

NSQF QUALIFICATION FILE

Approved in 24th NSQC Meeting – NCVET – 17th November 2022

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Aerospace & Aviation Sector Skill Council (AASSC)

#11, Dynamatic Park, Peenya, Bengaluru- 560058

Name and contact details of individual dealing with the submission

Name: Chetan S

Position in the organisation: Manager (Standards, Accreditation & Certification)

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List of documents submitted in support of the Qualifications File

1. Qualification Pack
2. Model Curriculum
3. Training Data
4. Industry Validation
5. Occupational Map
6. Line Ministry Concurrence

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SUMMARY

1	Qualification Title: Airline Customer Service Executive
2	Qualification Code, if any: AAS/Q0301
3	NCO code and occupation: NCO-2015/3429.10 and Customer Service
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term) Airline Customer Service Executive is responsible for the administrative and customer service functions. Customer service executives are responsible for meeting the needs and safety requirements of passengers and airport personnel. They assist customers before and after a flight. Customer service executives also provide support to other airport personnel, including pilots and engineers. The main purpose of the qualification is to enable the candidate to serve the Airline customers. The qualification is short term. An Airline Customer Service Executives attributes would include good communication skills, good inter- personal skills, and customer centricity.
5	Body/bodies which will award the qualification AASSC (Aerospace and Aviation Sector Skill Council)
6	Body which will accredit providers to offer courses leading to the qualification: AASSC (Aerospace and Aviation Sector Skill Council)
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy) : Yes, the file is attached as Annexure 2
8	Occupation(s) to which the qualification gives access: Airline Customer Service Executive
9	Job description of the occupation: Airline Customer Service Executive is responsible for the administrative and customer service functions. Customer service executives are responsible for meeting the needs and safety requirements of passengers and airport personnel. They assist customers before and after a flight. Customer service executives also provide support to other airport personnel, including pilots and engineers.
10	Licensing requirements: N/A
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided): N/A
12	Level of the qualification in the NSQF: Level 4
13	Anticipated volume of training/learning required to complete the qualification: 480 hours
14	Indicative list of training tools required to deliver this qualification: Unique Equipment Required: <i>The quantity is as per demonstration purpose/hands on practise requirements in the skill lab.</i> White/ Black, board, Markers, computer and projector, trainer's guide, student handbook, Charts regarding health & hygiene, firefighting, first aid, chart of prohibited items, Screening & search equipment – hand-held metal detector, doorframe metal detector, under chassis inspection mirror, torch, Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets.

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	Chart on traffic signals and symbols, walkie-talkie, personal protective equipment (PPE) (consisting of high visibility safety jacket & safety shoes) Typical access control devices for passenger information system, handheld ticket scanner, charts & documentation on passenger information control system software, charts and documents on regulation regarding hand baggage, security & safety procedures, passenger claims procedures, CPR or emergency breathing apparatus, bomb threat contingency plan.		
15	Entry requirements and/or recommendations and minimum age: 12th Grade Pass OR Pursuing 1st year of UG OR Completed 2nd year of the 3-year diploma after 10 OR Pursuing 3rd year of 3-year diploma after 10th Age - 18 years		
16	Progression from the qualification (Please show Professional and academic progression): Supervisor Terminal Services (level 5)		
17	Arrangements for the Recognition of Prior learning (RPL): AASSC recognizes that there may be candidates who have prior learning experience in the Aviation and Aerospace sector and are desirous of being certified. Such candidates can apply to AASSC for assessment of their skills. Certificates will be provided to candidates after successful assessment.		
18	International comparability where known (research evidence to be provided): N.A.		
19	Date of planned review of the qualification: 17/11/2025		
20	Formal structure of the qualification		
	(i) Mandatory components		
	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours) Including Theory/Practical/VIVA	Level
1	AAS/N0301: Passenger check-in	90	4
2	AAS/N0302: Manage lounge services	90	4
3	AAS/N0303: Passenger Boarding	90	4
4	AAS/N0304: Manage passenger complaint at airport	90	4
5	AAS/N0501: Take actions to deal with incidents, accidents, and emergencies in the aviation security environment	30	4
6	AAS/N0502: Follow safety and security procedures	30	4

