

COMPETENCY STANDARDS



AIRPORT GROUND SUPPORT EQUIPMENT (GSE) OPERATION LEVEL II

AVIATION SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
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AVIATION SECTOR

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**COMPETENCY STANDARDS FOR
AIRPORT GROUND SUPPORT EQUIPMENT (GSE) OPERATION LEVEL II**

SECTION 1. DEFINITION OF QUALIFICATION

The Airport GSE Operation Level II qualification consists of competencies that a person must achieve to prepare, operate, secure and perform routine functional checks of various ground support equipment required for operation within airports and aircrafts.

The units of competency comprising this qualification include the following:

CODE	BASIC COMPETENCIES
400311210	Participate in workplace communication
400311211	Work in team environment
400311212	Solve/address general workplace problem
400311213	Develop career and life decisions
400311214	Contribute to workplace innovation
400311215	Present relevant information
400311216	Practice occupational safety and health policies and procedure
400311217	Exercise efficient and effective sustainable practices in the workplace
400311218	Practice entrepreneurial skills in the workplace
CODE	COMMON COMPETENCIES
AB-AVN0305400511201	Maintain safety and security procedures within the airport and aircraft
AB-AVN0305400514201	Maintain an effective relationship with client/customer
AB-AVN0305400514202	Manage own performance
CODE	CORE COMPETENCIES
AB-AVN0305400834301	Carry out pre-operation checks
AB-AVN0305400834302	Perform ground support equipment operations
AB-AVN0305400834303	Conduct post operation of ground support equipment

A person who has achieved this qualification is competent to be:

- Equipment Operator
- Ramp Equipment Operator
- Airport GSE Operator

SECTION 2 COMPETENCY STANDARD

This section gives the details of the contents of the units of competency required in Airport GSE Operation Level II.

BASIC COMPETENCIES

UNIT OF COMPETENCY : **PARTICIPATE IN WORKPLACE COMMUNICATION**

UNIT CODE : **400311210**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely	1.1 Effective verbal and nonverbal communication 1.2 Different modes of communication 1.3 Medium of communication in the workplace 1.4 Organizational policies 1.5 Communication procedures and systems 1.6 Lines of Communication 1.7 Technology relevant to the enterprise and the individual's work responsibilities 1.8 Workplace etiquette	1.1 Following simple spoken language 1.2 Performing routine workplace duties following simple written notices 1.3 Participating in workplace meetings and discussions 1.4 Preparing work-related documents 1.5 Estimating, calculating and recording routine workplace measures 1.6 Relating/ Interacting with people of various levels in the workplace 1.7 Gathering and providing basic information in response to workplace requirements 1.8 Basic business writing skills 1.9 Interpersonal skills in the workplace 1.10 Active-listening skills

<p>2. Perform duties following workplace instructions</p>	<p>2.1 Written notices and instructions are read and interpreted in accordance with organizational guidelines</p> <p>2.2 Routine written instructions are followed based on established procedures</p> <p>2.3 Feedback is given to workplace supervisor- based instructions/ information received</p> <p>2.4 Workplace interactions are conducted in a courteous manner</p> <p>2.5 Where necessary, clarifications about routine workplace procedures and matters concerning conditions of employment are sought and asked from appropriate sources</p> <p>2.6 Meetings outcomes are interpreted and implemented</p>	<p>2.1 Effective verbal and non-verbal communication</p> <p>2.2 Different modes of communication</p> <p>2.3 Medium of communication in the workplace</p> <p>2.4 Organizational/ workplace policies</p> <p>2.5 Communication procedures and systems</p> <p>2.6 Lines of communication</p> <p>2.7 Technology relevant to the enterprise and the individual's work responsibilities</p> <p>2.8 Effective questioning techniques (clarifying and probing) Workplace etiquette</p>	<p>2.1 Following simple spoken instructions</p> <p>2.2 Performing routine workplace duties following simple written notices</p> <p>2.3 Participating in workplace meetings and discussions</p> <p>2.4 Completing work- related documents</p> <p>2.5 Estimating, calculating and recording routine workplace measures</p> <p>2.6 Relating/ Responding to people of various levels in the workplace</p> <p>2.7 Gathering and providing information in response to workplace requirements</p> <p>2.8 Applying basic questioning/ querying</p> <p>2.9 Applying skills in reading for information</p> <p>2.10 Applying skills in locating</p>
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<p>3. Complete relevant work-related documents</p>	<p>3.1 Range of forms relating to conditions of employment are completed accurately and legibly</p> <p>3.2 Workplace data is recorded on standard workplace forms and documents</p> <p>3.3 Errors in recording information on forms/ documents are identified and acted upon</p> <p>3.4 Reporting requirements to supervisor are completed according to organizational guidelines</p>	<p>3.1 Effective verbal and non-verbal communication</p> <p>3.2 Different modes of communication</p> <p>3.3 Workplace forms and documents</p> <p>3.4 Organizational / Workplace policies</p> <p>3.5 Communication procedures and systems</p> <p>3.6 Technology relevant to the enterprise and the individual's work responsibilities</p>	<p>3.1 Completing work-related documents</p> <p>3.2 Applying operations of addition, subtraction, division and multiplication</p> <p>3.3 Gathering and providing information in response to workplace requirements</p> <p>3.4 Applying Effective record keeping skills</p>
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RANGE OF VARIABLES

VARIABLES	RANGE
1. Appropriate sources	May include: <ol style="list-style-type: none"> 1.1. Team members 1.2. Supervisor/Department Head 1.3. Suppliers 1.4. Trade personnel 1.5. Local government 1.6. Industry bodies
2. Medium	May include: <ol style="list-style-type: none"> 2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information dissemination 2.5. Follow-up or verbal instructions 2.6. Face-to-face communication 2.7. Electronic media (disk files, cyberspace)
3. Storage	May include: <ol style="list-style-type: none"> 3.1. Manual filing system 3.2. Computer-based filing system
4. Workplace interactions	May include: <ol style="list-style-type: none"> 4.1. Face-to-face 4.2. Telephone 4.3. Electronic and two-way radio 4.4. Written including electronic means, memos, instruction and forms 4.5. Non-verbal including gestures, signals, signs and diagrams
5. Forms	May include: <ol style="list-style-type: none"> 5.1. HR/Personnel forms, telephone message forms, safety reports

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Prepared written communication following standard format of the organization 1.2. Accessed information using workplace communication equipment/systems 1.3. Made use of relevant terms as an aid to transfer information effectively 1.4. Conveyed information effectively adopting formal or informal communication
2. Resource Implications	The following resources should be provided: 2.1. Fax machine 2.2. Telephone 2.3. Notebook 2.4. Writing materials 2.5. Computer with Internet connection
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Demonstration with oral questioning 3.2. Interview 3.3. Written test 3.4. Third-party report
4. Context for Assessment	4.1. Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY : WORK IN A TEAM ENVIRONMENT

UNIT CODE : 400311211

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify one's roles and responsibilities as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Describe team role and scope	1.1 The <i>role and objective of the team</i> is identified from available <i>sources of information</i> 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources	1.1 Group structure 1.2 Group development 1.3 Sources of information	1.1 Communicating with others, appropriately consistent with the culture of the workplace 1.2 Developing ways in improving work structure and performing respective roles in the group or organization
2. Identify one's role and responsibility within a team	2.1 Individual roles and responsibilities within the team environment are identified 2.2 Roles and objectives of the team are identified from available <i>sources of information</i> 2.3 Team parameters, reporting relationships and responsibilities are identified based on team discussions and appropriate external sources	2.1 Team roles and objectives 2.2 Team structure and parameters 2.3 Team development 2.4 Source of information	2.1 Communicating with others, appropriately consistent with the culture of the workplace 2.2 Developing ways in improving work structure and performing respective roles in the group or organization

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Work as a team member	3.1 Effective and appropriate forms of communications are used and interactions undertaken with team members based on company practices. 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on workplace context 3.3 Protocols in reporting are observed based on standard company practices. 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives	3.1 Communication Process 3.2 Workplace communication protocol 3.3 Team 3.4 planning and decision making 3.5 Team thinking 3.6 Team roles 3.7 Process of team development 3.8 Workplace context	3.1 Communicating appropriately, consistent with the culture of the workplace 3.2 Interacting effectively with others 3.3 Deciding as an individual and as a group using group think strategies and techniques 3.4 Contributing to Resolution of issues and concerns

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	<p>May include:</p> <ul style="list-style-type: none"> 1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	<p>May include:</p> <ul style="list-style-type: none"> 2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	<p>May include:</p> <ul style="list-style-type: none"> 3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Worked in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or tasks
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Role play involving the participation of individual member to the attainment of organizational goal 3.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork 3.4. Socio-drama and socio-metric methods 3.5. Sensitivity techniques 3.6. Written Test
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1. Competency may be assessed in workplace or in a simulated workplace setting 4.2. Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : SOLVE/ADDRESS GENERAL WORKPLACE PROBLEMS

UNIT CODE : 400311212

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to apply problem-solving techniques to determine the origin of problems and plan for their resolution. It also includes addressing procedural problems through documentation, and referral.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify routine problems	1.1 Routine <i>problems or procedural problem</i> areas are identified 1.2 Problems to be investigated are defined and determined 1.3 Current conditions of the problem are identified and documented	1.1 Current industry hardware and software products and services 1.2 Industry maintenance, service and helpdesk practices, processes and procedures 1.3 Industry standard diagnostic tools 1.4 Malfunctions and resolutions	1.1 Identifying current industry hardware and software products and services 1.2 Identifying current industry maintenance, services and helpdesk practices, processes and procedures. 1.3 Identifying current industry standard diagnostic tools 1.4 Describing common malfunctions and resolutions. 1.5 Determining the root cause of a routine malfunction

