Training Course on Ground Handling Management

Professional Development Training Course Outline

Category	Aviation and Airport Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Training Course on Ground Handling Management is meticulously designed to empower aviation professionals with the critical knowledge and practical skills required to excel in the dynamic and **safety-critical** environment of airport ground operations. From optimizing **turnaround times** to ensuring **regulatory compliance** and enhancing the **passenger experience**, this program delves into the multifaceted aspects of modern ground handling. Participants will gain a deep understanding of **operational efficiency**, **safety protocols**, and the latest **industry best practices**, equipping them to lead high-performing ground handling teams and contribute significantly to seamless airport functionality.

The aviation industry is experiencing unprecedented growth, leading to increased demand for highly skilled ground handling personnel. This course directly addresses this critical need by focusing on **strategic leadership**, **resource optimization**, and the integration of **emerging technologies** within ground handling operations. Through a blend of theoretical instruction and real-world **case studies**, participants will develop the ability to navigate complex challenges, implement effective **crisis management** strategies, and drive continuous improvement in **service delivery**. This training is essential for fostering a robust **safety culture** and ensuring sustainable, efficient, and customer-centric ground operations at any airport worldwide.

Programme Curriculum

Training Course on Ground Handling Management

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10 days

Course Objectives

1. Optimize aircraft ground time through efficient scheduling, resource allocation, and communication.
2. Reduce incidents and enhance worker safety using cutting-edge safety management systems (SMS) and human factors principles.
3. Deliver superior customer experiences from check-in to baggage reclaim, focusing on efficiency and empathy.
4. Streamline baggage flow, minimize mishandling, and leverage automation for enhanced efficiency.
5. Adhere to IATA regulations for safe and secure handling of hazardous materials and specialized freight.
6. Develop robust plans and lead teams during critical incidents, ensuring operational continuity and safety.
7. Implement environmentally friendly practices, including electric GSE and waste reduction strategies.
8. Utilize new technologies like AI, IoT, and real-time data for predictive maintenance and operational insights.
9. Implement robust security protocols to safeguard aircraft, personnel, and passengers against threats.
10. Optimize fleet utilization, maintenance, and procurement for peak operational readiness.
11. Foster seamless communication and coordination between airlines, airports, and ground handlers.
12. Ensure accurate load planning and aircraft stability for safe and compliant flight operations.
13. Implement performance metrics and auditing processes to elevate service standards.

Organizational Benefits

- Reduced aircraft turnaround times, leading to increased flight punctuality and airport capacity.
- Significant reduction in ground incidents, accidents, and associated costs, fostering a stronger safety culture.
- Superior passenger and airline service delivery, leading to enhanced reputation and loyalty.
- Efficient resource management, minimized delays, and reduced equipment damage result in substantial operational savings.
- Assurance of adherence to national and international aviation regulations, minimizing legal and financial risks.
- Highly skilled and confident ground handling teams contribute to higher productivity and lower staff turnover.
- Adoption of industry best practices and innovative solutions positions the organization as a leader in ground handling.
- Contribution to environmental goals through eco-friendly practices and reduced carbon footprint.

Target Audience

1. Ground Handling Managers & Supervisors.
2. Airline Station Managers.
3. Airport Operations Staff.
4. Ramp Agents & Team Leaders.
5. Baggage Handling Professionals
6. Safety & Quality Assurance Personnel.
7. New Entrants to Aviation Ground Operations.
8. Aviation Logistics & Supply Chain Specialists

Course Outline

Module 1: Introduction to Ground Handling & Aviation Ecosystem

- Overview of the global aviation industry and ground handling's critical role.
- Key stakeholders: Airlines, Airports, Ground Handling Agents, Regulatory Bodies.
- Understanding the airport environment: Airside vs. Landside operations.
- Historical evolution and future trends in ground handling.
- **Case Study:** The impact of a major airline merger on ground handling contracts and operations at a hub airport.

Module 2: Aviation Safety Management Systems (SMS) in Ground Handling

- Principles of SMS: Safety policy, risk management, safety assurance, safety promotion.
- Hazard identification and risk assessment methodologies specific to ground operations.
- Incident reporting, investigation, and corrective action planning.
- Safety culture development and human factors in aviation safety.
- **Case Study:** Analyzing a ramp collision incident, identifying root causes, and proposing SMS improvements.

Module 3: Aircraft Turnaround Coordination & Management

- Phases of aircraft turnaround: Arrival, servicing, departure.
- Critical path analysis and optimizing turnaround times.
- Role of the Turnaround Coordinator and effective communication with various teams.
- Resource planning and allocation: GSE, manpower, and materials.
- **Case Study:** A low-cost carrier's strategies for achieving rapid turnarounds and the challenges faced.

Module 4: Ramp Operations & Aircraft Servicing

- Aircraft marshalling, parking, and pushback procedures.
- Ground power, air conditioning, and potable water servicing.
- Lavatory and waste disposal procedures.
- Aircraft de-icing and anti-icing operations.
- **Case Study:** Examining an incident of improper de-icing and its consequences, highlighting best practices.