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7	DGT/VSQ/N0102-Employability Skills NOS Version No. – 1.0	60	4
	Sub Total (A)	480	
(ii)	On-the-Job Training Duration (Recommended)		
	Sub Total (B)	90	
	Total (A+B): 570 Hours		

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SECTION 1 ASSESSMENT

21	Body/Bodies which will carry out assessment: From the list of empaneled assessment bodies reviewed over a period.
22	How will RPL assessment be managed and who will carry it out? AASSC recognizes that there may be candidates who have prior learning experience in the Aviation and Aerospace sector and are desirous of being certified. Such candidates can apply to AASSC for testing and certification of their skills, and they will be allotted a training provider/TC for being tested. Documentation for such candidates will be done by the Training provider / TC. Certificates of successful candidates will be dispatched to the TP/TC for distribution to them.
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF. Assessment will be based on the concept of Independent Assessors empaneled with Assessment Agencies, identified, selected, trained and certified on Assessment techniques. The assessors would be aligned to assess as per the laid down criteria. Assessment Agency would conduct assessment only at the training center's of the Training Partner or designated testing centers authorized by AASSC. Ideally, the assessment will be a continuous process comprising of two assessments: <ol style="list-style-type: none">1. A Mid- term assessment2. Final / Term assessment. Each National Occupational Standard (NOS) in the respective QPs will be assigned weightage. Therein each Performance Criteria in the NOS will be assigned marks for theory and / or practical based on relative importance and criticality of function. This will facilitate preparation of question bank / paper sets for each of the QPs. Each of these papers sets / question bank so created by the Assessment Agency will be validated by the industry subject matter experts through FICSI, especially with regard to the practical test and the defined tolerances, finish, accuracy etc. The following tools are proposed to be used for final assessment: <ol style="list-style-type: none">i. Written Test: This will comprise of (i) True / False Statements (ii) Multiple Choice Questions (iii) Matching Type Questions. Online system for this will be preferred.ii. Practical Test: This will comprise a test job to be prepared as per project briefing following appropriate working steps, using necessary tools, equipment and instruments. Through observation it will be possible to ascertain candidate's aptitude, attention to details, quality consciousness etc. The end product will be measured against the

pre-decided MCQ filled by the Assessor to gauge the level of his skill achievements.

iii. Structured Interview: This tool will be used to assess the conceptual understanding and the behavioral aspects as regards the job role and the specific task at hand.

- The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria.
- The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment sets will be then reviewed by AASSC official for consistency.
- The assessments are designed so as to assess maximum parts during the practical hands-on work. The technical limitations at the training centers are taken care in theory and viva.
- The assessment agencies are instructed to hire assessors with integrity, reliability, and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. The assessment agencies are instructed to ideally have assessor with minimum 15 years industry experience as an ITI graduate / minimum 10 years' industry experience as diploma engineer and minimum 5 years' industry experience as graduate engineer.
- The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to AASSC Assessment Framework, competency-based assessments, assessors guide etc.
- The assessors are provided with assessor's guide developed by the Subject Matter Expert of the assessment agency as per the assessment framework. The assessment guides are developed to ensure the maximum possible consistency in the assessment by different assessors and elaborate on the following
 1. Qualification Pack Structure
 2. Guidance for the assessor to conduct theory, practical and viva assessments
 3. Guidance for trainees to be given by assessor before the start of the assessments.
 4. Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
 5. Viva guidance for uniformity and consistency across the batch.
- The assessment-by-assessment agency will be completely based on the assessment criteria as mentioned in the Qualification Pack. Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function

and training infrastructure.

