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.

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 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

Continued...
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

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 affects 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

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

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