Workbase
Leading workforce literacy

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Literacy and numeracy profile:

Ramp Operators

This profile identifies the literacy and numeracy tasks that are part of the role of Ramp Operators. In this profile literacy includes, reading, writing, speaking and listening.

Reading tasks

Read implies that a person reads and understands.

Ramp operators are required to read and understand a large amount of specialised technical vocabulary and abbreviations.

Read signs and short texts (including pictures, symbols, abbreviations and codes)

- Health and safety signs
- Dangerous goods and hazardous materials signs
- Airside and landside road signs
- Hold door signs
- Container and baggage labels
- Aircraft registration
- Bag count forms
- Aircraft and machinery switch operating labels
- Nose – In Guidance System (NGS)
- Whiteboard notes
- Task lists (handwritten and computer generated)
- Handwritten notes including shorthand and jargon
- SMS Text notification of work instructions
- Alpha numeric codes (airside vehicle identification codes, equipment serial and part numbers)

Read charts, tables and graphs

- Company, team and individual performance measures
- Aircraft turnaround times
- Airport and road maps
- Airline schedules
- Complex roster systems (electronic and hard copy)

Read forms on the job

- Maintenance forms
- Records of work
- Supply order forms
- Dangerous goods cargo forms
- Equipment and aircraft damage forms
- Hazard log information
- Timesheets and leave forms
- Job application forms
- Performance reviews

Read plans and diagrams

- Load and off load plans
- Aeroplane manifest
- Aircraft diagrams showing angles, allocated areas and cargo loading weight distribution
- Assembly drawings (service and parts manuals)

Read memos and notices

- Health and safety
- Union information
- Airport and airline operations
- Policy and procedure changes
- Flight schedule changes
- Events
- Issues and problems
- Handling dangerous goods
- Emergency response
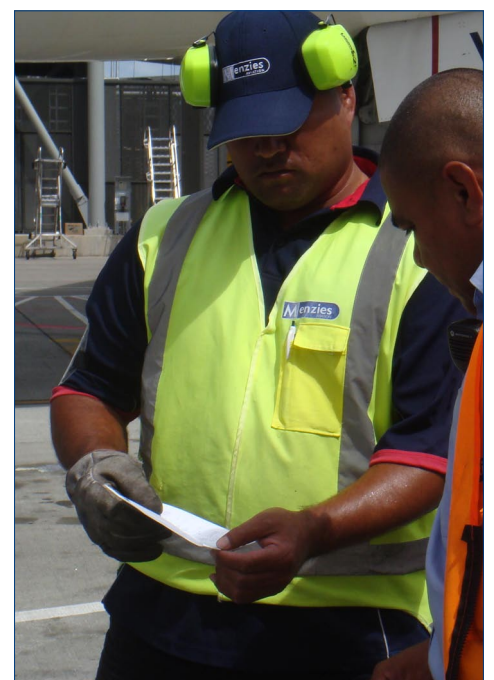
Reading tasks *continued...*

Read instructions and more detailed job information

- Find information in manuals:
  - customer service
  - technical and maintenance
  - health and safety
- Emergency response procedures
- Airside driving rules and procedures
- Job description and employment contract
- Code of Conduct
- Company rules and procedures

Read excerpts from legislation, regulations or industry standards

- Handling dangerous goods
- Hazardous materials
- International Air Transportation Association regulations for loading standards

Read training material

- Process and procedures for each airline and aircraft type
- Health and safety or first aid
- Emergency response
- Tests and examinations

Read dials, gauges, electronic and LED displays

- Water
- Fuel
- Pressure
- Speed
- RPM
- Mileage
- Temperature

Microsoft Excel - WEDNESDAY

File Edit View Insert Format Tools Data Window Help

Flight Programme NIGHT SIMINESE

WEDNESDAY 24FEB10

Flt No	A/C REG	ROUTE	STA	ETA	ATA	P.O.B	OUTBND	ROUTE
DJ188	ZKPBM	BNE-AKL	0:40	0:25	0:28	176	DJ91	AKL-APW
DJ162	ZKPBK	RAR-AKL	4:30	3:49	4:00	142	DJ165	AKL-MEL
DJ78	ZKPBD	OOL-AKL	0:25	0:10	0:13	139	DJ187	AKL-BNE
DJ94	ZKPBJ	APW-AKL	17:45	FROM 16TH FEB			DJ51	AKL-SYD
DJ52	ZKPBA	SYD-AKL	13:30				DJ79	AKL-OOL
DJ164	ZKPBK	MEL-AKL	15:05				*AOG TILL NEXT DAY..2	
CX117	BHXB	HKG-AKL	7:30	7:32	7:38	252	CX118	AKL-HKG
CX107	BHUE	HKG-AKL	13:05	12:55		345	CX108	AKL-HKG