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

Job Role: Airline Customer Service Executive

Qualification Pack: AAS/Q0301

Sector Skill Council: Aerospace and 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. 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% in aggregate
6. The marks are allocated PC wise, however, every NOS will carry a weightage in the total marks allocated to the specific QP

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24. Assessment evidence Title of

Component: AS/N0301: Passenger Check-In

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Identify bonafide passenger	PC1. receive passengers in a courteous manner at the check in counter
	PC2. identify the bonafide passengers with their passenger's name record (PNR) in accordance with the airline procedure and an acceptable identification document as per regulatory requirements
	PC3. take appropriate action to deal with passengers who are unfit or incapable of air travel as per organisation and or regulatory guidelines
Check in and issue boarding pass to bonafide passengers along with baggage processing	PC4. check-In the passenger in the departure control system as per organisation procedures
	PC5. allocate seat, services and facilities to bonafide passengers according to their requests and their eligibility
	PC6. check-In the bag(s) of the passenger, if any, while ensuring that the bag(s) are within prescribed limits
	PC7. enter the details of the bag(s) into the departure control system and print the baggage tag(s) PC8. tag the bag(s) appropriately.
	PC9. ensure that the copy of the baggage tag(s) is affixed on the boarding card of the passenger
	PC10. deal with any observed discrepancies in line with policies and procedures of the organisation
	PC11. provide boarding pass to passenger(s)
	PC12. handover all the documents to the passenger and brief the passenger on the details of the departing flight
	PC13. escalate any safety or security concerns about passengers
Means of assessment 1 Written/ Viva Exam	
Means of assessment 2 On the Job Observation/ work deliverables/record sheets for practical	
Pass/Fail Practical: 70% Theory: 70%	

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Component: AAS/N0302: Manage lounge services

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Maintain access to lounge	PC1. receive and greet the passengers at the lounge service desk
	PC2. verify the eligibility of the passenger to access the lounge services based on organisation policies
	PC3. ensure to record all the details of the passenger at the lounge service desk
	PC4. keep the passenger informed about the boarding gate for the flight and the boarding time
Maintain high customer service standards in the lounge	PC5. provide passengers with newspapers, food and drink, when requested
	PC6. operate equipment in the executive lounge
	PC7. resolve queries from passengers in a courteous and friendly manner
	PC8. dress appropriately at all times
	PC9. maintain high levels of hygiene
	PC10. make announcements at appropriate times to make sure that passengers board their flights in a timely manner
	PC11. deal effectively and politely with passengers during flight delays
Means of assessment 1 Written/ Viva Exam	
Means of assessment 2 On the Job Observation/ work deliverables/ record sheets for practicals	
Pass/Fail Practical: 70% Theory: 70%	

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Component: AAS/N0303: Passenger boarding

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Announce boarding as per airlines policies and procedures	PC1. gather the information of flight and the departure gate
	PC2. announce boarding of the flight in clear and concise manner as per boarding sequence
	PC3. ensure that the boarding announcements are as per defined organisation procedures
Operate the boarding gate effectively	PC4. deal with passengers in a courteous manner at all times
	PC5. ask for the boarding pass at the boarding gate
	PC6. scan and cross verify the boarding pass
	PC7. inspect the boarding pass for airport security stamp
	PC8. assign a porter/helper to special needs passenger, if required
	PC9. direct the passengers to the aircraft through the aerobridge or coach
	PC10. reconcile the passenger headcount and escalate any deficiency through the appropriate channel
Means of assessment 1 Written/ Viva Exam	
Means of assessment 2 On the Job Observation/ work deliverables/ record sheets for practicals	
Pass/Fail Practical: 70% Theory: 70%	

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Component: AAS/N0304: Manage passenger complaints at airport