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Look for solutions to routine problems	2.1 Potential solutions to problem are identified 2.2 Recommendations about possible solutions are developed, documented , ranked and presented to appropriate person for decision	2.1 Current industry hardware and software products and services 2.2 Industry service and helpdesk practices, processes and procedures 2.3 Operating systems 2.4 Industry standard diagnostic tools 2.5 Malfunctions and resolutions. 2.6 Root cause analysis	2.1 Identifying current industry hardware and software products and services 2.2 Identifying services and helpdesk practices, processes and procedures. 2.3 Identifying operating system 2.4 Identifying current industry standard diagnostic tools 2.5 Describing common malfunctions and resolutions. 2.6 Determining the root cause of a routine malfunction
3. Recommend solutions to problems	3.1 Implementation of solutions are planned 3.2 Evaluation of implemented solutions are planned 3.3 Recommended solutions are documented and submit to appropriate person for confirmation	3.1 Standard procedures 3.2 Documentation produce	3.1 Producing documentation that recommends solutions to problems 3.2 Following established procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Problems/Procedural Problem	May include: 1.1 Routine/non – routine processes and quality problems 1.2 Equipment selection, availability and failure 1.3 Teamwork and work allocation problem 1.4 Safety and emergency situations and incidents 1.5 Work-related problems outside of own work area
2. Appropriate person	May include: 2.1 Supervisor or manager 2.2 Peers/work colleagues 2.3 Other members of the organization
3. Document	May include: 3.1 Electronic mail 3.2 Briefing notes 3.3 Written report 3.4 Evaluation report
4. Plan	May include: 4.1 Priority requirements 4.2 Co-ordination and feedback requirements 4.3 Safety requirements 4.4 Risk assessment 4.5 Environmental requirements

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Determined the root cause of a routine problem 1.2 Identified solutions to procedural problems. 1.3 Produced documentation that recommends solutions to problems. 1.4 Followed established procedures. 1.5 Referred unresolved problems to support persons.
<p>2. Resource Implications</p>	<p>2.1. Assessment will require access to a workplace over an extended period, or a suitable method of gathering evidence of operating ability over a range of situations.</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Case Formulation 3.2 Life Narrative Inquiry 3.3 Standardized test <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.</p>

UNIT OF COMPETENCY : DEVELOP CAREER AND LIFE DECISIONS

UNIT CODE : 400311213

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes in managing one’s emotions, developing reflective practice, and boosting self-confidence and developing self- regulation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Manage one’s emotion	1.1 Self-management strategies are identified 1.2 Skills to work independently and to show initiative, to be conscientious, and persevering in the face of setbacks and frustrations are developed 1.3 Techniques for effectively handling negative emotions and unpleasant situation in the workplace are examined	1.1 Self-management strategies that assist in regulating behavior and achieving personal and learning goals (e.g. Nine self-management strategies according to Robert Kelley) 1.2 Enablers and barriers in achieving personal and career goals 1.3 Techniques in handling negative emotions and unpleasant situation in the workplace such as frustration, anger, worry, anxiety, etc.	1.1 Managing properly one’s emotions and recognizing situations that cannot be changed and accept them and remain professional 1.2 Developing self-discipline, working independently and showing initiative to achieve personal and career goals 1.3 Showing confidence, and resilience in the face of setbacks and frustrations and other negative emotions and unpleasant situations in the workplace

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Develop reflective practice	2.1 Personal strengths and achievements, based on self-assessment strategies and teacher feedback are contemplated 2.2 Progress when seeking and responding to feedback from teachers to assist them in consolidating strengths, addressing weaknesses and fulfilling their potential are monitored 2.3 Outcomes of personal and academic challenges by reflecting on previous problem solving and decision-making strategies and feedback from peers and teachers are predicted	2.1 Basic SWOT analysis 2.2 Strategies to improve one's attitude in the workplace 2.3 Gibbs' Reflective Cycle/Model (Description, Feelings, Evaluation, Analysis, Conclusion, and Action plan)	2.1 Using the basic SWOT analysis as self-assessment strategy 2.2 Developing reflective practice through realization of limitations, likes/dislikes; through showing of self-confidence 2.3 Demonstrating self- acceptance and being able to accept challenges
3. Boost self-confidence and develop self-regulation	3.1 Efforts for continuous self-improvement are demonstrated 3.2 Counter-productive tendencies at work are eliminated 3.3 Positive outlook in life are maintained.	3.1 Four components of self-regulation based on Self-Regulation Theory (SRT) 3.2 Personality development concepts 3.3 Self-help concepts (e. g., 7 Habits by Stephen Covey, transactional analysis, psycho-spiritual concepts)	3.1 Performing effective communication skills – reading, writing, conversing skills 3.2 Showing affective skills – flexibility, adaptability, etc. 3.3 Self-assessment for determining one's strengths and weaknesses

RANGE OF VARIABLES

VARIABLE	RANGE
1. Self-management strategies	May include: 1.1 Seeking assistance in the form of job coaching or mentoring 1.2 Continuing dialogue to tackle workplace grievances 1.3 Collective negotiation/bargaining for better working conditions 1.4 Share your goals to improve with a trusted co-worker or supervisor 1.5 Make a negativity log of every instance when you catch yourself complaining to others 1.6 Make lists and schedules for necessary activities
2. Unpleasant situation	May include: 2.1 Job burn-out 2.2 Drug dependence 2.3 Sulking

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Express emotions appropriately 1.2 Work independently and show initiative 1.3 Consistently demonstrate self-confidence and self-discipline
2. Resource Implications	The following resources should be provided: 2.1. Access to workplace and resources 2.2. Case studies
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Demonstration or simulation with oral questioning 3.2. Case problems involving work improvement and sustainability issues 3.3. Third-party report
4. Context for Assessment	4.1. Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : CONTRIBUTE TO WORKPLACE INNOVATION

UNIT CODE : 400311214

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to make a pro-active and positive contribution to workplace innovation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify opportunities to do things better	1.1 Opportunities for improvement are identified proactively in own area of work. 1.2 Information are gathered and reviewed which may be relevant to ideas and which might assist in gaining support for idea.	1.1 Roles of individuals in suggesting and making improvements. 1.2 Positive impacts and challenges in innovation. 1.3 Types of changes and responsibility. 1.4 Seven habits of highly effective people.	1.1 Identifying opportunities to improve and to do things better. Involvement. 1.2 Identifying the positive impacts and the challenges of change and innovation. 1.3 Identifying examples of the types of changes that are within and outside own scope of responsibility
2. Discuss and develop ideas with others	2.1 People who could provide input to ideas for improvements are identified. 2.2 Ways of approaching people to begin sharing ideas are selected. 2.3 Meeting is set with relevant people. 2.4 Ideas for follow up are review and selected based on feedback. 2.5 Critical inquiry method is used to discuss and develop ideas with others.	2.1 Roles of individuals in suggesting and making improvements. 2.2 Positive impacts and challenges in innovation. 2.3 Types of changes and responsibility 2.4 Seven habits of highly effective people.	2.1 Identifying opportunities to improve and to do things better. Involvement. 2.2 Identifying the positive impacts and the challenges of change and innovation. 2.3 Providing examples of the types of changes that are within and outside own scope of responsibility 2.4 Communicating ideas for change through small group discussions and meetings.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Integrate ideas for change in the workplace.	<p>3.1 Critical inquiry method is used to integrate different ideas for change of key people.</p> <p>3.2 Summarizing, analyzing and generalizing skills are used to extract salient points in the pool of ideas.</p> <p>3.3 Reporting skills are likewise used to communicate results.</p> <p>3.4 Current Issues and concerns on the systems, processes and procedures, as well as the need for simple innovative practices are identified.</p>	<p>3.1 Roles of individuals in suggesting and making improvements.</p> <p>3.2 Positive impacts and challenges in innovation.</p> <p>3.3 Types of changes and responsibility.</p> <p>3.4 Seven habits of highly effective people.</p> <p>3.5 Basic research skills.</p>	<p>3.1 Identifying opportunities to improve and to do things better. Involvement.</p> <p>3.2 Identifying the positive impacts and the challenges of change and innovation.</p> <p>3.3 Providing examples of the types of changes that are within and outside own scope of responsibility.</p> <p>3.4 Communicating ideas for change through small group discussions and meetings.</p> <p>3.5 Demonstrating skills in analysis and interpretation of data.</p>

RANGE OF VARIABLES

VARIABLES	RANGE
1. Opportunities for improvement	May include: 1.1 Systems. 1.2 Processes. 1.3 Procedures. 1.4 Protocols. 1.5 Codes. 1.6 Practices.
2. Information	May include: 2.1 Workplace communication problems. 2.2 Performance evaluation results. 2.3 Team dynamics issues and concerns. 2.4 Challenges on return of investment 2.5 New tools, processes and procedures. 2.6 New people in the organization.
3. People who could provide input	May include: 3.1 Leaders. 3.2 Managers. 3.3 Specialists. 3.4 Associates. 3.5 Researchers. 3.6 Supervisors. 3.7 Staff. 3.8 Consultants (external) 3.9 People outside the organization in the same field or similar expertise/industry. 3.10 Clients
4. Critical inquiry method	May include: 4.1 Preparation. 4.2 Discussion. 4.3 Clarification of goals. 4.4 Negotiate towards a Win-Win outcome. 4.5 Agreement. 4.6 Implementation of a course of action. 4.7 Effective verbal communication. See our pages: Verbal Communication and Effective Speaking. 4.8 Listening. 4.9 Reducing misunderstandings is a key part of effective negotiation. 4.10 Rapport Building. 4.11 Problem Solving. 4.12 Decision Making. 4.13 Assertiveness. 4.14 Dealing with Difficult Situations.

VARIABLES	RANGE
5. Reporting skills	May include: 5.1 Data management. 5.2 Coding. 5.3 Data analysis and interpretation. 5.4 Coherent writing. 5.5 Speaking.