Writing tasks

Fill in and sign off on documents to confirm read and understood

- Induction
- Health and safety
- Load and off load confirmation reports

Write brief notes

- Short notes to colleagues about an event (for example removal of baggage)
- Quantity of bags in a cart
- Task list for the next shift on whiteboard, paper or email
- To describe maintenance or equipment problem

Complete forms independently

- Loading information report form
- Cabin discrepancy log
- Load and off load plans
- Sign off and handover reports
- To report a problem resulting in a delay to aircraft takeoff
- Equipment damage
- Parts, equipment and maintenance requests
- Time sheets
- Leave forms

Complete forms with the assistance of others

- Accident, incident or hazard report
- Emergency response
- Performance appraisal

Create drawings or sketches

- To show how cargo should be loaded
- To communicate a maintenance or equipment problem

Write for training purposes

- To complete workbooks
- Competency tests or examinations

Speaking and listening tasks

Note: There is a significant dependence on oral communication to deliver work instructions and training.

Listen to oral instructions and explanations from

- Ramp lead
- Shift supervisor or team manager
- Aircraft engineers
- Aircraft pilots
- Emergency response personnel
- Airport authority staff
- Aviation security
- MAF or customs representatives
- Police
- Customer airline representatives
- Co-workers
- Ground crew
- Cleaning crew
- Trainer or tutor

Ask questions to

- Clarify instructions
- Make requests
- Seek assistance from supervisor or co-workers

Orally report to manager or supervisor

- Anything that effects the turnaround time of an aircraft
- Health and safety hazards
- Completion and progress of work
- Equipment malfunction
- Damage to baggage, containers, equipment or aircraft

Communicate with

- Co-workers about work situations and to ensure aircraft turnaround is completed on time
- People who's first language may be different to their own
- Office staff to discuss tasks and flight schedules
- Trainers, trainees, supervisor or manager about training

Give instructions to others

- About work they need to do

Communicate using

- Phonetic alphabet
- Specific workplace sign language
- Aircraft marshalling signals
- Two way radio equipment
- Complex industry vocabulary and abbreviations
- Mobile phones

Numeracy tasks

Make sense of number to solve problems

Count

- Bags
- Dolly trains or trolleys
- Cargo units
- Supplies

Calculate conversions

- Litres to gallons
- Celsius to Fahrenheit

Calculate

- A load factor for weight and balance
- Weights of liquids
- Time using 12 and 24 hour clocks
- Time taken to complete work

Measure and interpret space and shape

Measure

- Weight
- Time using 12 and 24 hour clocks

Estimate

- Distance
- Length

- Width
- Speed
- Angles
- Volume
- Pressure
- Temperature
- Time
- Weight

Examples of tasks involving estimations

- Estimate weight and size of baggage and cargo to balance aircraft and use space efficiently

- Estimate angles of turn for aircraft, machinery and vehicles

- Estimate different angles in the cargo area and adjust loading procedures to fit

- Estimate time and space available for last minute baggage and decide whether to load or send later

- Estimate the space available for self and others to safely move cargo, baggage, livestock and other heavy items in confined spaces

- Estimate the time and the number of people required to complete a task

Critical thinking tasks

Be constantly alert to potential risks to self and others when working with or around heavy and complex machinery *(for example: hydraulic lifts, tugs and tows, loading belts and jet engines)*

- Near miss, incident, accident, hazards and any other health and safety risks
- Equipment problems

Plan and decide how to complete a load or off load safely and efficiently

Recognise faults with machinery and vehicles

Quickly and accurately identify problems and develop potential solutions