



Maldives National Skills Development Authority



National Competency Standard for Aiport Representative

Standard Code: TOU10S15V1

Qualification Name: National Certificate III in Aiport Representative Services
Qualification Code: TRN10SQ1L317

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in a industry Sector	Two digits 01-99
Unit	U
Common Competency	1
Core Competency	2
Optional/ Elective Competency	3
Assessment Resources Materials	A
Learning Resources Materials	L
Curricula	C
Qualification	Q1, Q2 etc
MNQF level of Qualification	L1, L2 etc
Version Number	V1, V2 etc
Year of endorsement of standard, qualification	By two digits Example- 07

1. Endorsement Application for Qualification 01**2. NATIONAL CERTIFICATE III IN AIRPORT REPRESENTATIVE SERVICES****3. Qualification code:** TOU10SQ1L317**Total Number of Credits :47****4. Purpose of the qualification**

The holders of this qualification are expected to work as an Airport Representative who are responsible for working on the phone and in person to provide information about travel plans for customers. This could involve giving the customer information about arrival and departure times, reserving tickets with a particular airline, and a wide variety of other topics, greeting passengers, guiding them to the proper terminal, explaining airport regulations etc.

5. Regulations for the qualification

National Certificate III in the Airport Representative Services will be awarded to those who are competent in unit 1+2+3+4+5+6+7+8+9+10+11

6. Schedule of Units

Unit No.	Unit Title	Code
1.	General industry knowledge	TOU10S1U01V1
2.	Observe personal and work place hygiene practices	TOU10S1U02V1
3.	Practice health, safety and security Practices	TOU10S1U03V1
4.	Communicate appropriately with clients and colleagues	TOU10S1U04V1
5.	Perform computer operations	TOU10S1U05V1
6.	Policies and procedures	TOU10S1U06V1
7.	Offer arrival and departure assistance	TOU10S1U07V1
8.	Create a customer-centric culture	TOU10S1U08V1
9.	Give and receive workplace feedback	TOU10S1U09V1
10.	Work effectively with culturally diverse colleagues	TOU10S1U10V1
11.	Conduct basic workplace communication in a language other than English	TOU10S1U11V1

7. Accreditation requirements

The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.

8. Recommended sequencing of units

As appearing under the section 06

UNITS DETAILS

Unit No.	Unit Title	Code	Level	No of credits
1.	General industry knowledge	TOU10S1U01V1	3	3
2.	Observe personal and work place hygiene practices	TOU10S1U02V1	3	3
3.	Practice health, safety and security Practices	TOU10S1U03V1	3	5
4.	Communicate appropriately with clients and colleagues	TOU10S1U04V1	3	3
5.	Perform computer operations	TOU10S1U05V1	3	3
6.	Policies and procedures	TOU10S1U06V1	3	5
7.	Offer arrival and departure assistance	TOU10S1U07V1	3	5
8.	Create a customer-centric culture	TOU10S1U08V1	3	5
9.	Give and receive workplace feedback	TOU10S1U09V1	3	5
10.	Work effectively with culturally diverse colleagues	TOU10S1U10V1	3	5
11.	Conduct basic workplace communication in a language other than English	TOU10S1U11V1	3	5

Packaging of National Qualifications:

National Certificate III in Airport Representative Services will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11

Qualification Code: TOU10SQ1L312

Competency Standard for

AIRPORT REPRESENTATIVE SERVICES

Unit No	Unit Title
1.	General industry knowledge
2.	Observe personal and work place hygiene practices
3.	Practice health, safety and security Practices
4.	Communicate appropriately with clients and colleagues
5.	Perform computer operations
6.	Policies and procedures
7.	Offer arrival and departure assistance
8.	Create a customer-centric culture
9.	Give and receive workplace feedback
10.	Work effectively with culturally diverse colleagues
11.	Conduct basic workplace communication in a language other than English

Description of an Airport Representative Services

Airport Representatives are responsible to ensure that all arrival guests with flight details are paged and assisted with luggage and transportation. Assists resort/hotel guests during pick and transfer. Receive VIP guests at the airport on behalf of the resort/hotel and provide required assistance.

Additionally, they act as the resort/hotels ambassador at the airport and promote the resort/hotel rooms, facilities and services according to the resorts/hotels operational standards.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by an airport representative in Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Airport Representative training in Maldives. Competency standards used for similar type of training in other countries were also examined

This Course will provide theoretical knowledge to persons with specified practical skill to gain employment in tourism/water sports and recreation related fields. Moreover, they will be able to govern and provide water sports and recreational activities within the industry or related field.

On completion of the course, the graduates will have developed the skill and knowledge to work as an Airport Representative.