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified opportunities to do things better. 1.2 Discussed and developed ideas with others on how to contribute to workplace innovation. 1.3 Integrated ideas for change in the workplace. 1.4 Analyzed and reported rooms for innovation and learning in the workplace.
2. Resource Implications	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina 2.3 Manila papers
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Psychological and behavioral Interviews 3.2 Performance Evaluation 3.3 Life Narrative Inquiry 3.4 Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 3.5 Sensitivity analysis 3.6 Organizational analysis 3.7 Standardized assessment of character strengths and virtues applied
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : PRESENT RELEVANT INFORMATION

UNIT CODE : 400311215

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to present data/information appropriately.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Gather data/information	1.1 Evidence, facts and information are collected 1.2 Evaluation, terms of reference and conditions are reviewed to determine whether data/information falls within project scope	1.1 Organizational protocols 1.2 Confidentiality 1.3 Accuracy 1.4 Business mathematics and statistics 1.5 Data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Legislation, policy and procedures relating to the conduct of evaluations 1.8 Organizational values, ethics and codes of conduct	1.1 Describing organizational protocols relating to client liaison 1.2 Protecting confidentiality 1.3 Describing accuracy 1.4 Computing business mathematics and statistics 1.5 Describing data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Stating legislation, policy and procedures relating to the conduct of evaluations 1.8 Stating organizational values, ethics and codes of conduct

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Assess gathered data/ information	2.1 Validity of data/ information is assessed 2.2 Analysis techniques are applied to assess data/ information. 2.3 Trends and anomalies are identified 2.4 Data analysis techniques and procedures are documented 2.5 Recommendations are made on areas of possible improvement.	2.1 Business mathematics and statistics 2.2 Data analysis techniques/ procedures 2.3 Reporting requirements to a range of audiences 2.4 Legislation, policy and procedures relating to the conduct of evaluations 2.5 Organizational values, ethics and codes of conduct	2.1 Computing business mathematics and statistics 2.2 Describing data analysis techniques/ procedures 2.3 Reporting requirements to a range of audiences 2.4 Stating legislation, policy and procedures relating to the conduct of evaluations 2.5 Stating organizational values, ethics and codes of conduct
3. Record and present information	3.1 Studied data/ information are recorded. 3.2 Recommendations are analyzed for action to ensure they are compatible with the project's scope and terms of reference. 3.3 Interim and final reports are analyzed and outcomes are compared to the criteria established at the outset. 3.4 Findings are presented to stakeholders.	3.1 Data analysis techniques/ procedures 3.2 Reporting requirements to a range of audiences 3.3 Legislation, policy and procedures relating to the conduct of evaluations 3.4 Organizational values, ethics and codes of conduct	3.1 Describing data analysis techniques/ procedures 3.2 Reporting requirements to a range of audiences 3.3 Stating legislation, policy and procedures relating to the conduct of evaluations 3.4 Stating organizational values, ethics and codes of conduct practices

RANGE OF VARIABLES

VARIABLES	RANGE
1. Data analysis techniques	May include: 1.1. Domain analysis 1.2. Content analysis 1.3. Comparison technique

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Determine data / information 1.2 Studied and applied gathered data/information 1.3 Recorded and studied studied data/information</p> <p>These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk-through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
2. Resource Implications	<p>Specific resources for assessment</p> <p>2.1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1. Written Test 3.2. Interview 3.3. Portfolio</p> <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
4. Context for Assessment	<p>4.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL SAFETY AND HEALTH POLICIES AND PROCEDURES

UNIT CODE : 400311216

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to identify OSH compliance requirements, prepare OSH requirements for compliance, perform tasks in accordance with relevant OSH policies and procedures.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify OSH compliance requirements	1.1. Relevant OSH requirements, regulations, policies and procedures are identified in accordance with workplace policies and procedures 1.2. OSH activity non-conformities are conveyed to appropriate personnel 1.3. OSH preventive and control requirements are identified in accordance with OSH work policies and procedures	1.1. OSH preventive and control requirements 1.2. Hierarchy of Controls 1.3. Hazard Prevention and Control 1.4. General OSH principles 1.5. Work standards and procedures 1.6. Safe handling procedures of tools, equipment and materials 1.7. Standard emergency plan and procedures in the workplace	1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills
2. Prepare OSH requirements for compliance	2.1. OSH work activity material, tools and equipment requirements are identified in accordance with workplace policies and procedures 2.2. Required OSH materials, tools and equipment are acquired in accordance with workplace policies and procedures 2.3. Required OSH materials, tools and equipment are arranged/ placed in accordance with OSH work standards	2.1. Resources necessary to execute hierarchy of controls 2.2. General OSH Principles 2.3. Work standards and procedures 2.4. Safe handling procedures of tools, equipment and materials 2.5. Different OSH control measures	2.1. Communication skills 2.2. Estimation skills 2.3. Interpersonal skills 2.4. Critical thinking skills 2.5. Observation skills 2.6. Material, tool and equipment identification skills

<p>3. Perform tasks in accordance with relevant OSH policies and procedures</p>	<p>3.1. Relevant OSH work procedures are identified in accordance with workplace policies and procedures</p> <p>3.2. Work Activities are executed in accordance with OSH work standards</p> <p>3.3. Non-compliance work activities are reported to appropriate personnel</p>	<p>3.1 OSH work Standards</p> <p>3.2 Industry related work activities</p> <p>3.3 General OSH principles</p> <p>3.4 OSH Violations Non-compliance work activities</p>	<p>3.1 Communication skills</p> <p>3.2 Interpersonal skills</p> <p>3.3 Troubleshooting skills</p> <p>3.4 Critical thinking skills</p> <p>3.5 Observation skills</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
<p>1. OSH Requirements, Regulations, Policies and Procedures</p>	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Permit to Operate 1.6 Philippine Occupational Safety and Health Standards 1.7 Department Order No. 13 (Construction Safety and Health) 1.8 ECC regulations
<p>2. Appropriate Personnel</p>	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself
<p>3. OSH Preventive and Control Requirements</p>	<p>May include:</p> <ul style="list-style-type: none"> 3.1 Resources needed for removing hazard effectively 3.2 Resources needed for substitution or replacement 3.3 Resources needed to establishing engineering controls 3.4 Resources needed for enforcing administrative controls 3.5 Personal Protective equipment
<p>4. Non-OSH-Compliance Work Activities</p>	<p>May include non-compliance or observance of the following safety measures:</p> <ul style="list-style-type: none"> 4.1 Violations that may lead to serious physical harm or death 4.2 Fall Protection 4.3 Hazard Communication 4.4 Respiratory Protection 4.5 Power Industrial Trucks 4.6 Lockout/Tag-out 4.7 Working at heights (use of ladder, scaffolding) 4.8 Electrical Wiring Methods 4.9 Machine Guarding 4.10 Electrical General Requirements 4.11 Asbestos work requirements 4.12 Excavations work requirements

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Convey OSH work non-conformities to appropriate personnel 1.2. Identify OSH preventive and control requirements in accordance with OSH work policies and procedures 1.3. Identify OSH work activity material, tools and equipment requirements in accordance with workplace policies and procedures 1.4. Arrange/Place required OSH materials, tools and equipment in accordance with OSH work standards 1.5. Execute work activities in accordance with OSH work standards 1.6. Report OSH activity non-compliance work activities to appropriate personnel
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Facilities, materials tools and equipment necessary for the activity
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Observation/Demonstration with oral questioning 3.2 Third party report
<p>4. Context for Assessment</p>	<ol style="list-style-type: none"> 4.1 Competency may be assessed in the workplace or in a simulated workplace setting

UNIT OF COMPETENCY : EXERCISE EFFICIENT AND EFFECTIVE SUSTAINABLE PRACTICES IN THE WORKPLACE

UNIT CODE : 400311217

UNIT DESCRIPTOR : This unit covers knowledge, skills and attitude to identify the efficiency and effectiveness of resource utilization, determine causes of inefficiency and/or ineffectiveness of resource utilization and convey inefficient and ineffective environmental practices

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify the efficiency and effectiveness of resource utilization	1.1 Required resource utilization in the workplace is measured using appropriate techniques 1.2 Data are recorded in accordance with workplace protocol 1.3 Recorded data are compared to determine the efficiency and effectiveness of resource utilization according to established <i>environmental work procedures</i>	1.1. Importance of Environmental Literacy 1.2. Environmental Work Procedures 1.3. Waste Minimization 1.4. Efficient Energy Consumptions	1.1 Recording Skills 1.2 Writing Skills 1.3 Innovation Skills
2. Determine causes of inefficiency and/or ineffectiveness of resource utilization	2.1 Potential causes of inefficiency and/or ineffectiveness are listed 2.2 Causes of inefficiency and/or ineffectiveness are identified through deductive reasoning 2.3 Identified causes of inefficiency and/or ineffectiveness are validated through established environmental procedures	2.1 Causes of environmental inefficiencies and ineffectiveness	2.1 Deductive Reasoning Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Convey inefficient and ineffective environmental practices	3.1 Efficiency and effectiveness of resource utilization are reported to appropriate personnel 3.2 Concerns related resource utilization are discussed with appropriate personnel 3.3 Feedback on information/concerns raised are clarified with appropriate personnel	3.1 Appropriate Personnel to address the environmental hazards 3.2 Environmental corrective actions	3.1 Written and Oral Communication Skills 3.2 Critical thinking 3.3 Problem Solving 3.4 Observation Skills 3.5 Practice Environmental Awareness

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Work Procedures	May include: 1.1 Utilization of Energy, Water, Fuel Procedures 1.2 Waste Segregation Procedures 1.3 Waste Disposal and Reuse Procedures 1.4 Waste Collection Procedures 1.5 Usage of Hazardous Materials Procedures 1.6 Chemical Application Procedures 1.7 Labeling Procedures
2. Appropriate Personnel	May include: 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Measured required resource utilization in the workplace using appropriate techniques 1.2. Recorded data in accordance with workplace protocol 1.3. Identified causes of inefficiency and/or ineffectiveness through deductive reasoning 1.4. Validate the identified causes of inefficiency and/or ineffectiveness thru established environmental procedures 1.5. Report efficiency and effective of resource utilization to appropriate personnel 1.6. Clarify feedback on information/concerns raised with appropriate personnel
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Workplace 2.2 Tools, materials and equipment relevant to the tasks 2.3 PPE 2.4 Manuals and references
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Demonstration 3.2 Oral questioning 3.3 Written examination
<p>4. Context for Assessment</p>	<ol style="list-style-type: none"> 4.1 Competency assessment may occur in workplace or any appropriately simulated environment 4.2 Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY : **PRACTICE ENTREPRENEURIAL SKILLS IN THE WORKPLACE**

UNIT CODE : **400311218**

UNIT DESCRIPTOR : This unit covers the outcomes required to apply entrepreneurial workplace best practices and implement cost-effective operations

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply entrepreneurial workplace best practices	1.1 Good practices relating to workplace operations are observed and selected following workplace policy. 1.2 Quality procedures and practices are complied with according to workplace requirements. 1.3 Cost-conscious habits in resource utilization are applied based on industry standards.	1.1 Workplace best practices, policies and criteria 1.2 Resource utilization 1.3 Ways in fostering entrepreneurial attitudes: -Patience -Honesty -Quality-consciousness -Safety-consciousness - Resourcefulness	1.1 Communication skills 1.2 Complying with quality procedures
2. Communicate entrepreneurial workplace best practices	2.1 Observed good practices relating to workplace operations are communicated to appropriate person . 2.2 Observed quality procedures and practices are communicated to appropriate person 2.3 Cost-conscious habits in resource utilization are communicated based on industry standards.	2.1 Workplace best practices, policies and criteria 2.2 Resource utilization 2.3 Ways in fostering entrepreneurial attitudes: -Patience -Honesty -Quality -consciousness -Safety-consciousness 2.4 Resourcefulness	2.1 Communication skills 2.2 Complying with quality procedure 2.3 Following workplace communication protocol

