

**COURSE OUTLINE**

**Course:** 20251 AIRPORT OCCUPATIONS

**Total Course Hours:** 0.00

**CBEDS Title:** TRANSPORTATION

**CBEDS #:** 4118

**Job Title(s):**

Customer Service Agent, Ramp Service Agent, Parts Clerk Compliance Coordinator, Transportation Security Agent, Airport

**Prerequisites:**

**Course Description:**

Students prepare for a position in the aviation industry. Training includes: customer service, itinerary recognition, ramp, airport security, sky cap services, directing airplanes in and out of the gate area (marshaling), airport codes, airline codes and overall understanding of airport operations. Integrated throughout the course are Academic and CTE standards, which include safety, communication, technology, ethics, career planning and other employability skills.

Hours	
Class	OJT

**Occupational Competencies**

1-7 on the Course Outline are generic to all BVROP courses and include the BVROP Student Outcomes

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|-------|-------|---|---|--|
| 5.00  |       | 1 | <b><u>ORIENTATION</u></b>                                 | <ul style="list-style-type: none"> <li>A Identifies and discusses course objectives and competencies.</li> <li>B Discusses ROP Student Outcomes.</li> <li>C Explains class attendance and behavior objectives.</li> </ul>  |
| 5.00  | 25.00 | 2 | <b><u>HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT</u></b> | <ul style="list-style-type: none"> <li>A Describes accident procedure.</li> <li>B Demonstrates appropriate safety practices (e.g. bending, lifting, etc.).</li> <li>C Demonstrates knowledge of classroom procedures and drills (e.g. earthquake, fire and emergency).</li> <li>D Describes importance of airport security procedures.</li> <li>E Demonstrates safety procedures within a training area.</li> </ul>  |
| 5.00  | 5.00  | 3 | <b><u>ETHICS AND LEGAL RESPONSIBILITIES</u></b>           | <ul style="list-style-type: none"> <li>A Defines sexual harassment and discusses tactics for handling harassment situations.</li> <li>B Applies appropriate workplace behavior and standards.</li> </ul>   |
| 10.00 | 25.00 | 4 | <b><u>LEADERSHIP AND TEAMWORK</u></b>                     | <ul style="list-style-type: none"> <li>A Describes the characteristics and benefits of teamwork and leadership.</li> <li>B Demonstrates ability to make appropriate decisions.</li> <li>C Works well with others and gives/takes constructive criticism.</li> <li>D Takes constructive criticism appropriately.</li> </ul>   |
| 10.00 | 5.00  | 5 | <b><u>CAREER PLANNING</u></b>                             | <ul style="list-style-type: none"> <li>A Prepares a finished, professional portfolio showing the best work that has been completed during the class.</li> <li>B Locates job opportunities through the use of internet networking job fairs.</li> <li>C Visits at least one facility related to area of training and observes jobs performed.</li> <li>D Completes a job application correctly.</li> <li>E Prepares for and critiques a simulated employment interview.</li> <li>F Discusses employee benefits and rights as related to the specific occupational job area including gender equity and equal opportunity.</li> <li>G Identifies acceptable procedures to leave a job.</li> <li>H Applies for a scholarship.</li> <li>I Completes a professional resume.</li> <li>J Demonstrates appropriate personal grooming and dress.</li> </ul> |

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10.00	20.00	<b>6 <u>COMMUNICATION</u></b> <b>A</b> Uses effective workplace conversation. <b>B</b> Reads and interprets written information and directions. <b>C</b> Practices various forms of written communication appropriate to the occupation.
5.00	5.00	<b>7 <u>STUDENT OUTCOMES</u></b> <b>A</b> Demonstrates Occupational Specific, Communication and Critical Thinking Skills <b>B</b> Demonstrates Responsible Work Ethics <b>C</b> Demonstrates Career/Employment Literacy <b>D</b> Demonstrates Effective Use of Technology
5.00	30.00	<b>8 <u>AVIATION SAFETY BASE OPERATION</u></b> <b>A</b> Describes airport and airfield geography, runways, and taxiways. <b>B</b> Describes knowledge of fire behavior. <b>C</b> Describes personal protection equipment and types of fire extinguishers. <b>D</b> Describes various types of hazardous materials and dangerous goods.
5.00	30.00	<b>9 <u>CLERICAL SERVICES</u></b> <b>A</b> Demonstrates proper telephone etiquette. <b>B</b> Demonstrates airport network and communications skills. <b>C</b> Demonstrates application of photocopying techniques. <b>D</b> Maintains positive interpersonal relationships with staff and visitors. <b>E</b> Maintains appropriate confidentiality.
20.00	5.00	<b>10 <u>PORTFOLIO PREPARATION</u></b> <b>A</b> Creates a business for designing your own airline. <b>B</b> Demonstrates knowledge of operating an airline. <b>C</b> Includes updated resume.
10.00	10.00	<b>11 <u>FEDERAL AVIATION ADMINISTRATION (FAA) AND PURPOSE</u></b> <b>A</b> Identifies several types of internal F.A.A. mandated security. <b>B</b> Identifies several types of external F.A.A. mandated security. <b>C</b> Explains role of Transportation Security Agency (TSA).
10.00	10.00	<b>12 <u>RADIO COMMUNICATIONS</u></b> <b>A</b> Demonstrates proper ground to air radio protocol. <b>B</b> Uses and applies proper radio procedures per FAA regulations. <b>C</b> Shows appropriate listening skills.
15.00	30.00	<b>13 <u>CUSTOMER SERVICE</u></b> <b>A</b> Recognizes the importance of customer service and relations. <b>B</b> Describes various customer service activities. <b>C</b> Discusses how to assess the needs of various customer/passengers. <b>D</b> Discusses how to handle customer/passenger complaints. <b>E</b> Discusses how to direct and follow through with questions/answers. <b>F</b> Discusses the special needs of some passengers. <b>G</b> Discusses how to apply public relations techniques with passengers and vendors. <b>H</b> Discusses the importance of maintaining confidentiality. <b>I</b> Discusses the importance of cooperative working relationships. <b>J</b> Reads electronic tickets/itineraries.

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20251 AIRPORT OCCUPATIONS

15.00	30.00	<b>14 <u>AVIATION RAMP AGENT</u></b>
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- A** Practices proper lifting techniques.
- B** Describes ramp safety for baggage loading and unloading.
- C** Describes ramp safety for ramp equipment approaching.
- D** Describes ramp safety techniques for an approaching plane.
- E** Describes ramp safety techniques for aircraft fueling.
- F** Demonstrates basic marshaling procedures.
- G** Demonstrates proper wing walking techniques.

**TOTAL HOURS**

Class	OJT	Course
<b>0.00</b>	<b>0.00</b>	<b>0.00</b>