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Passenger complaints regarding delayed baggage	PC1. deal with passengers in a courteous manner at all times
	PC2. examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers
	PC3. explain the lost baggage procedure to passengers in a clear and concise manner
	PC4. record the details of the bag(s) as per checklist defined by the organisation
	PC5. raise the complaint within the airline system(s) using appropriate processes
	PC6. communicate to the passenger his/her rights to claim compensation and the process to receive compensation for delayed or lost bag(s) as per organisation policies and regulatory guidelines
	PC7. escalate the complaint based on the situation and the passengers reaction
Passenger complaints regarding pilferage or damage to their bags	PC8. deal with passengers in a courteous manner at all times
	PC9. examine passengers' tickets and baggage tag identification to identify appropriate reference/sequence numbers
	PC10. inspect bag(s) for alleged pilferage or damage and attempt to verify the alleged claims by the passenger
	PC11. explain the claims procedure to passengers in a clear and concise manner
	PC12. record the passenger complaint and details of the pilferage/damage as per organisation procedures and regulatory guidelines
	PC13. issue appropriate documents to passengers
	PC14. process internal paperwork relating to damage in line with the organisation procedures and raise the complaint within the airline system(s) using appropriate processes
	PC15. communicate to the passenger his/her rights to claim the compensation and the process to claim the compensation in line with organisation policy and procedure

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Means of assessment 1
Written/ Viva Exam
Means of assessment 2
On the Job Observation/ work deliverables/ record sheets for practicals
Pass/Fail
Practical: 70%
Theory: 70%

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Component: AAS/N0501: Take action to deal with incidents, accidents, and emergencies in the aviation security environment

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Take action to deal with incidents, accidents and emergencies	PC1. assess the probability and severity of emergency situations
	PC2. take action to deal with emergencies, incidents or accidents in line with its organisations procedures and regulatory guidelines
	PC3. make sure the action planned does not increase the risk or threat to oneself and others
	PC4. consider the needs of others when taking action
	PC5. keep all the relevant and appropriate person(s) informed on action taken in line with organisations procedures
	PC6. get help from the appropriate sources in situation that are outside your own authority or ability
	PC7. document all actions taken to mitigate risks/emergencies in line with organisation procedures and regulatory guidelines
Means of assessment 1 Written/ Viva Exam	
Means of assessment 2 On the Job Observation/ work deliverables/ record sheets for practicals	
Pass/Fail Practical: 70% Theory: 70%	

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Component: AAS/N0502: Follow safety and security procedures

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Comprehending the safety and security procedures for conduct of operations	PC1. comply with the organisations safety and security policies and procedures
	PC2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference
	PC3. report any identified breaches of safety, and security policies and procedures to the designated person
	PC4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment
	PC5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individuals authority
	PC6. report any hazards outside the individuals authority to the relevant person in line with organisational procedures and regulatory guidelines
	PC7. follow organisations emergency procedures for accidents, fires or acts of unlawful interference
	PC8. identify and recommend opportunities for improving health, safety, and security to the designated person
	PC9. complete all health and safety records are updates and procedures well defined
Means of assessment 1 Written/ Viva Exam	
Means of assessment 2 On the Job Observation/ work deliverables/ record sheets for practicals	
Pass/Fail Practical: 70% Theory: 70%	

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Component: DGT/VSQ/N0102 - Employability skills

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Introduction to Employability Skills	PC1. Identify employability skills required for jobs in various industries
	PC2. identify and explore learning and employability portals
Constitutional values – Citizenship	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
	PC4. follow environmentally sustainable practices
Becoming a Professional in the 21st Century	PC5. recognize the significance of 21st Century Skills for employment
	PC6. practice the 21st Century Skills such as Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
Basic English Skills	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone.
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English
	PC9. write short messages, notes, letters, e-mails etc. in English
Career Development & Goal Setting	PC10. understand the difference between job and career
	PC11 prepare a career development plan with short- and long-term goals, based on aptitude
Communication Skills	PC12 follow verbal and non-verbal communication etiquette and active listening techniques in various settings.
	PC13. work collaboratively with others in a team
Diversity & Inclusion	PC14 communicate and behave appropriately with all genders and PwD
	PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