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Implement cost-effective operations	3.1 Preservation and optimization of workplace resources is implemented in accordance with enterprise policy 3.2 Judicious use of workplace tools, equipment and materials are observed according to manual and work requirements. 3.3 Constructive contributions to office operations are made according to enterprise requirements. 3.4 Ability to work within one's allotted time and finances is sustained.	3.1 Optimization of workplace resources 3.2 5S procedures and concepts 3.3 Criteria for cost-effectiveness 3.4 Workplace productivity 3.5 Impact of entrepreneurial mindset to workplace productivity 3.6 Ways in fostering entrepreneurial attitudes: -Quality-consciousness -Safety-consciousness	3.1 Implementing preservation and optimizing workplace resources 3.2 Observing judicious use of workplace tools, equipment and materials 3.3 Making constructive contributions to office operations 3.4 Sustaining ability to work within allotted time and finances

RANGE OF VARIABLES

VARIABLE	RANGE
1. Good practices	May include: 1.1 Economy in use of resources 1.2 Documentation of quality practices
2. Resources utilization	May include: 2.1 Consumption/ use of consumables 2.2 Use/Maintenance of assigned equipment and furniture 2.3 Optimum use of allotted /available time

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to identify and sustain cost- effective activities in the workplace 1.2 Demonstrated ability to practice entrepreneurial knowledge, skills and attitudes in the workplace.
2. Resource Implications	The following resources should be provided: 2.1 Simulated or actual workplace 2.2 Tools, materials and supplies needed to demonstrate the required tasks 2.3 References and manuals 2.3.1 Enterprise procedures manuals 2.3.2 Company quality policy
3. Methods of Assessment	Competency in this unit should be assessed through: 3.1 Interview 3.2 Third-party report
4. Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting 4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group

COMMON COMPETENCIES

UNIT OF COMPETENCY: MAINTAIN SAFETY AND SECURITY PROCEDURES WITHIN THE AIRPORT AND AIRCRAFT

UNIT CODE : AB-AVN0305400511201

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in maintaining effective safety and security procedures within aircraft and airport vicinity.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Meet airport authority and client requirements	1.1. Airport requirements are identified and understood by referral to the assignment instructions . 1.2. Airport procedures are met according to the assigned location. 1.3. Changes to Airport's procedures and requirements are monitored and appropriate action taken. 1.4. All communication with the airport is clear and complies with Airport Authority requirements and Employer and Aviation Standards . 1.5. Client special needs are Identified and responded to as per standard procedures. 1.6. Cultural considerations are communicated in ways that account for the diverse backgrounds, values, and norms. 1.7. Confidentiality and discretion are exercised.	1.1. Assignment instructions 1.2. Post orders 1.3. Review of assignment instructions 1.4. Discussion techniques with Client/Airport Authority Personnel 1.5. Implementation of required changes 1.6. Referral to appropriate Employer or Authorized Airport Authority 1.7. Clarification of airport requirements and procedures 1.8. Airport Safety Procedures <ul style="list-style-type: none"> • Ramp Safety • Health Safety Environment 1.9. Aviation Security Procedures 1.10. Safety Management System <ul style="list-style-type: none"> • Human Factor • Dangerous Goods 1.11. Airport Layout <ul style="list-style-type: none"> • Airport signs and limitations 	1.1. Identifying assignment location according to airport layout 1.2. Adhering to airport's safety and security procedures 1.3. Respond appropriately to emergency situations 1.4. Informing proper airport authority or personnel of all relevant safety and security risks 1.5. Demonstrating the ability to pass security checks.
2. Maintain organization and airport authority's	2.1. Behaviors, and Activities of security concerns are observed and quickly identified using	2.1. Security Incident/ Event Report 2.2. Hazard Identification and	2.1. Time management skills 2.2. Security

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
security procedures	<p>organization's observation techniques.</p> <p>2.2. Behaviors, and Activities of security concerns are reported using organization's reporting system.</p> <p>2.3. Written follow up report is submitted in the event of delays/negligence of the initial report.</p> <p>2.4. Airport security policies and regulation are adhered to and complied in accordance to most recent airport policies and regulations.</p>	<p>Risk Assessment</p> <p>2.3. Proactive Reporting System</p> <p>2.4. Airport Emergency Response Directory</p> <p>2.5. Dangerous Goods Awareness</p> <p>2.6. Clarification of airport requirements and procedures</p> <p>2.7. Discussion techniques with Client/Airport Authority Personnel</p> <p>2.8. Implementing required changes</p> <p>2.9. Insider Threat -Malicious threat -Negligent threat -Accidental threat</p> <p>2.10. Risk Mitigation</p> <p>2.11. Human factor</p> <p>2.12. Aviation Security Procedures</p> <p>2.13. Airport Signs and Markings</p> <p>2.14. Keen in details</p>	<p>consciousness</p> <p>2.3. Flexibility</p> <p>2.4. Assessment Skills</p> <p>2.5. Team collaboration</p> <p>2.6. Communication skills</p> <p>2.7. Identifying suspicious persons or things inside the aircraft and airport.</p> <p>2.8. Informing supervisor, airport authority or personnel of all relevant security risks</p> <p>2.9. Demonstrating the ability to pass security checks and identifying suspicious items and hazardous materials inside the aircraft and airport.</p> <p>2.10. Respond appropriately to emergency situations</p> <p>2.11. Identify Security Vulnerabilities and Risks</p> <p>2.12. Observation Techniques for suspicious persons or activities.</p>
3. Maintain an organization's safety culture	<p>3.1. Hazardous conditions are actively analyzed and responded to based on the organization's process.</p> <p>3.2. Safety practices are promoted and implemented through the organization's safety policy and procedures.</p> <p>3.3. Conditions related to error are identified and mitigated through use of safety management system</p>	<p>3.1. Hazard Identification and Risk Assessment</p> <p>3.2. Proactive Reporting System</p> <p>3.3. Security Incident/Event Report System</p> <p>3.4. Airport Safety Procedures -Ramp Safety -Health Safety Environment</p>	<p>3.1. Time management skills</p> <p>3.2. Safety consciousness</p> <p>3.3. Flexibility</p> <p>3.4. Assessment Skills</p> <p>3.5. Team collaboration</p> <p>3.6. Communication skills</p> <p>3.7. Safety Risk</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>awareness.</p> <p>3.4. Hazard, Consequence and Risk are distinguished and identified based on Safety Risk Management System.</p>	<p>3.5. Implementing Required changes</p> <p>3.6. Clarification of airport requirements and procedures</p> <p>3.7. Human factor</p> <p>3.8. Airport Emergency Response Directory</p> <p>3.9. Airport Signs and Markings</p> <p>3.10. Dangerous Goods Awareness</p> <p>3.11. Safety Management System</p>	<p>Identification Skill</p> <p>3.8. Informing supervisor, airport authority or personnel of all relevant safety risks</p> <p>3.9. Respond appropriately to emergency situations</p> <p>3.10. Efficient in FOD identification and disposal.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Assignment Instructions	May include: 1.1. Writing 1.2. Verbally 1.3. Electronically
2. Appropriate Action	May include: 2.1. Implementing required changes 2.2. Referral to appropriate employer personnel 2.3. Clarification of client needs and instructions 2.4. Clarification of airport authority's instructions
3. Airport Authority	May Include: 3.1. Airport Operator 3.2. Airport Police 3.3. Civil Aviation Authority of the Philippines
4. Employer and Aviation Standards	May include: 4.1. Standing Orders 4.2. Efficiency 4.3. Client turn-around time 4.4. Safety and Security Awareness 4.5. Dangerous Goods Awareness 4.6. Quality Management Protocols
5. Client	May include: 5.1. Airline 5.2. Operator 5.3. Service Provider
6. Conditions related to error	May Include: 6.1. Time pressure 6.2. Procedures and documentation 6.3. Teamwork/documentation 6.4. Shift turnovers/crew briefings 6.5. Group norms 6.6. Fatigue management (shifts/circadian problems)

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Maintained a professional image. 1.2. Interpreted client requirements from information contained in the client brief and/or assignment instructions. 1.3. Dealt successfully with a variety of client interactions. 1.4. Monitored and acted on varying client or customer needs. 1.5. Met client requirements. 1.6. Build credibility with customers/clients. 1.7. Able to maintain correct actions in response to emergency procedures. 1.8. Able to comply with airport authority's security check procedures. 1.9. Effectively implement the safety policies of both the client and the airport authority. 1.10. Efficiently Identify Risk and Security Vulnerabilities. 1.11. Create precise reports with regards to security and safety concerns. 1.12. Properly handled Suspicious Activities by using observation techniques.
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1. Assessment centers/venues 2.2. Accredited assessors 2.3. Evaluation reports 2.4. Access to a relevant venue, equipment and materials 2.5. Assignment instructions 2.6. Logbooks 2.7. Operational manuals and makers'/customers' instructions (if relevant) 2.8. Assessment Instruments, including personal planner and assessment record book
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Written Test/Examination 3.2. Demonstration with questioning 3.3. Observation
<p>4. Context of Assessment</p>	<p>4.1. Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center</p>

UNIT OF COMPETENCY : MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENT

UNIT CODE : AVN514201

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in building and maintaining effective relationships with client.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain a professional image	1.1. Uniform and personal grooming maintained 1.2. Personal presence maintained according to employer and aviation standards 1.3. Visible work area kept tidy and uncluttered 1.4. Equipment stored according to assignment requirements and aviation standard	1.1. Stance 1.2. Posture 1.3. Grooming 1.4. Standing Orders 1.5. Aviation Company Policy and Procedures 1.6. Standard Employment Contract 1.6.1. Workers' Rights and Privileges 1.6.2. Pre-Employment Requirement 1.6.3. Working Conditions - 1.6.4. Barangay registrations 1.6.5. Police Clearance registrations 1.6.6. NBI Clearance registrations 1.6.7. Workers' social and other benefits 1.7. Environment Control 1.7.1. Proper waste management 1.7.2. Reduce, Re-Use, Re-Cycle	1.1. Maintaining uniform and personal grooming in accordance with established Aviation policies and procedures 1.2. Maintaining stance, posture, body language, and other personal presence in accordance to required Aviation standards 1.3. Keeping visible work area tidy and uncluttered 1.4. Storing equipment according to assignment requirements
2. Meet Client requirements	2.1. Client requirements identified and understood by referral to the assignment instructions. 2.2. Client requirements are met according to the assignment instructions 2.3. Changes to Client's needs and requirements monitored and appropriate	2.1. Assignment instructions 2.2. Post orders 2.3. Reviewing assignment instructions 2.4. Discussion techniques with customer 2.5. Implementing	2.1. Identifying assignment instructions and post orders according to Aviation standard procedures 2.2. Accomplishing scope to modify instructions/orders

