1 Aircraft is configured to maintain safe operating conditions as per the SOPs.</p> <p>2.2 Aircraft position and intention broadcasts are carried out as per the work place procedures.</p> <p>2.3 Radio communication failure or emergency transponder codes are selected within airspace as per the work place procedures.</p> <p>2.4 Air traffic service requirements for a change in level within CTA during abnormal or emergency situations are established.</p>
3. Manage passengers during normal operations	<p>3.1 Passengers are briefed on safety, normal and emergency procedures before flight in accordance with regulatory requirements.</p> <p>3.2 Passenger safety, comfort and wellbeing are provided for in accordance with regulatory requirements and workplace procedures.</p> <p>3.3 Passengers are managed on the ground and in air as per regulatory requirements.</p>
4. Manage passengers during abnormal or emergency	<p>4.1 Passengers are informed and briefed of potential hazardous conditions and emergencies in accordance with regulatory requirements.</p> <p>4.2 Passengers are advised of nature of emergency and precautions procedures as per the SOPs.</p> <p>4.3 Communication is established and maintained as per the organization polices.</p> <p>4.4 Passengers are managed during an emergency in accordance with regulatory requirements.</p>
5. Manage Air cargo	<p>5.1 Cargo calculations are carried out in accordance with workplace procedures.</p> <p>5.2 Dangerous goods handling procedures are identified and applied as per the SOPs.</p> <p>5.3 Cargo is managed in accordance with regulatory requirements and workplace procedures.</p>

**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. Radar vectoring procedures includes but not limited to:	<ul style="list-style-type: none"> <li>• Radio</li> <li>• Phraseologies</li> </ul>
2. Control airspaces includes but not limited to:	<ul style="list-style-type: none"> <li>• CTA (control area)</li> <li>• CTR (control zones)</li> <li>• TMA (terminal control area)</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
- Interpersonal relations
- Multi-Tasking
- Surveillance
- Judgment

### **Required knowledge**

The individual needs to demonstrate knowledge of:

- Applicable emergency procedures
- Cargo management procedures
- Dangerous goods awareness
- Precautionary measures
- Local procedures for passenger movement

## 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 Demonstrated the ability to apply controlled airspace procedures. 1.2 Demonstrated the ability to apply abnormal and emergency response procedures. 1.3 Demonstrated the ability to manage passengers during normal operations. 1.4 Demonstrated the ability to manage passengers during an abnormal or emergency situation. 1.5 Managed airspace cargo
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 Third party reports
4. Context of Assessment	Competency may be assessed: 4.1 On-the- job 4.2 Off the job 4.3 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.