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Financial and Legal Literacy	PC16. select financial institutions, products and services as per requirement.
	PC17. carry out offline and online financial transactions, safely and securely
	PC18. identify common components of salary and compute income, expenses, taxes, investments etc
	PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation
Essential Digital Skills	PC20. operate digital devices and carry out basic internet operations securely and safely
	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively
	PC22. use basic features of word processor, spreadsheets, and presentations
Entrepreneurship	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity
Customer Service	PC26. identify different types of customers
	PC27. identify and respond to customer requests and needs in a professional manner.
	PC28. follow appropriate hygiene and grooming standards
Getting ready for apprenticeship & Jobs	PC29. create a professional Curriculum vitae (Résumé)
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
	PC31. apply to identified job openings using offline /online methods as per requirement
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements
Means of assessment 1	
Written/ Viva Exam	

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Means of assessment 2

On the Job Observation/ work deliverables/ record sheets for practical

Pass/Fail

Practical: 70%

Theory: 70%

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Airline Customer Service Executive		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>Demands wide range of specialised skills Airline Customer Service Executive is responsible for the administrative and customer service functions. Customer service executives are responsible for meeting the needs and safety requirements of passengers and airport personnel. They assist customers before and after a flight. Customer service executives also provide support to other airport personnel, including pilots and engineers.</p>	<p>The job holder is responsible for the administrative and customer service functions and carrying out related various activities. This involves working in familiar, predictable, routine situation clear of choice such as assisting customers before and after a flight, also providing support to other airport personnel such as pilots and engineers.</p> <p>Hence, it qualifies as a Level 4 Role. Since it does not involve several choices to be made even in a familiar context, role does not qualify for Level 5.</p> <p>As the job role holder is expected to work in a familiar, predictable, routine situation of clear choice, for ex., the job holder is expected to meet the needs of the safety requirements of passengers and airport personnel, assist customers before and after a flight, support to other airport personnel, including pilots and engineers as mentioned in the adjacent cell, the job role cannot be pegged at level 3.</p>	4

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Title/Name of qualification/component: Airline Customer Service Executive		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Professional knowledge	The user/individual on the job needs to know and understand how to: different types of breaches of safety and security and how and when to report these, evacuation procedures for workers and passengers, how to summon medical assistance and the emergency services, where necessary., how to use the health, safety and accident reporting procedures and the importance of these, regulatory guidelines on dealing with safety and security emergencies, procedures for dealing with documentary discrepancies including invalid tickets, lost tickets, incorrect tickets, visa discrepancies and passport discrepancies, procedure for domestic and international travel ,security procedures, customs and immigration information in relation to airline destinations and necessary documents for example, tickets, visas, passports and boarding documents, usage of reservation/departure control systems, types of special handling requirements, use of computer systems especially reservations and check-in systems, how to deal with passengers who are unfit or incapable of air travel ,how to report security	Hence NSQF level should be 4. The job holder is expected to have factual knowledge of the field of airline customer services. For ex: The job holder is expected to have knowledge of different types of breaches of safety and security and how and when to report these, evacuation procedures for workers and passengers, how to summon medical assistance and the emergency services, where necessary., how to use the health, safety and accident reporting procedures and the importance of these, regulatory guidelines on dealing with safety and security emergencies, procedures for dealing with documentary discrepancies including invalid tickets, lost tickets, incorrect tickets, visa discrepancies and passport discrepancies, procedure for domestic and international travel etc., Since all the above mentioned areas are related to factual knowledge in the field of knowledge, the role qualifies for Level 4. As the job holder requires factual knowledge of knowledge or study. For ex: the job holder is expected to know different types of breaches of	4

