



## Aviation Internal Auditor

### Course Duration:

One week (5 Days)

### Training outcomes:

Upon completing this course you will be able to:

- Develop and prepare an audit program
- Apply and implement the principles of auditing
- Plan an internal audit and involve the right people in the organization
- Comply and apply the regulatory requirements for the internal audit and conduct
- Evaluate the implementation of a corrective action
- plan and conduct a follow up audit
- Close an audit following corporate policies

### Course content:

- Regulatory agencies: laws, regulations and audit requirements
  - International Civil Aviation Organization (ICAO)
  - Federal Aviation Administration (FAA)
  - European Aviation Safety Agency (EASA)
  - ISO 19011:201
- Audit programs
  - Establishing and implementing an audit program
  - Monitoring and improving an audit program
- Audit planning steps
  - Defining scope and objectives
  - Developing checklists
  - Selecting an audit team
- Performing a document review
- Audit methods and techniques
- Audit conduct:
  - Gathering evidence and analyzing findings
- Reporting results and conducting a follow-up

### Activities:

Role plays and audit practice scenarios

### Who should attend?

This course is open to staff from all aviation sectors, namely:

- Quality, Safety, Station and Operations Managers / Supervisors
- Recently appointed internal auditors.



## Station / Ground Services Provider Management

### Course Duration:

One week (5 Days)

### Training outcomes:

Upon completing this course you will be able to:

- Manage all ground handling services according to the IATA Airport Handling Manual (AHM) & IATA Ground Operations Manual (IGOM)
- Increase the efficiency of stations as an airline or ground service provider
- Work within the frame of the IATA Airport Handling Manual / IATA Ground Operations Manual (IGOM) and IATA Standard Ground Handling Agreement / SLA.
- Build a sustainable relationship between the airline and handler management

### Course content:

- Cooperation between airlines and ground service providers
- Duties / responsibilities of the station manager
- Principles of customer service
- Facilitation and simplifying passenger experience
- Ramp, cargo and terminal activities and services
- Service Level Agreements (SLA)
- Resources and GSE management
- ULD handling
- Aviation security awareness
- Baggage handling
- Emergency response planning

### Who should attend?

This course is recommended for:

- Airline station managers
- Ground service / handling managers and supervisors
- Airport authorities

### Activities:

Comprehensive exercise



## Aircraft Turnaround Coordination Professionalism

### Course Duration:

One week (5 Days)

### Training outcomes:

Upon completing this course you will be able to:

- Manage the full turnaround of aircraft, coordinating resources and processes
- Apply standards / procedures to be safe, punctual and commercially successful in turnaround services
- Understand and apply the safety and punctuality aspects of off-loading/ loading operations
- Design and offer consistent services according to widely accepted IATA Airport Handling Manual (AHM), IATA Ground Operations Manual (IGOM) standards and Airline SLA
- Take a leading role in your ramp team

### Course content:

- Airside and ramp safety
- Aircraft handling operations / Activities
- Aircraft movement
- Turnaround plan
- Aircraft off\*loading / loading functions
- Load control function
- High efficiency factors

### Who should attend?

This course is recommended for:

- Ground service / handling managers and supervisors
- Station supervisors
- Ramp and turnaround coordinators
- Loading supervisors and load controllers



## Airside Operations - Safety Compliance & Implementation

### Course Duration:

One week (5 Days)

### Training outcomes:

Upon completing this course you will be able to:

- Apply fundamental procedures to protect the aircraft from damage and ground staff from injury.
- Eliminate / mitigate or control potential hazards and consequences.
- Identify and manage “human factors” with the greatest influence on airside safety.
- Improve overall airside safety performance and operational efficiency .

### Course content:

- Airport environment terminology and layouts
- Safety culture
  - Employer and employee responsibilities
- SMS (ICAO framework): introduction & Objectives
- Human factors in airside operations
- Ramp safety procedures / standards
  - Moving aircraft
  - GSE Serviceability
  - Aircraft fueling, off-loading / loading, and arrival / departure checks
  - Personal Protective Equipment (PPEs)
- Foreign Object Debris (FOD) prevention program
- Incident and accident definition & prevention
- Airside accident & Hazard reporting
- Emergency situations

### Activities:

- Group discussions
- Exercises on risk assessment

### Who should attend?

This course is recommended for:

- Ramp staff
- Turnaround Coordinators
- Safety and operations officers
- Ground operations managers and supervisors
- Airport managers and supervisors



## Aviation Quality Management System (QMS)

### Course Duration:

One week (5 Days)

### Training outcomes:

Upon completing this course you will be able to:

- Understand the quality requirements of key regulatory bodies and national authorities such as ISO, EASA, and FAA
- Outline the key practices required to maintain a QMS: the quality policy, procedures, audit, and reports
- Develop your process mapping and procedure writing skills
- Prepare yourself for further specialization and training in QMS implementation

### Course content:

- ISO 9000 family and quality requirements
  - Quality policy
  - Quality manual and its contents
  - Management review process
- Process management
  - Establishing processes
  - Planning and writing procedures
- Document control
  - Which elements to control and how
  - Planning a document infrastructure
- Audit management
  - Measuring compliance
  - Root cause analysis
  - Developing and initiating a corrective action plan
  - Levels of non-conformity
- QMS and Safety Management System (SMS) parallels
  - Regulatory requirements for safety
  - Integrating QMS and SMS

### Activities:

- Practical exercises

### Who should attend?

This course is designed for airline staff, including:

- Management new to the field of quality
- Quality internal auditors
- Operations managers



## Passenger Handling & Services

### Course Duration:

One week (5 days)

### Training outcomes:

On completion of this course you will be able to:

- Apply professionalism to customer requests and complaints
- Maintain composure when dealing with difficult passengers, converting crisis situations into opportunities
- Manage irregular operations and execute strategies to get back on track quickly
- Use and endorse e-tickets
- Comply with passenger and baggage handling standards
- Transfer your knowledge to your colleagues and employees

### Course content

- Customer service skills and principles
  - Customer expectations and satisfaction
  - Passenger service delivery model
  - Listening and responding skills
  - Cultural awareness
- Difficult customers and situations
  - Dealing with complaints
  - Conflict management
  - Denied boarding
- Industry rules and guidelines
  - Official Airline Guide (OAG)
  - IATA manuals
  - Minimal Connecting Time (MCT)
  - Automated Baggage Rules
- Gate procedures
  - E-ticketing
  - Boarding and delays
  - Endorsements
  - Special customer handling
- Baggage services
  - Carry on and checked baggage, allowances and charges
  - World Tracer
  - Dangerous items and general emergency procedures
- This course includes practical exercises and assessments:
  - Situational exercises
  - Customer service case studies

### Who should attend?

This course is recommended for:



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- All airline or ground service staff in contact with passengers
- Passenger service managers
- Handling agents and other customer contact personnel
- Customer service instructors



## Human Factors in Aviation

### Course Duration:

One week (3 days)

### Course outcomes:

On completion of this course you will be able to:

- Know the human factors that can impact your operations
- Evaluate the situation at your station and recommend solutions for reducing human error
- Cooperate with your teams to address potential threats in your operations
- Manage processes to control human factors in your operations
- Communicate the importance of human factors initiatives to your colleagues and stakeholders

### Course content:

- Introduction to the human factors concept
- The influence of human factors in aviation
- Comparing human error and technical fault incidents
- How human factors can improve safety
- Examples of human error and technical fault incidents (exercise)
- Analysis of initiating and modulating factors
- Analysis of the “Top-12” human factor issues in ground operations
- Responsibilities for monitoring, reporting, training and auditing
- Communication, responsibilities and Standard Operating Procedures (SOP)

### Activities:

- Exercises
- Examples

### Who should attend?

- This course is recommended for:
- Airport managers and coordinators
- Station managers
- Airport authority operation managers
- Ground service provider staff
- Regulator staff





## Safety Management Systems (SMS) for Airlines

### Course Duration:

One week (5 days)

### Training outcomes:

Upon completing this course you will be able to:

- Develop, manage and monitor a SMS that fits within the scope of your operations
- Make improvements to your operations that will prevent costly accidents, incidents and injuries to staff
- Comply with industry requirements and improve your cooperation with regulatory authorities
- Understand how to use the SMS as an effective management tool for safety performance and productivity
- Use risk management tools to continually improve your safety performance

### Course content:

- Safety regulations
  - Compliance and performance with ICAO SMS and state safety programs
  - SMS definition and the 4 pillars
- Safety policy and objectives
  - Safety accountability and responsibilities
  - SMS documentation
  - Organizational system description
- Safety risk management
  - Hazard identification and analysis
  - Safety risk evaluation
- Safety assurance
  - Safety assurance and ICAO SMS framework
  - Safety performance monitoring requirements
- SMS - safety reporting
  - Managing a safety reporting program
- SMS implementation
  - Phased approach
  - Rationale and justification

### Activities:

- Exercises
- Role plays

### Who should attend?

This course is recommended for:

- Airline operations managers
- Corporate and operational safety managers, analysts, coordinators
- Potholders
- Quality managers



## Ramp Handling & Services

### Training outcomes:

Upon completing this course you will have the skills to:

- The ground services & operations working environment
- Standard ramp operations terminology
- Airport stakeholders and how they work together
- Basic Safety and security for efficient operations
- Procedures & Standards for key aircraft ground servicing tasks
- IATA Airport Handling Manual and IATA Ground Operations Manual standards

### Course content:

- Introduction to the airside environment and ramp services
- Aircraft characteristics and turnaround plan
- Cleaning, catering and other services
- Ground service equipment (GSE)
- Standard operating procedures (SOPs)
- Airside safety
- Ramp security awareness
- Future developments in the sector of ramp services

### Who should attend?

- This course is recommended for:
- Anyone interested in pursuing a career with an airline or ground service provider
- Recently recruited airline, airport and ground handling staff
- Aircraft turnaround Coordinators
- Ramp Handling Supervisors



## ISAGO Preparation & Implementation for Ground Operations

### Course Duration:

One week (5 Days)

### Training outcomes:

Upon completing this course you will have the skills to:

- Understand ISAGO Process & Procedure's
- Understand ISAGO Standards
- Prepare For ISAGO Audit
- Implement standards

### Course Contents:

- ISAGO Framework
- GSP Responsibilities
- ISAGO Documentation
- Audit preparation & Gap Analysis
- ISAGO Implementation organization and management
- ISAGO Implementation (LOD, PAB, HDL, AGM, CGM)
- ISAGO Pre Audit Assessment
- Safety Management System (SMS)
- Safety Policy & Objectives
- Safety Assurance
- Safety Promotion
- Safety Performance measurement
- Safety Targets & Action Plan and action plan
- Audit closer
- Exercises
- Course Review

### Who Should Attend?

- Safety Managers / Officers
- Quality Controllers / Assurance
- Station Manager