

# WHICH SKILLS DO THESE JOBS NEED?

## DURATION

15-30 minutes

## AGE GROUP

12-14 years old

## THEME

Soft Skills,  
Transferable Skills

The aim of this session is for students to identify the wide range of skills needed for a career within the world of aviation. This task could either be a group discussion activity in which students shout out skills and why they are required or as part of a worksheet.

## WHICH SKILLS DO THE FOLLOWING JOBS REQUIRE?

- Pilot
- Engineer
- Air Traffic Controller
- Cabin Crew
- Passenger Service Agent
- Bureau de Change assistant
- Baggage Handler
- Aircraft Fueler
- Airport Manager
- Security Officer
- Ground staff

## EXAMPLE ANSWERS...

### PILOT

**Skills required:** Leadership, communication, mathematical skills, thinking and reasoning, attention to detail, teamwork, patience, calm in stressful situations.

### ENGINEER

**Skills required:** Pay attention to detail, practical hands-on skills, persistence and determination, patience, remaining calm in stressful situations, communication skills, working with your hands, computer skills.

### AIR TRAFFIC CONTROLLER

**Skills required:** concentration skills, sound judgement, decision making, working under pressure, complex problem-solving skills, verbal communication, pay attention to detail, logic, teamwork.

### CABIN CREW

**Skills required:** customer service skills, communication, assertiveness, decision making, empathy, patience, teamwork, friendliness, sensitivity, health and safety.

### PASSENGER SERVICE AGENT

**Skills required:** customer service, technical skills, flexibility, patience, attention to detail, friendliness, communication.

### BUREAU DE CHANGE ASSISTANT

**Skills required:** numeracy skills, organisation, customer service, communication, IT.

### BAGGAGE HANDLER

**Skills required:** Physical fitness, teamwork, time management, customer service, organisation, knowledge of safety and security.

### AIRCRAFT FUELER

**Skills required:** Time Management, teamwork, communication, accuracy.

### AIRPORT MANAGER

**Skills required:** Decision making, communication, motivation, problem solving, forward planning, friendliness, organisation, resilience, honesty.

### SECURITY OFFICER

**Skills required:** Decision making, communication, customer service, problem solving, forward planning, remaining calm in stressful situation, organisation, paying attention to detail.

### GROUND STAFF

**Skills required:** Flexibility, teamwork, communication, customer service, physical skills.



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