
Model Curriculum

Airport Warehouse Coordinator

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRPORT OPERATIONS, CARGO AND GROUND HANDLING
OCCUPATION: CARGO TERMINAL OPERATIONS
REF ID: AAS/Q4303, V1.0
NSQF LEVEL: 4



Certificate

**CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS**
is hereby issued by the

AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASCC)

for the

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/Qualification Pack : **'Airport Warehouse Coordinator'** QP No. **'AAS/Q4303' NSQF level 4'**

Date of issuance : 22 December 2017
Valid up to : 21 December 2018
* Valid up to the next review date of the Qualification Pack



(Authorised signatory)
Aerospace & Aviation Sector Skill Council (AASCC)

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Airport Warehouse Coordinator

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Airport Warehouse Coordinator”, in the “Aerospace and Aviation” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Airport Warehouse Coordinator		
Qualification Pack Name & Reference ID.	AAS/Q4303		
Version No.	1.0	Version Update Date	21 – 04 - 2017
Pre-requisites to Training	Class X pass		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> • Control the warehouse inventory by coordinating movement of cargo from aircrafts to warehouse to shipping and vice versa. • Supervise and control the activities of ground crew in loading, unloading, securing and staging of aircraft cargo in a safe and timely manner with responsibility. • Handle accounting and record keeping activities of the warehouse. • Achieve basic communication skills and good inter-personal skills. • Work well in a team with good coordination. • Achieve good planning, time management and reporting skills. • Acquire inventory control, documentation, data entry and required supervision skills. 		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “Airport Warehouse Coordinator” Qualification Pack issued by “Aerospace and Aviation Sector Skill Council (AASCC)”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Follow safety and security procedures Theory Duration (hh:mm) 25:00 Practical Duration (hh:mm) 23:00 Corresponding NOS Code AAS/N0502</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • comply with the organization’s safety and security policies and procedures • comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference • report any identified breaches of safety, and security policies and procedures to the designated person • coordinate with other resources at the workplace (within and outside the organization) to achieve safe and secure environment • identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual’s authority • report any hazards outside the individual’s authority to the relevant person in line with organizational procedures and regulatory guidelines • follow organization’s emergency procedures for accidents, fires or acts of unlawful interference • identify and recommend opportunities for improving health, safety, and security to the designated person • ensure all health and safety records are updated and procedures well defined 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer’s guide, student handbook, Charts regarding health & hygiene, fire-fighting, first aid, chart of prohibited items, chart of parking layout, traffic markings, video content demonstrating safety & security procedures, personal protective equipment (PPE) (consisting of safety jacket, safety goggles, ear plugs, gloves & safety shoes)</p>
2	<p>Supervise and coordinate warehouse activities Theory Duration (hh:mm) 61:00 Practical Duration (hh:mm) 99:00 Corresponding NOS Code AAS/N4303</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • coordinate the activities of ground crew in the loading, unloading, securing, and staging of aircraft cargo • observe, receive and otherwise obtain information from all relevant resources • analyse information and evaluate results to choose the best solutions and solve problems • communicate and provide information to supervisor, co-workers and subordinates • organise, plan and prioritize work • coordinate the work and activities of others and getting members of a group to work together to accomplish tasks • develop constructive and cooperative working relationship with others 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer’s guide, student handbook,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • perform cargo build up and break down as told by supervisors and also ensure that processes are in compliance with the company cargo SOP and airline's standards well • identify and act upon any irregularities which occur during either import or export • gather relevant new information relating to the current job at hand • determine whether events or processes comply with laws, regulations or standards • encourage and build mutual trust, respect and corporation among team members • check import & export documentation to determine cargo contents • retrieve stored items and trace lost shipments as necessary • inspect and count items received and check them against documents, recording shortages and rejecting damages goods • notify consignees or customers of the arrival freight and arrange for delivery • keep records of all goods shipped, received and stored • coordinate and supervise activities of workers engaged in loading and unloading • directly participate in cargo handling in order to ensure completeness of load and even distribution of weight 	
3	<p>Work Effectively in a Team Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code AAS/N0503</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • display courteous and helpful behaviour at all times • take opportunities to enhance the level of assistance offered to colleagues. • meet all reasonable requests for assistance within acceptable workplace timeframes • complete allocated tasks as required • seek assistance when difficulties arise. • use questioning techniques to clarify instructions or responsibilities • identify and display a non discriminatory attitude in all contacts with customers and other staff members • observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact • follow personal hygiene procedures 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, video film demonstrating typical questioning techniques</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>according to organisational policy and relevant legislation</p> <ul style="list-style-type: none"> • interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task • interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying • ask questions to seek and clarify workplace information • plan and organise daily work routine within the scope of the job role • prioritise and complete tasks according to required timeframes • identify work and personal priorities and achieve a balance between competing priorities 	
	<p>Total Duration (hh:mm) 240 : 00 Theory Duration (hh:mm) 99:00 Practical Duration (hh:mm) 141:00</p>	<p>Unique equipment used;</p> <ul style="list-style-type: none"> • personal protective equipment (PPE) (consisting of safety jacket & safety shoes) • First aid kit • Fork Lift • Basic fire safety aids • Air Cargo Management system mock-up simulator (software installed on server with minimum 5 clients) • Handheld scanner (minimum 5) linked with cargo management software system 	