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p><i>action taken.</i></p> <p>2.4. All communication with the Client is cleared and complied with assignment requirements</p>	<p>required changes</p> <p>2.6. Referral to appropriate employer/personnel</p> <p>2.7. Clarification of client needs and instructions</p>	<p>in the light of changed situations</p> <p>2.3. Meeting client requirements according to the assignment instructions</p> <p>2.4. Monitoring and appropriating action is taken in changes to client's needs and requirements</p> <p>2.5. Clearing and complying with assignment requirements of all communication with the client or customer</p>
<p>3. Build credibility with client.</p>	<p>3.1. Client expectations for reliability, punctuality, and appearance are adhered to.</p> <p>3.2. Possible causes of client dissatisfaction is Identified, dealt with and recorded according to employer policy.</p> <p>3.3. Client is fully informed of all relevant security and safety matters in a timely manner and according to agreed reporting procedures.</p>	<p>3.1. Interpersonal skills</p> <p>3.2. Customer service skills</p> <p>3.3. Telephone etiquette</p> <p>3.4. Maintaining records</p>	<p>3.1. Adhering to client expectations for reliability, punctuality and appearance</p> <p>3.2. Identifying, attending and recording possible causes of client/customer dissatisfaction according to employer policy</p> <p>3.3. Informing client and authorities of all relevant security matters in a timely manner and according to agreed reporting procedures</p>
<p>4. Establish professional relationship with the client.</p>	<p>4.1. Relationship is established within appropriate professional boundaries.</p> <p>4.2. Trust and respect is built through use of effective communication techniques</p> <p>4.3. Client's special needs are</p>	<p>4.1. Types of clients</p> <p>4.2. Main components of client relationship</p> <p>4.3. Relative intelligence</p> <p>4.4. Effect on customer satisfaction</p>	<p>4.1. Demonstrating the ability to establish professional relationship with client</p> <p>4.2. Demonstrating</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>identified and responded to.</p> <p>4.4. Communication is taken in ways concerning account of cultural considerations.</p> <p>4.5. Discretion and confidentiality is exercised.</p>	<p>4.5. Benefits of customer relationship management</p> <p>4.6. Improving client relationship management</p> <p>4.7. Occupational health and safety</p>	<p>the ability of genuine concern for the welfare of the clients</p> <p>4.3. Demonstrating the ability required in handling clients</p> <p>4.4. Demonstrating the ability required in rendering client service skills</p>
<p>5. Manage client interactions</p>	<p>5.1. A collaborative and person-centered approach is used when working with clients.</p> <p>5.2. Motivational Interviewing is used as a basis for client interactions.</p> <p>5.3. Client information is sought using purposeful, systematic and diplomatic questions.</p> <p>5.4. The client is supported to identify and articulate key information that supports the provision of service.</p> <p>5.5. Clients are encouraged to voice queries or concerns and address these appropriately.</p> <p>5.6. Difficult or challenging Behavior is responded to using established techniques</p> <p>5.7. Professional integrity and Boundaries are maintained at all times.</p> <p>5.8. Scope of role is worked on. Situations where interactions suggest the need for client referral are identified and responded to.</p>	<p>5.1. Manage client interactions</p> <p>5.2. Causes of client/customer dissatisfaction</p> <p>5.3. Assignment Instructions</p> <p>5.4. Reporting procedures</p>	<p>5.1. Demonstrating ability to do attention to detail when completing client/employer documentation</p> <p>5.2. Demonstrating the ability to do interpersonal and communication skills required in client contact assignments</p> <p>5.3. Demonstrating ability to do customer service skills required to meet client/customer needs</p>
<p>6. Provide effective responses to client inquiries</p>	<p>6.1. The most appropriate mode of communication for the information being provided is selected.</p> <p>6.2. Language and terminology that the client will understand is used.</p> <p>6.3. Information is presented clearly and with sufficient detail to meet client needs.</p>	<p>6.1. Common industry and company services, problems and solutions</p> <p>6.2. Legal and ethical company and industry aspects</p> <p>6.3. Client motivations and expectations</p> <p>6.4. Effective</p>	<p>6.1. Using communication skills</p> <p>6.2. Using language skills</p> <p>6.3. Using numeracy skills</p> <p>6.4. Using technology skills</p> <p>6.5. Relating to</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	6.4. Information is confirmed with client that it has been understood and any unresolved issue is addressed.	communication techniques 6.5. Industry ethics and practices 6.6. Detailed product and service knowledge	people from a range of society, cultural and ethnic backgrounds

RANGE OF VAIABLES

VARIABLE	RANGE
1. Personal Presence	May include: 1.1. Stance 1.2. Posture 1.3. Body Language 1.4. Demeanor 1.5. Grooming
2. Employer and Aviation Standards	May include: 2.1. Standing Orders 2.2. Efficiency 2.3. Client turn-around time 2.4. Safety and Security Awareness 2.5. Dangerous Goods Awareness 2.6. Quality Management Protocols
3. Client	May include: 3.1. Airline 3.2. Operator 3.3. Service Provider
4. Airport Authority	May Include: 4.1. Airport Operator 4.2. Airport Police 4.3. Civil Aviation Authority of the Philippines
5. Appropriate Action	May include: 5.1. Implementing required changes 5.2. Referral to appropriate employer personnel 5.3. Clarification of client needs and instructions 5.4. Clarification of airport authority's instructions
6. Client Requirements	May include: 6.1. Assignment instructions (e.g. right products) 6.2. Post Orders 6.3. Scope to modify instructions/orders in light of changed situations
7. Assignment Instructions	May include: 7.1. Writing 7.2. Verbally 7.3. Electronically
8. Client's Needs and Requirements	May include: 8.1. Quick Turn Around (QTA) 8.2. Overnight Cleaning 8.3. Deep Cleaning 8.4. Exterior Cleaning

EVIDENCE GUIDE

<p>1. Critical Aspects Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Maintained a professional image. 1.2. Interpreted client requirements from information contained in the client brief and/or assignment instructions. 1.3. Dealt successfully with a variety of client interactions. 1.4. Monitored and acted on varying client or customer needs. 1.5. Met client requirements. 1.6. Build credibility with clients. 1.7. Able to maintain correct actions in response to emergency procedures.
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1. Assessment centers/venues 2.2. Accredited assessors 2.3. Evaluation reports 2.4. Access to a relevant venue, equipment and materials 2.5. Assignment instructions 2.6. Logbooks 2.7. Operational manuals and makers'/customers' instructions (if relevant) 2.8. Assessment Instruments, including personal planner and assessment record book
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Written Test/Examination 3.2. Demonstration with questioning 3.3. Observation
<p>4. Context of Assessment</p>	<ol style="list-style-type: none"> 4.1. Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY : MANAGE OWN PERFORMANCE

UNIT CODE : AVN514202

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in effectively managing own workload and quality of work.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan for completion of own workload	1.1. Tasks are accurately identified. 1.2. Prioritization is allocated to each task. 1.3. Timelines are allocated to each task or series of tasks. 1.4. Tasks deadlines are known and complied with whenever possible. 1.5. Work schedules are known and completed with agreed time frames. 1.6. Work plans are developed according to assignment requirements and employer policy. 1.7. Uncompleted work or tasks are detailed and responsibility for completion is passed to incoming shift or other appropriate persons.	1.1. Assignment instructions 1.2. Verbal instructions 1.3. Policy documents 1.4. Duty statements 1.5. Self-assessment 1.6. t Daily tasks 1.7. Weekly tasks 1.8. Regularly or irregularly occurring tasks 1.9. Allocating priority and timelines	1.1. Identifying tasks accurately according to instructions 1.2. Developing work plans according to assignment requirements and employer policy 1.3. Allocating priority and timelines to each task 1.4. Determining tasks deadlines and comply with whenever possible 1.5. Determining and completing work schedules according to agreed time frames
2. Maintain quality of performance .	2.1. Personal performance is continually monitored against agreed performance standards . 2.2. Advice and guidance is sought when necessary to achieve or maintain agreed standards. 2.3. Guidance from management is applied to achieve or maintain agreed standards. 2.4. Standard of work is clarified and agreed according to employer policy and procedures.	2.1. Monitoring personal performance 2.2. Determining performance standards 2.3. Interpreting work standards 2.4. Quality of work	2.1. Monitoring personal performance continually against agreed performance standards 2.2. Seeking advice and guidance when necessary to achieve or maintain agreed standards 2.3. Applying guidance from management to achieve or maintain agreed standards 2.4. Clarifying and agreeing on standard of work according to employer policy and procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Build credibility with customers/clients	3.1. Client expectations for reliability, punctuality and appearance is adhered to. 3.2. Possible causes of client/customer dissatisfaction is identified, dealt with, and recorded according to employer policy. 3.3. Client is fully informed of all relevant security matters in a timely manner.	3.1. Interpersonal skills 3.2. Customer service skills 3.3. Telephone etiquette 3.4. Maintaining records	3.1. Adhering to client expectations for reliability, punctuality and appearance 3.2. Identifying, attending with and recording possible causes of client/customer dissatisfaction according to employer policy 3.3. Informing client of all relevant security matters in a timely manner and according to agreed reporting procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	1.1 May be identified through: <ul style="list-style-type: none"> 1.1.1 Checklist Provided 1.1.2 Verbal Instructions by Senior Staff / colleagues 1.1.3 Policy Documents 1.1.4 Duty Statements 1.1.5 Self-Assessment 1.1.6 Service Level Agreement 1.1.7 Standard Ground Handling Agreement 1.2 May be: <ul style="list-style-type: none"> 1.2.1 Routine tasks 1.2.2 Non-Routine tasks
2. Performance Standards	May include: <ul style="list-style-type: none"> 2.1 Assignment Instructions 2.2 Procedures established in policy documents

