



# INTERNATIONAL ASSOCIATION of CIVIL AVIATION CHAPLAINS

## AIRPORT CHAPLAINS COMPETENCIES, Training Material, Assessment & Accreditation

The IACAC is often contacted by chaplaincies, chaplains and airports regarding job descriptions, accreditations... etc. Practices are extremely different from one airport to another and requirements for chaplains vary as well. What is requested, allowed or forbidden for airport chaplains can also be very different and at time contradictory from one place to another. For example, some airports allow regular religious services whereas others forbid them; some have public announcements for services others only allow private times of worship; some airport require the chaplaincy to be dedicated only to passengers others only to staff; some chaplaincies request that chaplains are ordained, others only have lay volunteers; some chaplaincies require that chaplains have a specific training, others would hire personnel that are train for ministry without a chaplaincy specification and others do not require any specific training ... We could extend the list indefinitely.

It is not the role the IACAC to determine what should be requested for every chaplain, chaplaincy and airport. Local context and opportunities are far more important. Nevertheless this document aims at collecting the best practices in our chaplaincies, searching for experiences in other types of chaplaincies and to offer what would seem to be a good standard of competencies for an airport chaplain.

A second objective of this work is to collect and provide material and training for chaplains who would benefit from our global experience. We already have quite a few documents, videos and training opportunities that will be sorted, reworked and uploaded to the members section of the IACAC website and linked to the following list of competencies. If you use specific material or trainings in your chaplaincies we would love to add those resources also. Please feel free to send them to us. Once the work of collecting training resources is completed, we would like to develop new ones according to the needs of our members and airport chaplaincies around the globe.

Finally we should think about assessing the trainings we provide in a way that would be useful to our members (maybe in a similar way we offer training assessment during our Conferences).

Major Peter Hawkins, formerly a chaplain at London Gatwick, originally established a list of 60 competencies. This list was slightly modified by the Board and reorganized in 2 chapters: CHARACTER and COMPETENCIES. The difference between the two is that competencies can be acquired though training and continued education whereas character traits are more related to one's natural abilities and personal experiences.

Both character traits and competencies are classified below as *Essential* or *Desirable* but it should be noted here that what might be essential in some contexts or according to a specific religious body might not apply at all in other places; E.g. ordination or liturgical and preaching competencies: Some chaplaincies expect chaplains to organize and lead religious services regularly or on specific occasions, religious organizations such as the Roman Catholic Church for example require an ordained priest to preside to a sacred service whereas some Protestant churches or Muslim groups expect someone to be able to preach for example but not necessarily to be trained or ordained for this. It is thus up to each chaplaincy to identify what is essential, desirable or simply useless on the following list.

The competencies are classified into 11 categories such as foundation of faith, pastoral, time management IT skills, Ethics, worldview or resilience to name just a few. We hope that this document will be useful to all to help in setting up a new chaplaincy or to enhance the training of a well-established chaplaincy and everyone in between.

Enjoy and do not refrain from using it. Your feedback, comments and suggestions on this document and the upcoming resources are always welcomed and expected in order to improve the service we want to offer to members as well as to the global aviation community.

September 2019  
Pierre de Mareuil,  
Vice-President



## I. THE CHARACTER OF AN AIRPORT CHAPLAIN

The following items seem to be *Essential* or *Desirable* aspects of an airport chaplain's character regarding such matters as the foundation of his/her faith, pastoral capacities, the way he/she relates to others, their faith, gender, ethnicity, culture, opinions, his/her personal ethics, stress management, readiness to respond to a variety of situations and self and wellbeing.

### 1) Foundation of faith

<u>Character traits</u>	<u>Characteristic Behavior</u>	<u>Essential /Desirable</u>
Lives out his/her beliefs with compassion, understanding and caring.	Practices what he/she preaches	Essential
Witnesses and represents his/her faith while respecting the beliefs of others.	Acts responsibly and sensitively in all communications with passengers and staff.	Essential
Is recommended and supported by his/her faith community / denomination.	Is an active member of a faith community (as applicable) in good standing	Essential
Exercises vocation to be a chaplain	Understands and fulfils his/her ministry as chaplain with a sense of passion and calling.	Essential
Demonstrates a ministry that is characterized by servanthood.	Demonstrates a willingness to reach out to passengers and staff to serve them with compassion and understanding	Essential
Is able to represent his/her own faith without demeaning the faith of others or proselytizing.	Respects both the spirit and sensitivities of multi- faith chaplaincy in diverse contexts. Does not promote his/her own faith by denigrating others.	Essential
Is not unreasonably dogmatic within his/her own faith community	Demonstrates respect towards each individual's path and pace of commitment. Demonstrates an inclusive and open spirit towards different traditions. Does not denigrate the faith commitment of others within his/her own faith.	Essential

### 2) Pastoral

Listening skills	Is actively able to engage with passengers and staff whether routine or problem related.	Essential
Empathy	To respond to people with a sense of understanding and empathy.	Essential



