



**AASSC**  
Aerospace & Aviation  
Sector Skill Council

# Participant Handbook

Sector  
**Aerospace and Aviation**

Sub-Sector  
**Airline**

Occupation  
**Operations**

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**NSQF Level 3**



**Airline Security Executive**



**Shri Narendra Modi**  
Prime Minister of India

“ **Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission.** ”





### 1.3.2 Knowledge

#### Knowledge:

Knowledge is the awareness, or understanding of facts, information, descriptions, or skills, which is acquired through experience and education by perceiving, discovering, or learning.



Fig 1.3.2 (a) Illustrative Diagram for Knowledge

### 1.3.3 Skills

#### Skills:

A skill is the ability to use the knowledge to carry out a task with pre-determined results often within a given amount of time, energy or both. Skills can usually be divided into domain-generic skills and domain-specific skills. For example: in the domain of work, some general skills would include time management, teamwork and leadership, self-motivation and others, whereas domain-specific skills would be used only for a particular job.



Fig 1.3.3 (a) Illustrative Diagram for Skills

Knowledge is pre-requisite for a person to perform an activity. Organisations and companies focus on the performance of its employees and their contributions to achieve the organisational vision or goal.

Skilled workforces improve productivity and enhance quality of products and services. It is crucial that a person possesses adequate skills to perform his job and meet the expected outcomes of the organisations.

### 1.3.4 Qualifications Pack & National Occupational Standards



Fig 1.3.4 (a) Complete Cycle Of QP-NOS

## UNIT 2.1: Safety Policy and Safety Management System

### Unit Objectives

**At the end of this unit, you will be able to:**

- List the prominent organisations in aviation sector.
- Understand the safety policies of an airport.
- Describe Safety Management Systems.
- Evaluate the Safety Performance Indicator.

### 2.1.1 Prominent Organisation in Aviation

**The prominent organisations in Aviation are as follows:**

- International Air Transport Association (IATA)
- International Civil Aviation organisation (ICAO)
- Directorate General of Civil Aviation (DGCA)
- Bureau of Civil Aviation Security (BCAS)
- Airports Authority of India (AAI)

#### **International Air Transport Association (IATA)**

The International Air Transport Association (IATA) is a trade corporation of the world's airlines. Consisting of 278 airlines, primarily significant carriers, representing 117 countries, the IATA's member airlines account for carrying approximately 83% of total available seat kilometers air traffic. IATA supports airline activity and helps formulate industry policy and standards. Its headquarter is in Montreal, Quebec, Canada with Executive Offices in Geneva, Switzerland.



*Fig 2.1.1 (a) IATA*

## 2.1.1 Prominent Organisation in Aviation

### International Civil Aviation Organisation (ICAO)

ICAO is a specialised agency of the United Nations. It codifies the principles and techniques of international air navigation and fosters the planning and development of international air transport to ensure safe and orderly growth. Its headquarters is located in the Quartier International of Montreal, Quebec, Canada.



Fig 2.1.1 (b) ICAO

The ICAO Council adopts standards and recommended practices concerning air navigation, its infrastructure, flight inspection, prevention of unlawful interference and facilitation of border-crossing procedures for international civil aviation. ICAO defines the protocols for air accident, investigation followed by transport safety authorities in countries signatory to the Chicago Convention on International Civil Aviation.

### Directorate General of Civil Aviation (DGCA)

The Directorate General of Civil Aviation (DGCA) is the regulatory body in the field of Civil Aviation, primarily dealing with safety issues. It is responsible for regulation of air transport services to/from/within India and for enforcement of civil air regulations, air safety and airworthiness standards. The DGCA also coordinates all regulatory functions with the International Civil Aviation Organisation (ICAO).