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires that the candidate: <ul style="list-style-type: none"> 1.1. Planned for completion of own workload 1.2. Assessed verbal or written work plan through observation and discussion of site and employer requirements 1.3. Demonstrated capacity to complete task within specified time frame 1.4. Maintained quality of own performance
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1. Assessment Centers/Venues 2.2. Accredited Assessors 2.3. Modes of Assessment 2.4. Evaluation Reports 2.5. Access to relevant venue, equipment and materials 2.6. Assignment Instructions 2.7. Logbooks 2.8. Operational manuals and makers'/customers' instructions 2.9. Assessment Instruments, including personal planner and assessment record book
3. Methods of Assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 3.1. Written Test 3.2. Demonstration with questioning 3.3. Observation with questioning 3.4. Interview
4. Context of Assessment	4.1. Competency may be assessed in actual workplace or in a simulated work setting

CORE COMPETENCIES

UNIT OF COMPETENCY : CARRY OUT PRE-OPERATION CHECKS

UNIT CODE : AB-AVN0305400834301

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes needed to plan and prepare documents, prepare ground support equipment (GSE) and check operational safety and environmental aspects.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare documents for pre-operation	1.1. <i>Pre-flight briefing</i> session is attended and planned with the team in accordance with the <i>client's</i> requirements. 1.2. <i>Service Order</i> is obtained from the supervisor and accomplished with the required information before starting operations based on Service Level Agreement (SLA). 1.3. <i>Ground support equipment operation documents</i> are checked for validity in accordance with airport authority requirements.	1.1. Types of operation 1.2. Wake turbulence category 1.3. Environmental and aviation-related manuals on work safety standard 1.4. Hazard Identification and Risk Assessment 1.5. Types of equipment, tools, used in GSE operations. 1.6. Company SOP and Checklist 1.7. Post Order 1.8. Aerodrome Route Familiarization and Reporting points 1.9. Client/Operator 1.10. Type of GSE to be used 1.11. Taxiway closure 1.12. Operation Schedule 1.13. Safety Management System (SMS) 1.14. Ramp Safety 1.15. Aviation phraseology	1.1. Time management skills 1.2. Adaptability skills 1.3. Assessment Skills 1.4. Cooperation 1.5. Communication skills 1.6. Documentation skills 1.7. Using numeracy skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Prepare ground support equipment (GSE)	2.1. GSE type and GSE Standard Procedures are selected based on the Client request. 2.2. Walk-around inspection is carried out using a company checklist. 2.3. Foreign Object Debris (FOD) are checked within the GSE surrounding areas and correctly disposed of. 2.4. Fire extinguisher inspection tag and physical condition are checked to ensure that it is serviceable and valid. 2.5. Faults and damages and/or abnormalities are reported to the Supervisor immediately.	2.1. Environmental and aviation-related manuals on work safety standard 2.2. Hazard Identification and Risk Assessment 2.3. Types of equipment, tools, used in GSE operations. 2.4. Company SOP and Checklist 2.5. Post Order 2.6. Type of GSE to be used 2.7. Operation Schedule 2.8. SMS 2.9. Foreign Object Debris (FOD) 2.10. Aviation phraseology	2.1. Time management skills 2.2. Assessment Skills 2.3. Communication skills 2.4. Problem solving skills 2.5. Writing and documentation skills 2.6. Using numeracy skills 2.7. Using technology 2.8. Basic GSE maintenance skills 2.10. Basic Troubleshooting skill
3. Check operational safety and environmental aspects	3.1. Handheld radio frequencies are checked and selected based on set frequencies. 3.2. Appropriate uniform and PPE is worn based on the weather condition and type of operation to be performed. 3.3. Airport's weather advisory lightning alerts are checked and monitored.	3.1. Types of operation 3.2. Environmental and aviation-related manuals on work safety standard 3.3. Hazard Identification and Risk Assessment 3.4. Company SOP and Checklist 3.5. Operation Schedule 3.6. SMS 3.7. IATA Ground Operations Manual (IGOM) 3.8. Ramp Safety 3.9. Airport Weather Advisory 3.10. Radio Telephony 3.11. Company Reporting system 3.12. Aviation phraseology	3.1. Time management skills 3.2. Safety consciousness 3.3. Adaptability skills 3.4. Critical Thinking 3.5. Assessment Skills 3.6. Communication skills 3.7. Problem solving skills 3.8. Using numeracy skills 3.9. Using technology 3.10. Self-Management

RANGE OF VARIABLES

VARIABLE	RANGE
1. Pre-Flight Briefing	May include but not limited to: Discussion and planning with team and/or supervisor with regards to: <ol style="list-style-type: none"> 1.1. Client 1.2. Location 1.3. Date & time 1.4. Route 1.5. Reporting points 1.6. Bay assignment 1.7. Type of operation 1.8. GSE to be operated 1.9. Wake turbulence category <ol style="list-style-type: none"> 1.9.1. Light 1.9.2. Medium 1.9.3. Heavy 1.9.4. Jumbo 1.10. Operational safety aspects
2. Client	May include: <ol style="list-style-type: none"> 2.1. Airline 2.2. Operator 2.3. Service Provider
3. Service Order	May include: <ol style="list-style-type: none"> 3.1. Service Level Agreement 3.2. Standard Ground Handling Agreement 3.3. Service Order Form
4. Ground Support Equipment Operation Documents	May include: <ol style="list-style-type: none"> 4.1. Airside Vehicle Ground Services Equipment Control Number (AVGSECN) or AMA Plate 4.2. Airside Vehicle Ground Services Equipment Control Number (AVGSECN) or AMA Sticker 4.3. LTO Documents (if applicable)
5. GSE Type	May include but not limited to: <ol style="list-style-type: none"> 5.1. Motorized GSE <ol style="list-style-type: none"> 5.1.1. Ground Power Unit 5.1.2. Belt Conveyor Loader 5.1.3. Tow Tug 5.1.4. Potable Water Truck 5.1.5. Cherry Picker 5.1.6. Air Condition Unit 5.2. Non-Motorized GSE <ol style="list-style-type: none"> 5.2.1. Tow Bar 5.2.2. Pallet Dolly 5.2.3. Baggage Cart

VARIABLE	RANGE
	5.2.4. Mechanical Stairs 5.2.5. Lavatory Cart
6. GSE Standard Procedures	Procedures may include: 6.1. Walk-around Checklist 6.2. Start Checklist 6.3. Operation Checklist 6.4. Shut-down Checklist 6.5. Securing Checklist 6.6. Routine inspection Checklist
7. Walk-around Inspection	May include but not limited to: Visual Inspection of: 7.1. Fire extinguisher 7.2. Battery 7.3. Brakes 7.4. Lights 7.5. Tire conditions 7.6. Fluid levels 7.6.1. Fuel 7.6.2. Hydraulic Fluid 7.6.3. Engine Oil 7.6.4. Brake fluid 7.7. Company logo 7.8. Chocks/stabilizers 7.9. Basic hand tools 7.10. Safety diagonal markings 7.11. FOD bin 7.12. Body number identifier
8. Foreign Object Debris (FOD)	May include but not limited to: 8.1. Loose hardware 8.2. Pavement fragments 8.3. Catering supplies 8.4. Building materials 8.5. Rocks 8.6. Sand 8.7. Metals 8.8. Wildlife (especially insects)
9. Uniform	May include but not limited to: 9.1. Company uniform 9.2. Company I.D. 9.3. Airport access pass (or equivalent) 9.4. Airside driver's permit (or equivalent) 9.5. Radio license (if applicable)
10. PPE	May include but not limited to: 10.1. Safety shoes 10.2. Reflectorized vest

VARIABLE	RANGE
	<ul style="list-style-type: none"> 10.3. Reflectorized pants 10.4. Ear muffs or Ear plugs 10.5. Gloves 10.6. Rain boots 10.7. Rain coat 10.8. Face mask 10.9. Eye protective glass 10.10. Hazmat
11. Weather Condition	<p>May include:</p> <ul style="list-style-type: none"> 11.1. Sunny 11.2. Cloudy 11.3. Rainy 11.4. Windy 11.5. Foggy 11.6. Stormy 11.7. Humid 11.8. Hazy 11.9. Snow
12. Type of operation	<p>May include:</p> <ul style="list-style-type: none"> 12.1. Routine <ul style="list-style-type: none"> 12.1.1. Civilian 12.1.2. Military 12.1.3. Government 12.2. Non-routine <ul style="list-style-type: none"> 12.2.1. Civilian 12.2.2. Military 12.2.3. Government

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1. Planned and prepared documentations.</p> <p>1.1.1. Attended the briefing session and understood the plan accordingly.</p> <p>1.1.2. Obtained and accomplished Service Order accordingly.</p> <p>1.1.3. GSE Operation documents are checked and validated.</p> <p>1.2. Prepared ground support equipment.</p> <p>1.2.1. Appropriate GSE type, category, and procedures are selected.</p> <p>1.3. Checked operational safety and environmental aspects.</p> <p>1.3.1. Proper PPE and Uniform is selected and worn.</p>
<p>2. Resource Implications</p>	<p>The following resources MUST be provided :</p> <p>2.1. Fully operational GSE, tools, equipment.</p> <p>2.2. Actual Workstation/Workplace location or simulated assessment area.</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit may or must be assessed through:</p> <p>3.1. Written Examination</p> <p>3.2. Oral Questioning</p> <p>3.3. Practical demonstration</p> <p>3.4. Direct observation</p>
<p>4. Context for Assessment</p>	<p>4.1. Competency may be assessed in the actual workplace or simulation environment in TESDA accredited institutions.</p>

UNIT OF COMPETENCY : PERFORM GROUND SUPPORT EQUIPMENT OPERATIONS

UNIT CODE : AB-AVN0305400834302

UNIT DESCRIPTOR : This unit encompasses the knowledge, skills, and attitudes necessary to carry out safety and security procedures, operate ground support equipment (GSE), record and report operations within an airport environment and in proximity to aircraft.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out safety and security procedures.	1.1. Security protocols are complied with in accordance with International Air Transport Association (IATA) and airport regulation. 1.2. Safety protocols are followed based on IATA and airport regulation.	1.1. Types of PPE 1.2. Work permit 1.3. Industry and client standards 1.4. Aerodrome speed limits based on area of operation 1.5. Aerodrome familiarization	1.1. Time management skills 1.2. Adaptability skills 1.3. Assessment Skills 1.4. Communication skills 1.5. Problem solving skills 1.6. Using numeracy skills 1.7. Active listening skills and following instructions 1.8. Driving skill 1.9. Operating specific equipment
2. Operate ground support equipment (GSE)	2.1. GSE Type to be operated is selected based on the client's requirement and type of operation. 2.2. Ground Support Equipment are started and parameter checks/tests are performed using a checklist. 2.3. Standard Operating Procedure (SOP) is followed for operating specific ground support equipment.	2.1. Types of PPE 2.2. Work permit 2.3. Procedure in operating specified GSE 2.4. Industry and client standards 2.5. Aerodrome speed limits based on area of operation 2.6. Aerodrome familiarization 2.7. Route familiarization 2.8. Airport marking 2.9. Reporting points 2.10. Aircraft servicing area 2.11. Client/Operator 2.12. Taxiway closure 2.13. Operation schedule	2.1. Time management skills 2.2. Adaptability skills 2.3. Assessment Skills 2.4. Communication skills 2.5. Problem solving skills 2.6. Using numeracy skills 2.7. Active listening skills and following instructions 2.8. Driving skill 2.9. Operating specific equipment