Module 5: Passenger Services & Customer Experience

- Check-in procedures: Traditional, self-service, and mobile check-in.
- Boarding and disembarkation processes, including special assistance passengers (PRM).

- Customer service excellence, conflict resolution, and handling difficult situations.
- Managing flight disruptions: Delays, cancellations, and diversions.
- **Case Study:** A major airline's initiative to improve PRM handling and the positive impact on passenger satisfaction.

Module 6: Baggage Handling Systems & Procedures

- Baggage reconciliation systems (BRS) and security screening.
- Loading and unloading procedures: Manual vs. automated systems.
- Minimizing baggage mishandling and tracing lost luggage.
- Unit Load Devices (ULDs) management and handling.
- **Case Study:** Analyzing a complex baggage system failure and the strategies implemented for recovery and future prevention.

Module 7: Dangerous Goods & Special Cargo Handling

- IATA Dangerous Goods Regulations (DGR) overview.
- Classification, labeling, packing, and documentation for dangerous goods.
- Handling of live animals, perishables, and valuable cargo.
- Emergency response procedures for dangerous goods incidents.
- **Case Study:** A real-world scenario involving undeclared dangerous goods and the lessons learned for stricter compliance.

Module 8: Ground Support Equipment (GSE) Management

- Types of GSE: Powered and non-powered equipment.
- GSE maintenance, repair, and procurement strategies.
- Safety standards for GSE operation and airside driving regulations.
- Optimizing GSE utilization and fleet management.
- **Case Study:** An airline's successful transition to electric GSE and the benefits realized in terms of sustainability and cost.

Module 9: Load Control, Weight & Balance

- Principles of aircraft weight and balance.
- Load sheet preparation and trim sheet calculations.
- Understanding aircraft center of gravity (CG) limits.
- Last-minute changes (LMC) and their impact on load planning.
- **Case Study:** Analyzing a load control error that led to an off-balance aircraft and the subsequent corrective measures.

Module 10: Aviation Security in Ground Handling

- Security threat assessment and risk mitigation strategies.
- Access control and safeguarding restricted areas.
- Aircraft search procedures and cargo security.
- Response to security incidents and bomb threats.
- **Case Study:** A scenario involving a security breach on the ramp and the procedural enhancements implemented.

Module 11: Airport Collaborative Decision Making (ACDM) & Communication

- Principles of ACDM and its role in improving operational efficiency.
- Effective communication channels: Voice, data, and digital platforms.
- Inter-departmental coordination and collaboration for seamless operations.
- Human factors in communication and error prevention.
- **Case Study:** How improved ACDM protocols reduced delays during adverse weather conditions at a busy airport.

Module 12: Quality Management & Continuous Improvement

- Quality assurance (QA) and quality control (QC) in ground handling.
- Performance indicators (KPIs) and service level agreements (SLAs).
- Auditing and inspection processes (e.g., ISAGO).
- Implementing corrective and preventive actions (CAPA) for continuous improvement.
- **Case Study:** A ground handler's journey to achieving ISAGO accreditation and the organizational benefits gained.

Module 13: Ground Handling Agreements & Contracts

- Understanding the legal and commercial aspects of ground handling contracts.
- Service Level Agreements (SLAs) and performance metrics.
- Contract negotiation strategies and dispute resolution.
- Outsourcing vs. in-house ground handling models.
- **Case Study:** Analyzing a dispute between an airline and its ground handler over SLA breaches and the resolution process.

Module 14: Emerging Technologies & Future of Ground Handling

- Automation and robotics in baggage handling and ramp operations.
- Data analytics and AI for predictive maintenance and operational optimization.
- Drone technology for inspections and security.
- Sustainable aviation fuels (SAF) and green ground operations.
- **Case Study:** A futuristic airport concept showcasing the integration of advanced automation and sustainable ground handling practices.

Module 15: Leadership & Team Management in Ground Handling

- Effective leadership styles for ground operations teams.
- Motivation, delegation, and performance management.
- Team building, conflict resolution, and fostering a positive work environment.
- Training and development programs for ground handling personnel.
- **Case Study:** A successful leadership intervention that transformed a struggling ground handling team into a high-performing unit.

Training Methodology

This training course employs a dynamic and interactive methodology to ensure maximum engagement and knowledge retention. It includes:

- **Instructor-Led Presentations:** Engaging lectures with visual aids and real-world examples.
- **Interactive Discussions:** Fostering knowledge sharing and critical thinking among participants.
- **Case Studies & Simulations:** Application of theoretical concepts to practical, real-world ground handling scenarios.

- **Group Exercises & Workshops:** Collaborative problem-solving and hands-on activities.
- **Video Demonstrations:** Visualizing complex procedures and equipment operations.
- **Q&A Sessions:** Opportunities for participants to clarify doubts and deepen understanding.
- **Practical Examples:** Illustrating industry best practices and common challenges.
- **Assessments (Quizzes/Exams):** Evaluating knowledge acquisition and comprehension.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org **or call** *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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