Fig 2.1.1 (c) DGCA

#### Major Functions of DGCA:

- Registration to the civil aircrafts.
- Formulation of standards of airworthiness for civil aircrafts registered in India and grant of certificates of airworthiness to such apparatus.
- Licensing of pilots, aircraft maintenance engineers, flight engineers and conducting examinations and checks for that purpose.
- Issue license to the air traffic controllers.
- Certification of aerodromes and CNS/ATM facilities.
- Granting of air operator's certificates to Indian carriers and regulation of air transport services operating to/from/within/over India by Indian and foreign operators, including clearance of scheduled and non-scheduled flights of such operators.
- Investigating accidents/incidents and taking accident prevention measures including formulation and implementation of safety aviation management programs.
- Carrying out amendments to the aircraft act, the aircraft rules and the Civil Aviation Requirements for complying with the changes to ICAO annexes and initiating proposals for amendment to any other act or for passing a new act to give effect to an International convention or modification to an existing convention.
- Coordinating at national level for flexible use of airspace by civil and military air traffic agencies and interaction with ICAO for provision of more air routes for civil use through Indian Airspace.



## 2.1.1 Prominent Organisation in Aviation

- Keeping a check on aircraft noise and engine emissions following ICAO Annex 16 and collaborating with the environmental authorities in this matter, if required.
- Promoting indigenous design and manufacture of aircraft and aircraft components by acting as a catalytic agent.
- Approving training programs of operators for carriage of dangerous goods, issuing authorisations for transport of dangerous goods, etc.

**Bureau of Civil Aviation Security (BCAS)** The Bureau of Civil Aviation Security (BCAS) was initially set up as a cell in the DGCA in January 1978 on the recommendation of the Pande Committee. The BCAS was re-organised into an independent department under the Ministry of Civil Aviation on 1st April 1987. The primary responsibilities of BCAS include laying down standards and measures concerning the security of civil flights at international and domestic airports in India. BCAS headquarter is located at "A" Wing, I-III floor, Janpath Bhavan, Janpath, New Delhi-110001.



Fig 2.1.1 (d) BCAS

### Functions of BCAS:

- Laying down Aviation Security Standards by following Annex 17 to Chicago Convention of ICAO for airport operators, airlines operators and their security agencies responsible for implementing AVSEC measures.
- Monitoring the implementation of security rules and regulations and surveying of security needs.
- Ensure that the persons implementing security controls must appropriately train and possess all competencies required to perform their duties.
- Plan and coordinate aviation security matters.
- Surprise/mock checks to test professional efficiency and alertness of security staff.
- Mock exercise to test the effectiveness of emergency plans and operational preparedness of various agencies.

## UNIT 3.3: Secure Entry of Bonafide Employees into the Aircraft

### Unit Objectives

**At the end of this unit, you will be able to:**

- Secure the aircraft door from an un-authorized entry.
- Frisk the employees entering/exiting the aircraft.

### 3.3.1 Frisking

Frisking is a search of a person's outer clothing wherein a security person runs his or her hands along the outer garments to detect any concealed weapons.

**Steps to be carried out at the aircraft door:**

- The security officer must be present and guard the aircraft doors (passenger and cargo).
- Check the ID of the employees (cleaning agents, cargo loaders. etc.,) who are entering the aircraft through passenger/cargo door.
- Frisk the employee entering the aircraft thoroughly to ensure that they are not carrying any weapons/restricted material inside the aircraft. Withhold the person if he is carrying any restricted material and report to the superior officer.
- Frisk the employee exiting the aircraft thoroughly to ensure that they are not taking away any properties of the aircraft. Withhold the person if he is taking away any properties and report to the superior officer.
- Update the entry/exit of every person in a log book.



Fig 3.3.1 (a) Frisking Method

## 5.2.1 Personal Presentation at Workplace

### 2. Dress Code:

A work dress code is a set of standards that companies develop to provide employees with guidance about, what is appropriate to wear at work. Work dress codes range from formal to business, casual to casual.

Dressing formally not only reflects ones image but also the organisation he/she represents. One needs to follow a proper dress code at the workplace. An individual just can't afford to be casually dressed for important business meetings or presentations. An individual who looks presentable is liked and appreciated by all. Someone who is formally and sensibly dressed does not have to try too hard to impress a client.