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.14. Safety Management System (SMS) 2.15. Standard Ground Handling Agreement (SGHA) 2.16. IATA Ground Operations Manual (IGOM) 2.17. Ramp Safety 2.18. Aviation phraseology 2.19. Situational Awareness	
3. Record and report operations	3.1. Service Order is secured and interpreted prior to operations. 3.2. Service order form is accomplished based on operation timings . 3.3. Client Signed Service Order form is submitted in accordance with company policy. 3.4. Operation timings and movement are reported based on company SOP.	3.1. Service Order 3.2. Aviation phraseology 3.3. Airport ramp operations 3.4. SGHA 3.5. Client/Operator 3.6. Operation timings 3.7. Company SOP for reporting and recording	3.1. Using numeracy skills 3.2. Communication skills 3.3. Writing and documentation skills 3.4. Following company SOP for reporting and recording

RANGE OF VARIABLES

VARIABLE	RANGE
1. Security Protocols	<p>Safety Protocols in reference to IATA Security Management System Manual Chapter(s):</p> <p>Chapter 2 2.5 Security Culture 2.8 Security Communication</p> <p>Chapter 5 5.4 Operational Risk Assessment</p>
2. Safety Protocols	<p>Safety Protocols in reference to IATA Ground Operations Manual Chapter(s):</p> <p>Chapter 2 2.3. Safe Baggage Handling</p> <p>Chapter 3 3.1. Ramp Safety In Aircraft Handling 3.1.1. Introduction 3.1.2. General Ramp Safety 3.1.3. Safety Instructions For Operating And Working With Ground Support Equipment On Ramp 3.3. Adverse Weather Conditions 3.3.1. General 3.3.2. Wintery Or Slippery Apron Conditions 3.3.3. Thunderstorms And Lightning 3.3.4. High Wind Conditions 3.3.5. High Winds Activity Table 3.3.6. Sandstorms And Low Visibility 3.3.7. Intense Heat 3.4. Hand Signals 3.4.1. Introduction 3.4.2. General Conditions For Using Hand Signals 3.4.3. Specific Requirements For Using Marshaling Hand Signals 3.4.4. Guide Person Hand Signals For Ground Support Equipment</p> <p>Chapter 4 4.1. Aircraft Arrival 4.1.1. Actions Prior To Aircraft Arrival 4.1.2. Actions During Aircraft Arrival 4.1.3. Actions After Aircraft Arrival 4.1.4. Ground Support Equipment For Arriving Aircraft 4.2. Aircraft Chocking 4.3. Aircraft Coning 4.6. Aircraft Departure</p>

VARIABLE	RANGE
	4.6.1. Introduction 4.6.3. Pre Departure Activities 4.6.5. Wheel Chock Removal
3. GSE Type	May include but not limited to: Motorized GSE 11.1. Ground Power Unit 11.2. Belt Conveyor Loader 11.3. Tow Tug 11.4. Potable Water Truck 11.5. Cherry Picker 11.6. Air Condition Unit Non-Motorized GSE 11.1. Tow Bar 11.2. Pallet Dolly 11.3. Baggage Cart 11.4. Mechanical Stairs 11.5. Lavatory Cart
4. SOP (Standard Operating Procedure)	May Include but not limited to: 4.1. Company standard based on specific equipment's manufacturer's operating manual(s) in compliance with IGOM.
5. Service Order	May include: 3.1. Service Level Agreement 3.2. Standard Ground Handling Agreement 3.3. Service Order Form
6. Operation Timings	May include: 7.1. Departure from headquarters 7.2. Arrival to area of operation 7.3. Operation start time 7.4. Operation end time 7.5. Arrival to headquarters
7. Client	May include: 10.1. Airline 10.2. Operator 10.3. Service Provider

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1. Carried out safety and security procedures. 1.1.1 Airport security checks are followed and compiled according to airport regulations 1.2. Operated ground support equipment. 1.3. Recorded and reported GSE operations.
2. Resource Implications	The following resources MUST be provided : 2.1. Fully operational tools, equipment, and availability of supplies/materials. 2.2. Actual Workstation/Workplace location/Cleaning Laboratory and simulated assessment area
3. Methods of Assessment	Competency in this unit may or must be assessed through: 3.1. Written Examination 3.2. Oral Questioning 3.3. Practical demonstration 3.4. Direct observation
4. Context for Assessment	4.1. Competency may be assessed in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : CONDUCT POST-OPERATION OF GROUND SUPPORT EQUIPMENT

UNIT CODE : AB-AVN0305400834303

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes required to prepare, conduct, record and report post-operation of ground support equipment (GSE).

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare post-operation	1.1. GSE is driven to the designated parking area and follows related procedures to fully secure the unit to prevent sudden movement. 1.2. Maneuvering speed limit is followed when GSE is moving away from aircraft, based on IATA Ground Operations Manual (IGOM). 1.3. GSE is ensured to be positioned behind the equipment restriction area/ equipment restriction levels (ERA/ERL). 1.4. Foreign object debris (FOD) are checked and removed before departure from the designated parking area.	1.1. Airport Marking 1.2. Client/Operator 1.3. Type of GSE to be used 1.4. Operation Schedule 1.5. Safety Management System (SMS) 1.6. Standard Ground Handling Agreement (SGHA) 1.7. IATA Ground Operations Manual (IGOM) 1.8. Ramp Safety 1.9. Aircraft Servicing Arrangement 1.10. Safety Maneuvering Speed 1.11. Equipment Restricted Area 1.12. Chocks Positioning 1.13. Brake Check 1.14. Airport operations 1.15. Danger Areas 1.16. Hand Signals (IATA) 1.17. Aviation phraseology	1.1. Time management skills 1.2. Safety consciousness skills 1.3. Adaptability skills 1.4. Critical thinking skills 1.5. Assessment Skills 1.6. Interpersonal skills 1.7. Communication skills 1.8. Problem solving skills 1.9. Using language 1.10. Using numeracy skills 1.11. Using technology 1.12. Active listening skills and following instructions 1.13. Flexibility skills 1.14. Situational awareness skills 1.15. Driving skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Conduct post-operation	2.1. Hand held radio is operated to report end of operations to headquarters. 2.2. GSE is driven back from the designated parking area to headquarters. 2.3. GSE is parked in the designated wash area. 2.4. Wheel chocks are placed securely in the GSE.	2.1. Route familiarization 2.2. Company SOP and checklist 2.3. Safety Management System (SMS) 2.4. Chocks Positioning 2.5. Aviation phraseology	2.1. Safety consciousness skills 2.2. Adaptability skills 2.3. Critical thinking skills 2.4. Assessment skills 2.5. Communication skills 2.6. Problem solving skills 2.7. Using language 2.8. Using numeracy skills 2.9. Using technology 2.10. Active listening skills and following instructions 2.11. Flexibility skills 2.12. Situational awareness skills 2.13. Driving skills
3. Report and secure ground support equipment (GSE)	3.1. GSE securing procedure is conducted using GSE checklist . 3.2. GSE regular equipment checks are conducted using the company checklist for routine checks. 3.3. Signed Service Order is submitted to the appropriate personnel according to company SOP. 3.4. Faults and malfunctions are reported to the Immediate Supervisor/Workshop Supervisor in accordance with company SOP. 3.5. GSE is cleaned at the appropriate wash area 3.6. GSE is driven back to the designated parking area and key(s) are returned to appropriate personnel.	3.1. Route familiarization 3.2. Company SOP and checklist 3.3. Safety Management System (SMS) 3.4. Chocks Positioning 3.5. Aviation phraseology	3.1. Time management skills 3.2. Safety consciousness 3.3. Critical thinking skills 3.4. Assessment skills 3.5. Communication skills 3.6. Problem solving skills 3.7. Using language 3.8. Using numeracy skills 3.9. Using technology

RANGE OF VARIABLES

VARIABLE	RANGE
1. Checklist	May Include: <ul style="list-style-type: none"> 1.1. Pre-operation Checklist 1.2. Engine Start Checklist 1.3. Securing Checklist 1.4. Routine Checklist
2. Appropriate Personnel	May Include: <ul style="list-style-type: none"> 2.1. Supervisor 2.2. Security Guard on duty

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> 1.1. Prepared post operation 1.2. Conducted post operation <ul style="list-style-type: none"> 1.2.1. GSE is driven back its designated parking area 1.3. Reported and recorded post operation <ul style="list-style-type: none"> 1.3.1. GSE is secured properly using appropriate Checklist. 1.3.2. Documents are submitted to authorize personnel.
2. Resource Implications	The following resources MUST be provided <ul style="list-style-type: none"> 2.1. Fully operational GSE, tools, and equipment. 2.2. Actual Workstation/Workplace location/Cleaning Laboratory or simulated assessment area.
3. Methods of Assessment	Competency in this unit may or must be assessed through <ul style="list-style-type: none"> 3.1. Written Examination 3.2. Oral Questioning 3.3. Practical demonstration 3.4. Direct observation
4. Context for Assessment	4.1. Competency may be assessed in the actual workplace or simulation environment in TESDA accredited institutions.

