Maldives National Skills Development Authority

National Competency Standard for Airport Representative Services

Standard Code: TOU-03L3-V2-24

FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Competency Standards (NCS) revised through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to revise existing NCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.

The collaborative development of the National Certificate III Airport Representative Services by the MNSDA, MEERY, and the Maldives Institute of Technology exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.

Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organisation
01	Fathmath Shifa	Director	Ministry of Tourism
02	Aishath Sajny	Consultant	Ministry of Economic Development & Trade
03	Ali Adam	HR Consultant	Maldives Association of Tourism Industry
04	Yazeedh Mohamed Fulhu	Apprenticeship and Talent Acquisition Manager	Four Seasons Resort Maldives
05	Zeenath Solih	Dean	Faculty of Hospitality and Tourism Studies, Maldives National University
06	Nafiz Mohamed	Tourism Expert	Industry Expert
07	Zoona Naseem	Managing Director	Moodhu Bulhaa Dive Center
08	Saleela Hussain Fayaz	Assistant Director - Admin &HR	Maldives Integrated Tourism Development Corporation
09	Mariyam Nizama	Director	Maldives National Skills development Authority

National Occupational Standard has been endorsed by:

Zeenath Solih

Chairperson

Tourism Sector Council

Maldives National Skills Development Authority

Umar Zahir Office Building, 5th Floor,

Orchidmaa Hingun, HulhuMale', Republic of Maldives.

Date of Endorsement: 27/04/2024

TECHNICAL SUPPORT

#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organisation
01	Azim Latheef	Azim Latheef	Azim Latheef
02	Admin Manager	Admin Manager	Admin Manager
03	State Trading Organization Plc	State Trading Organization Plc	State Trading Organization Plc

VERSION	DEVELOPER	DATE	STANDARD CODE
V2	Maldives Institute of Technology	10.08.2023	TOU-03L3-V2-24

Standard Review Process

To begin with Airport Representative Services occupation competencies were profiled through study of the occupations across the Maldivian workplaces aligned to the principles of "Functional Analysis", a methodology used for reviewing Competency Standards. Referred occupational profiling process compared existing competency units incorporated within the National Competency Standard of Level III in Airport Representative Services program.

Draft Review of the occupational standard is then compiled and submitted to the Technical Panel (TP) organised by the Maldives National Skills Development Authority (MNSDA). The Draft Standard is then edited based on comments from TP members under the direct observation of MNSDA. With series of reviewing and editings, TP approved standard is then tabled at Employment Sector Council (ESC) meeting for endorsement.

All the Standards of MNSDA are endorsed from the ESC before being published on its website.

Description of "Airport Representative Services"

Airport Representative Services, is a foundational standard crafted to cultivate essential skills in the field. This program focuses on providing individuals with fundamental competencies necessary for effective Airport Representative Services processes. Participants will gain practical insights into basic techniques and practices in the field.

The certification serves as an entry point for individuals entering the Airport Representative Services field in the Maldives, offering a solid foundation in the basic skills required to contribute to efficient and customer-friendly Airport Representative services.

Recommended changes to the existing National Certificate III in Airport Representative Standard

Following are the changes recommended by the Technical Panel and the Employment Sector Council of the MNSDA for the National Certificate III in Airport Representative Services Standard.
1. *Strengthen soft skills and recommended to include common modules used in the current Competency Standards of MNSDA*
2. *Introduce new units and revise existing units to align with industry standards aiming to enhance skills, align with best practices, and prepare Trainees for a comprehensive range of tasks in Airport Representative Service.*

Job opportunities upon completion of "National Certificate III in Airport Representative"

Upon successful completion of the National certificate III in Airport Representative Services, students can work in the following jobs.
1. *Airport Representative*
2. *Assistant Airport Operations Coordinator*

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 (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector(TOU) Social Sector (SOC) Foundation (FOU)
Standard Number - Occupation with in an industry sector	Two digits 01-99
Common Competency	CM
Core Competency	CC
Unit Number - Occupation with in an Standard	Three digits 01-99
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Separator	-
Year of Last Review of standard, qualification	Two digits responding to the year of last review, example 23 for the year 2023
Qualification Code	Refers to Standard code in cover page

1. Endorsement Application for Qualification 01	
2. NATIONAL CERTIFICATE III IN AIRPORT REPRESENTATIVE SERVICES	
3. Qualification code: TOU-03L3-V2-24	**Total Number of Credits: 50**

4. Purpose of the qualification

This qualification holders are expected to assume the role of an Airport Representative Services, charged with the responsibility of interfacing with customers both via telephone and in person. Their primary function entails furnishing clientele with comprehensive information regarding their travel arrangements.

5. Regulations for the qualification	National Certificate III in the occupation of Airport Representative Services will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13

6. Schedule of Units

Unit No.	Unit Title	Code
Common Competencies		
01	Develop tourism industry knowledge	TOU-01-CM02-V1-24
02	Apply work ethics and optimise professionalism	TOU-02-CM02-V4-24
03	Observe personal, workplace hygiene practices	TOU-03-CM01-V2-24
04	Provide effective customer care	TOU-03-CM02-V2-24
05	Practice effective workplace communication	TOU-02-CM03-V4-24
06	Support human resource operations	TOU-03-CM04-V2-24
07	Perform computer operations	TOU-02-CM05-V4-24
08	Respond to emergency situations	TOU-01-CM05-V1-24
Core Competencies		
09	Greet and meet incoming guests	TOU-03-CC01-V2-24
10	Offer arrival and departure assistance	TOU-03-CC02-V2-24
11	Maintain a customer-centric culture	TOU-03-CC03-V2-24
12	Facilitate guest transfer	TOU-03-CC04-V2-24
13	Work effectively with culturally diverse colleagues	TOU-03-CC05-V5-24

7. Accreditation requirements	The training provider should have made arrangements to ensure students are provided with adequate theory and practicals for them to develop all the required knowledge and skills stipulated in the National Competency Standard.
8. Recommended sequencing of units	As appearing under the section 06

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
1	Develop tourism industry knowledge	TOU-01-CM02-V1-24	III	03	30	15
2	Apply work ethics and optimise professionalism	TOU-02-CM02-V4-24	III	03	30	15
3	Observe personal, workplace hygiene practices	TOU-03-CM01-V2-24	III	04	40	20
4	Provide effective customer care	TOU-03-CM02-V2-24	III	05	50	25
5	Practice effective workplace communication	TOU-02-CM03-V4-24	III	03	30	15
6	Support human resource operations	TOU-03-CM04-V2-24	III	05	50	25
7	Perform computer operations	TOU-02-CM05-V4-24	III	03	30	15
8	Respond to emergency situations	TOU-01-CM05-V1-24	III	05	50	25
9	Greet and meet incoming guests	TOU-03-CC01-V2-24	III	03	30	15
10	Offer arrival and departure assistance	TOU-03-CC02-V2-24	III	04	40	20
11	Maintain a customer-centric culture	TOU-03-CC03-V2-24	III	04	40	20
12	Facilitate guest transfer	TOU-03-CC04-V2-24	III	03	30	15
13	Work effectively with culturally diverse colleagues	TOU-03-CC05-V5-24	III	05	50	25
Total				50	500	250

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+2+13

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COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:
- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:
- **Theory**: Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared **"Competent"** in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.