Grand Total Course Duration: 240 Hours, 0 Minutes

(This syllabus/ curriculum has been approved by [Aerospace and Aviation Sector Council \(AASCC\)](#))

Trainer Prerequisites for Job role: “Airport Warehouse Coordinator ” mapped to Qualification Pack: “AAS/Q4303”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q4303”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Graduate
4a	Domain Certification	Statutory Certificate from Aerospace and Aviation Sector Skill Council (AASCC) for Job Role: “ <u>Airport Warehouse Coordinator</u> ” mapped to QP: “ <u>AAS/Q4303</u> ”. Minimum accepted score for domain certification will be 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the job role “Trainer” mapped to the Qualification Pack : “MEP/Q 0102”. Minimum accepted percentage as per respective SSC guidelines is 80%.
5	Experience	2-3 years of experience

Annexure : Assessment Criteria

Job Role : Airport Warehouse Coordinator

Qualification Pack : AAS/Q4303

Sector Skill Council : Aerospace & Aviation Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack , every trainee should score a minimum of 60% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
1. AAS/N0502 Follow safety and security procedures	PC 1.search carry-on or checked baggage by hand when it is suspected to contain prohibited items such as weapons	100	10	5	5
	PC 2. inspect carry-on items, using x-ray viewing equipment, to determine whether items contain objects that warrant further.		10	5	5
	PC 3. inspect cargo to identify potential hazards.		10	5	5
	PC 4. view images of checked bags and cargo, using remote screening equipment, and alert baggage screeners or handlers to any possible problems.		20	10	10
	PC 5. test baggage for any explosive materials, using equipment such as explosive detection machines or chemical swab systems.		10	5	5
	PC 6. locate suspicious bags pictured in printouts sent from remote monitoring areas, and set these bags aside for inspection.		20	10	10

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC 7. confiscate dangerous items and hazardous materials found in opened bags and turn them over to airlines for disposal		5	2	3
	PC 8. Identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC 9. ensure all health and safety records are updates and procedures well defined		5	2	3
	Total		100	52	48
2.AAS/N4103 Coordinate Warehouse activities at the airport	PC 1. supervise and coordinate the activities of ground crew in the loading, unloading, securing, and staging of aircraft cargo	100	6	2	4
	PC 2. observe, receive and otherwise obtain information from all relevant resources		6	2	4
	PC 3. analyze information and evaluating results to choose the best solutions and solve problems		6	2	4
	PC 4. communicate and provide information to supervisor, co-workers and subordinates		6	2	4
	PC 5. organize, plan and prioritize work, developing specific goals		6	2	4
	PC 6. coordinate the work and activities of others and getting members of a group to work together to accomplish tasks		5	2	3
	PC 7. develop constructive and cooperative working relationship with others		5	2	3
	PC 8. perform cargo build up and break down as told by supervisors and ensure that processes are in compliance with the company cargo SOP and airline's standards well		5	2	3
	PC 9. identify and act upon any irregularities which occur during either import or export		5	2	3
	PC 10. gather relevant new information relating to the current job at hand		5	2	3

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC 11. determine whether events or processes comply with laws, regulations or standards		5	2	3
	PC 12. encourage and build mutual trust, respect and corporation among team members		5	2	3
	PC 13. check import & export documentation to determine cargo contents		5	2	3
	PC 14. retrieve stored items and trace lost shipments as necessary		5	2	3
	PC 15. inspect and count items received and check them against documents, recording shortages and rejecting damages goods		5	2	3
	PC 16. notify consignees or customers of the arrival freight and arrange for delivery		5	2	3
	PC 17. keep records of all goods shipped, received and stored		5	2	3
	PC 18. coordinate and supervise activities of workers engaged in loading and unloading		5	2	3
	PC 19. direct participate in cargo handling in order to ensure completeness of load and even distribution of weight		5	2	3
	Total		100	38	62
3.AAS / N0503 Work Effectively as a Team	PC1. display courteous and helpful behaviour at all times.	100	8	3	5
	PC2. take opportunities to enhance the level of assistance offered to colleagues.		7	3	4
	PC3. meet all reasonable requests for assistance within acceptable workplace timeframes.		8	3	5
	PC4. complete allocated tasks as required.		4	1	3
	PC5. seek assistance when difficulties arise.		3	1	2
	PC6. use questioning techniques to clarify instructions or responsibilities.		7	3	4
	PC7. identify and display a non discriminatory attitude in all contacts with customers and other staff members.		7	3	4

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		7	3	4
	PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.		7	3	4
	PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		7	3	4
	PC11. interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		7	3	4
	PC12. ask questions to seek and clarify workplace information.		7	3	4
	PC13. plan and organise daily work routine within the scope of the job role.		7	3	4
	PC14. prioritise and complete tasks according to required timeframes.		7	3	4
	PC15. identify work and personal priorities and achieve a balance between competing priorities.		7	3	4
	Total		100	42	58