GLOSSARY OF TERMS

<p>1. Airport Weather Advisory</p>	<p>A specialized weather report issued to provide information on weather conditions that could impact airport operations. It is typically issued by meteorological services or airport authorities to help ensure safety and efficiency in aviation operations.</p>
<p>2. Aerodrome</p>	<p>An aerodrome is a location from which aircraft flight operations take place, regardless of whether they involve air cargo, passengers, or neither, and regardless of whether it is for public or private use. Aerodromes include small general aviation airfields, large commercial airports, and military air bases.</p>
<p>3. Aircraft</p>	<p>an airplane, helicopter, or other machine capable of flight</p>
<p>4. Air Condition Unit</p>	<p>(ACU) in aviation refers to a system or equipment used to control the temperature, humidity, and air quality within an aircraft.</p>
<p>5. Aviation phraseology</p>	<p>Refers to the standardized set of phrases and terminology used in aviation communication to ensure clarity and avoid misunderstandings. It is essential for effective communication between pilots, air traffic controllers, and other aviation personnel.</p>
<p>6. Aviation Radio Telephony</p>	<p>Refers to the use of radio communication in aviation, specifically the procedures and terminology used for transmitting and receiving messages between aircraft and air traffic control (ATC), as well as between aircraft and ground stations.</p>
<p>7. Baggage Cart</p>	<p>a wheeled vehicle used in airports and on the tarmac for transporting luggage, cargo, and other items between the terminal, aircraft, and other locations.</p>
<p>8. Battery</p>	<p>a container consisting of one or more cells, in which chemical energy is converted into electricity and used as a source of power.</p>
<p>9. Belt Conveyor Loader (BCL)</p>	<p>a simple device to help reduce manual lifting of in-gauge bags in the airport's baggage make-up area. The use of a Baggage Loader enables safe and efficient loading of bags into Unit Load Devices (ULD) and other baggage containers.</p>
<p>10.Brakes</p>	<p>A device for slowing or stopping motion, as of a vehicle, especially by contact friction.</p>
<p>11.Body Number Identifier</p>	<p>refers to a unique numeric or alphanumeric code used to identify a specific part or component of a vehicle, including aircraft.</p>
<p>12.Cherry Picker</p>	<p>also known as a boom lift or aerial work platform, is a type of equipment used in various industries, including aviation, for lifting personnel and equipment to elevated work areas.</p>

13. Chocks	Wedge-shaped devices used to prevent the movement of an aircraft or other vehicles, particularly during loading and unloading operations.
14. Foreign Object Debris (FOD)	refers to any object or substance located in an inappropriate location that has the potential to cause damage to aircraft, equipment, or personnel. FOD can be found on airport runways, taxiways, aprons, and other operational areas.
15. FOD Bin	Refers to a container designated for collecting Foreign Object Debris (FOD) , which includes any unwanted objects or debris found in areas such as runways, taxiways, or ramps that could pose a risk to aircraft operations. FOD bins are typically placed around airports or near aircraft maintenance areas to ensure proper disposal of these materials, helping to prevent potential damage to aircraft engines, tires, or other sensitive components.
16. General Aviation (GENAV)	all civil aviation aircraft operations except for commercial air transport or aerial work, which is defined as specialized aviation services for other purposes.
17. Ground Power Unit (GPU)	can be either a fixed or mobile unit which can be connected to the electrical system of an aircraft while on the ground to provide either 120V AC or 28V DC power. Ground power units usually consist of a generator powered by a diesel engine but may found in other configurations.
18. Ground Support Equipment (GSE)	is the support equipment found at an airport, usually on the apron, the servicing area by the terminal. This equipment is used to service the aircraft between flights. As the name suggests, ground support equipment is there to support the operations of aircraft whilst on the ground.
19. IATA Ground Operations Manual (IGOM)	is a comprehensive guide published by the International Air Transport Association (IATA) that sets standardized procedures for ground handling operations across the aviation industry.
20. Handheld Radio	A portable communication device used for voice communication over radio frequencies. It is commonly used in various fields, including aviation, emergency services, construction, and security.
21. Hangar	a covered area where an aircraft is kept
22. Hazards	a source of potential damage, harm, or adverse health effects.
23. Hazmat	Refers to the specialized protective gear worn by individuals handling or working around hazardous materials (hazmat) to minimize exposure to dangerous substances.
24. Headquarters	Refers to the main office or central location where the primary management and administrative functions of an organization are conducted. It is typically the location from

	which the organization's overall operations are coordinated and managed.
25.HIRA (Hazard Identification and Risk Assessment)	is a systematic process used to identify potential hazards and evaluate the risks associated with them in a specific environment, activity, or process.
26.High touch surfaces	are those that people frequently touch which could become easily contaminated with microorganisms - like door handles, faucet, light switches, chairs, tables, counters, handrails, and shared equipment.
27.High-risk area	an area vulnerable to sickness where there is a high volume of foot traffic like restroom/ lavatory, pax cabin, galleys.
28.IATA (International Air Transport Association)	a global trade organization for the airline industry, representing around 290 airlines worldwide, which constitute about 82% of global air traffic. Founded in 1945, IATA plays a crucial role in setting standards and guidelines for international aviation to ensure safe, secure, efficient, and sustainable air transport.
29.International Civil Aviation Organization (ICAO)	is a specialized agency of the United Nations responsible for establishing global standards and regulations for aviation safety, security, efficiency, and environmental protection. Founded in 1944 through the Convention on International Civil Aviation (also known as the Chicago Convention), ICAO's mission is to promote the safe and orderly development of international civil aviation
30.IATA Ground Operations Manual (IGOM)	defines ground handling standards for airlines and ground service providers to ensure ground operations activities are safely, efficiently, and consistently accomplished. Procedures reflect the minimum standards as identified by the aviation industry.
31.Lavatory Cart	a specialized vehicle or container used in aviation to service the lavatory (toilet) facilities on an aircraft.
32.Local instruction	refers to the instruction from the client or customer.
33.Low-risk area	a low contamination risk area including offices, meeting rooms, hallways, lounge, and waiting areas.
34.Manual Operating Procedures (MOP)	a handbook that lists all the written instructions and provides a comprehensive guide for overall operations.
35.Mechanical Stairs	often referred to as aircraft boarding stairs or mobile stairs , are movable staircases used at airports to facilitate the boarding and deplaning of passengers from an aircraft.
36.Narrow-body Aircraft	an aircraft with one aisle.

37. Pallet Dolly	a specialized wheeled platform designed for transporting cargo pallets, particularly in the aviation and logistics industries.
38. Personal Protective Equipment (PPE)	refers to equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses.
39. Potable Water Truck	a specialized vehicle designed for transporting and distributing clean, drinkable water (potable water) to aircraft at airports.
40. Quick Turnaround (QTA)/Transit Cleaning	a type of service provided to clients. This type of cleaning requires a short time due to limited aircraft ground time. Cleaning time may vary depending on client's requests and type of aircraft, usually from ten (10) to fifteen (15) minutes for interior and exterior cleaning.
41. Ramp	a dedicated space at an airport (either the home airport or alternate airport) that acts as a parking pad for an aircraft
42. Ramp Safety	refers to the collection of standards, guidelines, and precautions implemented to guarantee the security of staff, aircraft, and equipment on the airport ramp.
43. Ramp Supervisor	is a key role in airport ground operations, responsible for overseeing the activities on the airport ramp (the area where aircraft are parked, loaded, unloaded, refueled, and serviced).
44. Reporting points	Reporting points on an airport ramp are designated locations where personnel or ground support equipment operators must report their position or status to ensure proper coordination and safety. These points help manage the movement and activities of aircraft and ground vehicles on the ramp
45. Rest Overnight (RON)	the period when an aircraft remains at an airport overnight after completing its scheduled flights for the day
46. Safety Culture	a set of norms, beliefs, values, attitudes and assumptions that are inherent in the daily operation of an organization and are reflected by the actions and behaviors of all entities and personnel within the organization.
47. Service order	A document used to: <ul style="list-style-type: none"> ● Detail an order for performing a service on equipment or an item. ● Specify details for each task to be done. ● Serve as the central document for planning a service request at a customer site. ● Record execution results.
48. SGHA (Standard Ground Handling Agreement)	an agreement between airlines and Ground Service Providers that outlines the terms and conditions of contracted ground handling services. It consists of the legal and regulatory requirements, qualitative standards, and

	operational details. The airline and the Ground Service Providers use the SGHA to agree on the duration of the contract, services to be rendered, the limit of liability, compliance with standards, the operational requirements, and the cost of handling. All these are then recorded in Annex B.
49. SLA (Service Level Agreement)	<p>refers to a document that outlines a commitment between a service provider and a client, including details of the service, the standards the provider must adhere to, and the metrics to measure the performance.</p> <p>a negotiated agreement between two parties where the level of service is formally defined.</p>
50. SMS (Safety Management System)	a systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies, and procedures.
51. Stabilizers	are critical components of an aircraft designed to ensure stability and control during flight.
52. Standard Operating Procedure (SOP)	It refers to a set of step-by-step instructions or guidelines that are established by an organization to ensure consistency, efficiency, and safety in performing specific tasks or operations.
53. Service Order	a document used to detail an order for performing a service on equipment or an item, specify details for each task to be done, serves as the central document for planning a service request at a customer site and record execution results.
54. Sub-Areas	refers to aircraft's designated functions, including: Cockpit, Passenger Cabin, Galley, Lavatories, Overhead Bins, Cargo Hold, Crew Rest Area, Emergency Exits, Aisles, Bulkhead, Entry/Exit Doors.
55. Taxiway	A taxiway is a path for aircraft at an airport connecting runways with aprons, hangars, terminals and other facilities. They mostly have a hard surface such as asphalt or concrete, although smaller general aviation airports sometimes use gravel or grass. Most airports do not have a specific speed limit for taxiing.
56. Taxiway Closure	Refers to the temporary or permanent shutdown of a taxiway, which is a designated path on an airport's airfield used by aircraft to move between runways, terminals, and other areas.
57. Tool	A handheld device used in manual operations.
58. Tow Bar	a device used in aviation to connect an aircraft to a ground vehicle, typically a tug or tractor, for towing or pushing the aircraft on the ground.

59. Tow Tug	used to prepare an aircraft for take-off or transport a craft for regular maintenance and repair. It's a crucial component of any airport or hangar's ground support equipment (GSE).
60. Towable	Refers to any object, equipment, or vehicle that is designed to be pulled or moved by another vehicle, usually with the help of a tow bar or similar device.
61. Wake Turbulence Category	<p>Defined by the International Civil Aviation Organization for the purpose of separating aircraft in flight, due to wake turbulence.</p> <ul style="list-style-type: none"> • Light (L) — aircraft types of 7,000 kg or less. • Medium (M) — aircraft types more than 7,000 kg but less than 136,000 kg; and • Heavy (H) — all aircraft types of 136,000 kg or more, with the exception of aircraft types in Super (J) category; and • Super (J) — aircraft types specified as such in ICAO Doc 8643, Aircraft Type Designators.
62. Weather forecast	Is a prediction of future weather conditions based on meteorological data and analysis.
63. Walk-around inspection	A visual inspection conducted by employees before starting their workday or switching machines.
64. Wide-body aircraft	an aircraft with more than one aisle.

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