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Title/Name of qualification/component: Airline Customer Service Executive			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>concerns, airline and airport codes, how to detect frauds in passport and visa , local procedures for transferring passengers, national and international immigration requirements, national regulatory requirements defining a bonafide passenger , international regulations of various countries defining a bonafide passenger, service recovery procedures, . type of documents and cards used by passengers, types of special needs and the help that people with special needs may need, use of computer systems especially reservations and check-in systems, how to deal with passengers who are unfit or incapable of air travel, how to report security concerns, airline and airport codes</p>	<p>safety and security and how and when to report these, evacuation procedures for workers and passengers, how to summon medical assistance and the emergency services, where necessary, security procedures, customs and immigration information in relation to airline destinations and necessary documents for example, tickets, visas, passports and boarding documents, , how to deal with passengers who are unfit or incapable of air travel ,how to report security concerns, airline and airport codes, how to detect frauds in passport and visa etc., therefore it cannot be pegged at level 3</p>	
Professional skill	<p>The user/individual on the job needs to know and understand how to: make decisions on a suitable course of action or response if permitted by the authority matrix, monitor efficient functioning of all activities, plan and organise work to achieve targets and deadlines, communicate with customers in a courteous manner, maintain effective relationship with the customers, identify trends/common causes for errors and suggest possible solutions to the supervisor /</p>	<p>The job holder is expected to carry out routine and repetitive activities in a narrow range of application, using appropriate rule and tool. For instance, the job holder make decisions on a suitable course of action or response if permitted by the authority matrix, monitor efficient functioning of all activities, plan and organise work to achieve targets and deadlines, communicate with customers in a courteous manner apply balanced judgments to different</p>	4

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Title/Name of qualification/component: Airline Customer Service Executive		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	management, ability to identify and correct errors, analyse best possible solutions (cost, time, effort, etc.) suited for operations, concentrate on task at hand and complete it without errors, Be a team player and achieve joint goals ,apply balanced judgments to different situations, check compliance for escalation, ability to identify and solve basic issues with documents and systems during check in, ability to make a judgment on customs and other regulatory requirement for the required situation , decide for any last minute change/accommodation, take appropriate decisions within the framework of policies defined by the organisation, ability to make a judgment on the temperament of passenger and take decisions of escalation in order to manage the passenger, communicate with customers courteously and share all relevant information, maintain effective customer relationship, Initiate action to mitigate an emergent risk/ emergency situation.	<p>situations, check compliance for escalation, ability to identify and solve basic issues with documents and systems during check in, ability to make a judgment on customs and other regulatory requirement for the required situation. Etc.,</p> <p>All these activities are mostly repetitive and have a narrow range of application, hence qualifying the role for a Level 4.</p> <p>As the job requires to recall and demonstrate practical skill, routine and repetitive in narrow range application using appropriate rule and tool, using various media to communicate. For ex: apply balanced judgments to different situations, check compliance for escalation, ability to identify and solve basic issues with documents and systems during check in, ability to make a judgment on customs and other regulatory requirement for the required situation etc., Therefore , it cannot be pegged at level 3.</p>	
Core skill	The individual on the job needs to know and understand how to: complete accurate, well written report in English language detailing the situations of	The job holder is expected to complete accurate, well written report in English language detailing the situations of emergency with attention to detail, read instructions,	4

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Title/Name of qualification/component: Airline Customer Service Executive		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>emergency with attention to detail, read instructions, guidelines/procedures/rules, listen to and orally communicate information with all concerned, fill any forms related to documentation, prepare required reports for management as required, interpret details of the visas, relevant documents, passport, etc , verify passenger documents, Communicate clearly with supervisors and peers, communicate with passengers, regularly communicate with all peers in the chain of activities to ensure activities are running smoothly, fill any forms related to documentation, interpret details of the boarding pass and other relevant documents , read and understand the instructions and conditions during any customer interactions, communicate clearly with supervisors and peers, regularly communicate with all employees in the chain of activities to ensure activities are running smoothly, share best practices with peers and juniors, communicate in a courteous manner with the passengers, Read and understand various documents related to passenger, Communicate clearly passengers, Share best</p>	<p>guidelines/procedures/rules, listen to and orally communicate information with all concerned., For instance, he/she able to note and fill forms related to documentation, , interpret details of the visas, relevant documents, passport, etc. , verify passenger documents, read and understand the instructions and conditions during any customer interactions, regularly communicate with all employees in the chain of activities to ensure activities are running smoothly, Write in English language a brief and concise report on the emergency and its handling, Read and understand the organisation’s policies & procedures. Hence, this role qualifies for Level 4.</p> <p>As the job requires language to communicate, written or oral, with required clarity, interpret and understand relevant documents, passport, etc., read and understand the instructions and conditions during any customer interactions, communicate clearly with supervisors and peers. Therefore, it cannot be pegged at level 3.</p>	