*Fig 5.2.1 (b) Dress Code*

### 3. Grooming:

Untidy and inappropriate dressing reflects negative impression on customers about an organisation or a person.



*Fig 5.2.1 (c) Grooming*

### 5.3.3 Sexual Harassment at the Workplace

#### Types of Sexual Harassment:

Sexual harassment is of various types. There are five forms of sexual harassment.

**1. Physical harassment** includes unwelcomed touching in a sexual manner such as kissing, patting, pinching, glancing and staring with lust.



Fig 5.3.3 (a) Physical Harassment

**2. Verbal harassment** includes unwelcomed comments about a person's private life, body parts or appearance, sexually suggestive jokes and comments.



Fig 5.3.3 (b) Verbal Harassment

**3. Gestural harassment** includes sexually suggestive body language, gestures, repeated winks, licking lips and gestures with fingers.

**4. Written or graphic harassment** includes displays of pornographic materials, sexually explicit pictures, screen savers or poster's harassment via emails and other modes of electronic communication.

**5. Psychological/emotional harassment** consists of persistent proposals and unwelcomed requests, unwanted invitations to go out on dates, insults, taunts and indications of a sexual nature.

#### What constitutes sexual harassment?

- When the conduct has the effect of creating an intimidating, hostile or offensive work environment.
- When such conduct is offensive and unacceptable for the victim (subjective test, based on the perspective of the recipient).

## 7. Abbreviation and Acronyms

**ACI** - Air Cargo, Inc

**ACL** - Allowable Cabin Load

**ACR** - Air Cargo Resource, Inc.

**AEV** - Articles of Extraordinary Value

**AMF** - Airport Mail Facility

**AOG** - Aircraft on Ground

**ATA** - Air Transport Association of America

**ATPCO** - Airline Tariff Publishing Company

**AWB** - Air Waybill

**CAB** - Civil Aeronautics Board (Defunct)

**CIF** - Cost Insurance and Freight

**COD** - Collect on Delivery

**COMAT** - Company-Owned Material

**CWT** - Hundredweight

**DGI** - Dangerous Goods International

**DOT** - Department of Transportation

**EDI** - Electronic Data Interchange

**ETA** - Estimated Time of Arrival

**FAA** - Federal Aviation Administration

**FAS** - Free Along Side

**FTK** - Freight Tonne Kilometer

**FOB** - Free on Board

**GCR** - General commodity Rates

**GMT** - Greenwich Mean Time

**HAZMAT** - Hazardous Materials

**IATA** - International Air Transport Association

**ICAO** - International Civil Aviation Organisation

**ISO** - International Organisation for Standardization

**JIT** - Just in Time

**KG** - Kilogram

**LC** - Letter of Credit

**LTL** - Less Than Truck Load

**NES** - Not elsewhere specified

## Abbreviation and Acronyms

**NTSB** - National Transportation Safety board

**OAG** - Official Airline Guide

**ORM** - Other Regulated Material

**PAX** - Passenger(s)

**PU&D** - Pick-up and delivery

**RFS** - Road Feeder Service

**SCR** - Specific Commodity Rate

**SED** - Shipper's Export Declaration

**TACM** - Transit Air Cargo Manifest

**TACT** - The Air Cargo Tariff

**ULD** - Unit Load Device

**UTC** - Coordinated Universal Time

**WAD** - World Aviation Directory

**LUC** - Load Unit Control

**AHM** - Airport Handling Manual

**IGOM** - IATA Ground Operations Manual (IGOM)

**ASRA** - Aircraft Stand Restricted Area.

**SPX** - Meaning Safe for Passenger, All-Cargo and All-Mail aircraft

**SCO** - Meaning Safe for All-Cargo and All-Mail aircraft only

**SHR** - Meaning Safe for Passenger, All-Cargo and All-Mail aircraft In Accordance With High Risk Requirements





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