Stress management	To be able to be calm (but fully engaged) in moments of trauma and stress	Essential
Demonstrates inter-personal skills	Can communicate well with people of differing positions and status.	Essential
Practical Care for people	Demonstrates a desire to provide (or withhold) practical assistance as appropriate.	Essential
Availability	Willing to be available: even when busy. Able to priorities tasks and demands to prioritize people-centered ministry. Able to say 'No' or 'Not now/not yet'.	Essential

### 3) Relationship to others

Treats all people equitably and with respect.	Is respectful and hospitable towards all people. Positively seeks to be aware of, and sensitive to their particular needs and preferences.	Essential
Seeks to compliment others skills	Supports other members of their team by sharing his/her skills.	Essential
Builds networks	Creates a network of airport staff members to facilitate the function and operation of the chaplaincy.	Essential

### 4) Personal ethics

Honesty and integrity	Conducts his/her affairs with consistency in honesty, integrity, openness and transparency.	Essential
Confidentiality	Keeps to the strict principles of confidentiality. Limits to confidentiality – e.g. when client has told you that he/she intends to undertake an action that may harm themselves or another person.	Essential
Tolerance and patience	He/she cannot be intolerant and impatient with the wide variety of different characters, lifestyles	Essential
Not dogmatic (loving and inclusive)	Whilst being confident in ones beliefs a strict dogmatic approach cannot be displayed in the role of a chaplain	Essential

### 5) World View

World view	Has an awareness of what is going on in the world.	Essential /Desirable
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News	Keeps informed of current news.	Desirable
“Streetwise” and relevant	With an awareness of what is happening around him/her seeks to be relevant.	Desirable

**6) Resilience (Emergency)**

Readiness to deploy to emergency	Readiness to respond (storage, use, treatment of mobile phone etc.)	Essential
Availability	To be available and responsive to emergencies and crisis.	Essential

**7) Self/Well being**

Displays self-awareness and personal maturity	Demonstrates healthy self-esteem and self-confidence in role as chaplain. Recognizes the need to seek help in times of personal trauma	Essential
Demonstrates personal motivation	He/she must work with a sense of purpose and initiative to fulfil the role of a caring chaplain.	Essential
Builds supportive networks	This is helpful for the wide variety of situations that may arise with passengers, staff and visitors to the airport.	Desirable
Personal Development	Has a personal development plan to enhance present knowledge of specific skills appropriate to his/her chaplaincy.	Desirable
Physical shape	Airport chaplaincy involves quite a lot of walking through the airport. Ability to do so could be critical to the position.	Essential Desirable
Personal time management	Organizes his/her time in a responsible and appropriate manner, with balance of commitment to spiritual health, family and relationships and work.	Essential



## II. COMPETENCIES OF AN AIRPORT CHAPLAIN

The following is a list of *Essential* or *Desirable* competencies for an airport chaplain as well as competencies airport chaplains could/should acquire through training and continued education on such matters as the foundation of his/her faith, pastoral capacities, dealing with diversity, networking, time management, being part of a team, IT and Fanatical skills, resilience (particularly in emergency and crisis situations), personal ethics and self wellbeing.

### 1) Foundation of faith

<u>Item</u>	<u>Competency</u>	<u>Characteristic Behavior</u>	<u>Essential /Desirable</u>
A	Exercises skills to plan and lead acts of liturgical and informal worship and prayer appropriate for the community.	Can develop, coordinate, and facilitate public worship / spiritual practices appropriate to diverse settings and needs. Able to facilitate theological / spiritual reflection	Desirable / Essential (Where & when appropriate)
B	Can prepare, construct and deliver inspired and relevant message in oral and/or written format.	Can communicate spiritual truths of his/her own tradition while maintaining respect towards all.	Desirable / Essential (Where & when appropriate)
C	Demonstrates pastoral and liturgical skills / sensitivity to offer appropriate forms of prayer and blessings to individuals or groups.	Can offer prayers for peace, guidance or comfort while respecting the personal faith of staff or passengers.	Essential

Resources:

### 2) Pastoral

A	Listening skills	Is actively able to engage with passengers and staff whether routine or problem related.	Essential
B	Empathy	To respond to people with a sense of understanding and empathy.	Essential



C	Post-Trauma	Can identify traumatic behaviors in people and offer appropriate support. Can identify and respond appropriately if/when further specialized assistance may be required.	Essential
D	Faith support	Can offer appropriate spiritual and emotional support according to his/her faith tradition.	Desirable
E	Bereavement care	Can provide appropriate pastoral and spiritual care to those experiencing loss and grief.	Essential
F	Ministry to sick	Seeks timely and appropriate professional medical assistance where necessary. Exercises sensitivity and empathy towards those who exhibit symptoms of physical or mental illness. Works in co-operation with airport/airline assistance staff.	Desirable
G	Special Needs	Exercises sensitivity and empathy towards those with special needs. Works in co-operation with airport/airline assistance staff. Has knowledge of a wide range of physical or mental special needs or 'invisible disabilities'.	Essential