NSQF QUALIFICATION FILE

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Title/Name of qualification/component: Airline Customer Service Executive		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	practices with peers and juniors , fill required forms to record complaints, interpret details of the boarding pass and other relevant documents , read the international terminology and documents , read and understand the instructions and conditions during any customer interactions, communicate clearly with supervisors and peers, regularly communicate with all employees in the chain of activities to ensure activities are running smoothly, Write in English language a brief and concise report on the emergency and its handling, Read and understand the organisation's policies & procedures.		
Responsibility	The customer service executive is responsible for Compulsory: 1. AAS/N0301: Passenger Check-In 2. AAS/N0302: Manage lounge services 3. AAS/N0303: Passenger boarding 4. AAS/N0304: Manage passenger complaints at airport 5. AAS/N0501: Take action to deal with incidents, accidents and emergencies in the aviation security environment 6. AAS/N0502: Follow safety and security	The job holder is responsible for only own work and learning. S/he is a skilled worker who carries out work activities after interaction with various passengers and other airport personnel, refers to various procedures and documentation involved for check in of passengers, fill forms related to documentation, prepare required reports for management as required, communicate with peers and other members for ensuring smooth functioning. Hence, this role qualifies for Level 4. It does not comprise of any	4

NSQF QUALIFICATION FILE

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Title/Name of qualification/component: Airline Customer Service Executive		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	procedures 7. DGT/VSQ/N0102-Employability skills	supervisory activities. As this job is about having responsibility for own working and learning. For ex: He/she is expected to have responsibility of Passenger check-in, passenger boarding, manage lounge services etc., Therefore it cannot be pegged at level 3	

SECTION 3 EVIDENCE OF NEED

26	What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?		
	Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
	Need of qualification	<ul style="list-style-type: none"> • Feedback from the industry was collected with respect to the past and projected industry growth, projected employee growth and Industry requirement. • During the industry interactions carried out while creating occupational maps and prioritisation of job roles for QP development, the mentioned qualification was indicated as a key requirement by the industry. The expert group / Subcommittee of QP-NOS shared the final approval for the development of the role. The Qualification has been validated by leading Airline such as Vistara, Air Asia etc., 	
	Industry Relevance	<ul style="list-style-type: none"> • In addition, various skill reports project the demand of the skilled workforce and the projected industry growth of the Aviation industry in India. • Demand assessed through Industry – Stakeholder interaction. • Evidence of the qualification is supported by validations. The complete list of validating companies has been enclosed as an annexure to the Q- File 	
	Usage of Qualification	<ul style="list-style-type: none"> • The discussed above is checked for any duplication across sectors. Given the qualification is niche to Airline sector, there is no duplication or pre-existing qualifications. • The QP has been compiled keeping in mind the industry requirements 	

NSQF QUALIFICATION FILE

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		<p>and review existing QP-NOS</p> <ul style="list-style-type: none"> Employee & employer feedback will be sought after placement. The Qualification packs will be reviewed and checked for relevance and currency as per industry standards, after three-year period. Also, there will be a sustainability plan in place to maintain the relevance of the QP. A review will happen (planned for Feb 2020), the comments and feedback after which will be incorporated in the next/updated QP NOS. 	
	Estimated Uptake	<ul style="list-style-type: none"> Occupation Map and Industry feedback for the skill gap between the industry demand and institutional supply provide the basis for estimated uptake. This is the basis for planning training with the industry and training providers. Estimated No. of people for this job role is 17,136 until the year 2025 	

27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidence</p> <p>Yes, the mail communication is attached as Annexure 1</p>
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <ul style="list-style-type: none"> The qualification discussed above is checked for any duplication across sectors. Given the qualification is niche to Airline sector, there is no duplication or pre-existing qualifications. The QP has been compiled keeping in mind the industry requirements and review existing QP-NOS
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none"> Employee & employer feedback will be sought after placement. The Qualification packs will be reviewed and checked for relevance and currency as per industry standards, after five-year period. Also, there will be a sustainability plan in place to maintain the relevance of the QP. A review will happen after 3 years, the comments and feedback after which will be incorporated in the next/updated QP NOS.

