

1. TITLE OF THE CERTIFICATE (ES)

Certificado de Profesionalidad de nivel 2 en
TMVO0212 ASISTENCIA A PASAJEROS, TRIPULACIONES, AERONAVES Y MERCANCÍAS EN AEROPUERTOS

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Professional Certificate Level 2 in
TMVO0212 ASSISTANCE TO PASSENGERS, CREWS, AIRCRAFTS AND GOODS IN AIRPORTS
(This translation has no legal status)

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to perform assistance and information services to passengers, airport users and customers, and to support the management of documentation of goods and customer relationships, as well as to assist the aircraft and its crew upon arrival, and departure time scale, following instructions and using the English language, with the required quality, responding to the needs of people with disabilities, applying current legislation, incorporating the principles of universal accessibility, respecting the safety, and meeting the laboral and environmental risks prevention plan. This general competence is divided into the following **skill units(UC)**:

- Assist passengers and other airport users (UC2213_2).
- Perform document management operations of goods in the air cargo terminal (UC2214_2).
- Assist the aircraft ramp (UC2215_2).
- Dispatch and monitor flights (UC2216_2).
- Communicate in English at independent user level in the airport area (UC2217_2).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Assistance to passengers in airports (MF2213_2).
- Operations of documentation management of goods in air cargo terminals (MF2214_2).
- Monitoring of aircraft on ramps (MF2215_2).
- Dispatch and surveillance of flights (MF2216_1).
- English in the airport area (MF2217_1).
- Practical training at the workplace in assistance to passengers, crews, aircrafts and goods in airports (MP0563).

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Assist passengers and other airport users to meet and solve the needs arising from the various services. ☒
- Perform operations of documentation management of goods in the air cargo terminal.
- Perform assistance to the aircraft ramp.
- Perform activities to assist the launch aircraft applying the required techniques, using the means and acting on safety standards.
- Carry out the dispatch and surveillance of flights.
- Participate in the working processes of the company, following the rules and instructions established at the workplace.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in airports and air transportation of passengers and goods; support activities for air transportation; cargo handling. The most relevant occupations and work positions are:

- Information employees in airports, stations and similars.
- Technician in users and customers passengers care.
- Passenger agent.
- Administrative agent in billing and shipping.
- Administrative employees in transport services in general.
- Administrative agent in load sheet.
- Airport agent of cargo and ramp.
- Coordinating Officer (airline).

In the activities of assisting passengers, crew, aircrafts and goods at airports that involve driving a vehicle, the driving license for the vehicle enabling: B, B1, BTP or others must be obtained. Also, to access the areas of movement of each airport grounds and comply with the Security Rules in Platform under the competent authority, the corresponding authorizations or permissions of the airport operator must be obtained.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 2 of the National Repertoire of Professional Certificates corresponds to level 3 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 2 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 992/2013 of December 13th, by which eight professional certificates of the professional family Transport and Vehicle Maintenance, included in the National Repertoire of professional certificates are established (Appendix II, Code: TMVO0212).

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	83	600
Practical training at the workplace	17	120
Total duration of training leading to the certificate		720

Entry/access requirements:

- Compulsory Secondary Education Diploma (Lower secondary education); or
- Professional Certificate Level 1 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.sepie.es

(*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates; and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://europass.cedefop.eu.int>

Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