Resources: -

### 3) Diversity

A	Multi-faith	Is respectful and hospitable towards all people, Regardless of beliefs and or creeds. Positively seeks to be aware of, and sensitive to the needs and preferences, which arise, from their faith tradition, philosophy or belief. Basic knowledge of other faiths	Essential
B	Cultural understanding	Is respectful and hospitable towards people of all nationalities. Positively seeks to be aware of, and sensitive to the needs and preferences, which arise, from their culture and tradition.	Essential
C	Open to all races	Is respectful and hospitable towards people of all people regardless of race, ethnicity or skin color. Positively seeks to be aware of, and sensitive to their particular needs and preferences.	Essential
D	Gender and sexuality.	Is respectful and hospitable towards people of all people regardless of gender or sexuality. Positively seeks to be aware of, and sensitive to their particular needs and preferences.	Essential



E	Language	Can communicate in English and at least one other significant (global) language than his/her own.	Desirable
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Resources: -

#### 4) Networking

A	Awareness of networks	Develops and maintains professional relationships with (and maintains an up-to-date list of) local agencies, charities/NGOs and voluntary support groups to which clients may be referred.	Essential /Desirable
B	Local faith communities	Develops and maintains professional relationships with (and maintains an up-to-date list of local faith groups (especially, but not restricted to his/her own) to which clients may be referred (e.g. churches, mosques, temples etc.).	Essential / Desirable
C	Local social services (airport and/or city)	Develops and maintains professional relationships with (and maintains an up-to-date list of) local or national government agencies or organizations to which clients may be referred.	Desirable / Essential
D	Participates in network of airport chaplains	Develops and maintains professional relationships with local, national, regional, denomination network of airport chaplains	Desirable / Essential
E	Participates in work of IACAC, conference and training	Develops and maintains professional relationships with other members of International Association of Civil Aviation Chaplains.	Desirable / Essential

Resources: -

#### 5) Time Management

A	Personal time management	Organizes his/her time in a responsible and appropriate manner, with balance of commitment to spiritual health, family and relationships and work.	Essential
B	Diary	Operates an appropriate system to manage his/her diary	Essential



C	Coordinates time and activity according to responsibility	Apportions personal management according to specific responsibility	Essential
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Resources: -

## 6) Team Player and Team Building

A	Is part of a team	Participates and contributes to the chaplaincy and/or welfare team.	Essential
B	Is part of the airport community.	Contributes to the holistic function of the airport by supporting staff, contractors, and visitors Works well with airline and airport staff to offer the best travel experience for passengers.	Essential
C	Accountability	Is transparently accountable to a line-manager, mentor or supervisor	Essential
D	Willing to work cooperatively	Will work with those who are willing to work with him/her	Essential

Resources: -

## 7) Basic IT and Finances skills

A	Basic IT knowledge	Some word processing and spreadsheet basic knowledge is useful. Use of Microsoft office or equivalent (whichever is used by chaplaincy or airport)	Desirable
B	Use of Internet	The airline industry relies heavily on internet technology for booking and communication.	Essential /Desirable
C	Technology	If necessary is able to practically use portable IT devices. (E.g. smartphones, tablets)	Essential /Desirable
D	Finances & budgeting	Understanding of budgeting and dealing with an organization finances	Desirable (if applicable)





E	Fundraising	Skills in fundraising might be required for the chaplaincy, events...	Desirable ( <i>if applicable</i> )
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Resources: -

## 8) Resilience (Emergency)

A	Emergency response to aircraft/airport critical incident by offering assistance, guidance, support, comfort and care.	Will respond (deploy) as appropriate (under the direction of the appropriate authority, police and/or emergency services) to any airport or aircraft incident, including fire, flood or terrorist activity.	Essential
B	Adherence to emergency procedures principles and practice.	Is always trusted to act according to procedures, principles and practice laid out by the Emergency Orders issued by the airport.	Essential

Resources: -

## 9) Ethics

A	Confidentiality	GDPR / data management	Desirable
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Resources: -

<https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>



### 10) Self/Well being

A	Recognizes the need to seek help in times of personal trauma.	Is aware of the risks of harm while supporting others who have experienced trauma. Demonstrates appropriate self-awareness / self-care to seek help (including professional counselling) when necessary.	Essential
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Resources: -

#### Helpful additional knowledge

Human Resource Management

Customer Relations

Crisis Management

Mentoring

Knowledge of Airline Industry

Health and safety

#### Links

<http://chaplaincyinstitute.org/community/transfer-or-dual-ministerial-standing/requirements/core-competencies-ministry/>

<http://www.hcmachaplains.org/hcma-professional-chaplaincy-competency-standards/>

<http://www.cpsp.org>