NSQF QUALIFICATION FILE

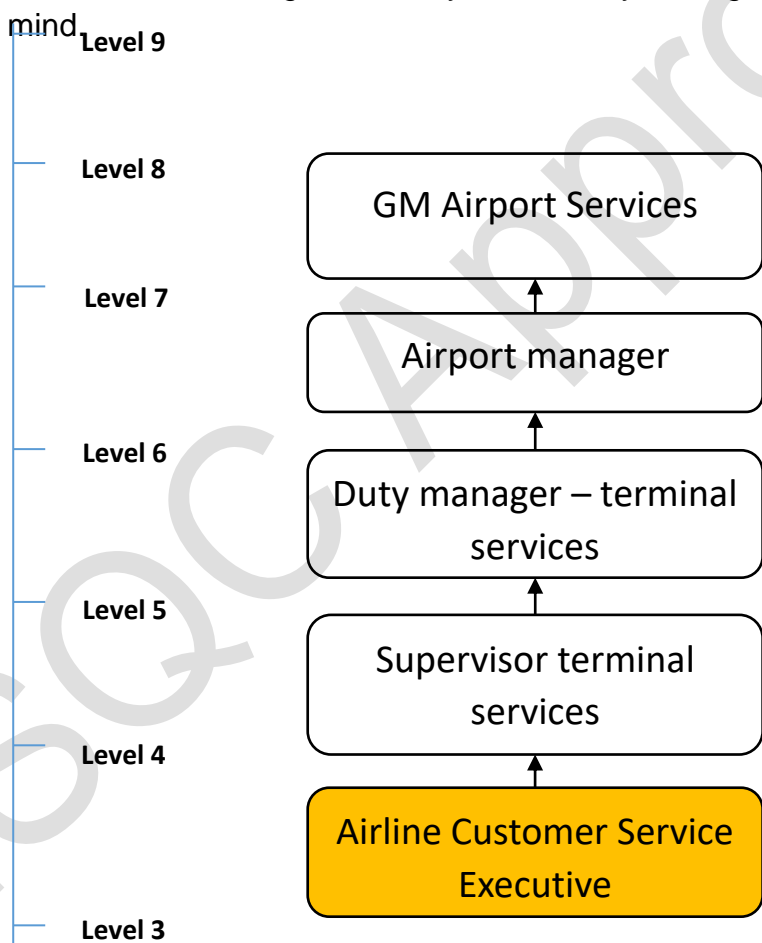
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Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

30	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?</p> <p>Show the career map here to reflect the clear progression</p> <p>While designing the National Occupational Standards, occupational mapping was done on a large sample size and validated across the country. The career progression for roles in each occupation was also analysed and decided, based on industry validation across the country. The current challenges faced by the industry, at large was also kept in mind</p>  <pre>graph BT; A[Airline Customer Service Executive] --> B[Supervisor terminal services]; B --> C[Duty manager – terminal services]; C --> D[Airport manager]; D --> E[GM Airport Services];</pre> <p>The diagram illustrates a career progression path across levels 3 to 9. On the left, a vertical axis is labeled with levels from Level 3 at the bottom to Level 9 at the top. On the right, five rounded rectangular boxes represent roles at different levels, connected by upward-pointing arrows. The roles are: Airline Customer Service Executive (Level 3, highlighted in yellow), Supervisor terminal services (Level 4), Duty manager – terminal services (Level 5), Airport manager (Level 6), and GM Airport Services (Level 8). There is a gap between Level 6 and Level 8.</p>
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Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.