

MICRO CREDENTIAL AVIATION GROUND AND PASSENGER SUPPORT

Course Title:

Aviation Ground and Passenger Support Training

Course Objective:

To equip retrenched workers with practical knowledge, essential skills, and industry insights into aviation ground operations and passenger handling procedures, preparing them for re-entry into the workforce in aviation-related roles.

Duration: 10days

Course Outcomes:

Upon successful completion of the course, participants will be able to:

1. Understand the structure and operations of an airport and airline ground services.
 2. Perform essential ground support and passenger handling functions.
 3. Apply customer service and safety protocols in aviation environments.
 4. Operate basic systems and handle documentation relevant to airport operations.
 5. Be job-ready for roles such as ground handling agent, check-in staff, gate agent, or ramp agent.
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Daily Course Schedule Overview:

Each day = **5 hours** of interactive sessions (lecture + hands-on activity + discussion).

Day 1: Introduction to Aviation Industry & Airport Operations

Topics Covered:

- Overview of global & Malaysian aviation industry
- Key players: Airlines, airports, ground handlers
- Airport zones: Airside vs Landside
- Types of ground services

Learning Outcome:

Participants gain a broad understanding of the aviation ecosystem and airport functions.

Day 2: Ground Handling Services

Topics Covered:

- Ramp services (baggage, catering, fueling, marshalling)
- Aircraft turnaround procedures
- Roles of ground handling agents
- Ground support equipment (GSE) basics

Learning Outcome:

Participants understand key ground operations that support flight readiness.

Day 3: Passenger Services & Flow

Topics Covered:

- Passenger journey from check-in to boarding
- Airport signage and wayfinding
- Passenger profiling and flow management
- Airport terminal facilities and services

Learning Outcome:

Participants understand passenger flow and the importance of smooth terminal operations.

Day 4: Check-in Procedures & Airline Systems

Topics Covered:

- Manual and automated check-in process
- Airline reservation and DCS systems (e.g., Amadeus, Sabre – basic intro)
- Baggage handling and tagging
- Document verification (passport, visa, ticket)

Learning Outcome:

Participants learn how to assist passengers during check-in using systems and procedures.

Day 5: Customer Service in Aviation

Topics Covered:

- Principles of excellent customer service
- Handling difficult passengers & conflict resolution
- Cross-cultural communication
- Airport announcements and communication etiquette

Learning Outcome:

Participants can deliver professional, courteous passenger support.

Day 6: Safety, Security & Emergency Procedures**Topics Covered:**

- Airport and aircraft safety regulations
- Security protocols (screening, restricted areas)
- Emergency types (fire, medical, evacuation)
- Roles in crisis management

Learning Outcome:

Participants understand safety and security protocols, ready to respond in emergencies.

Day 7: Baggage Handling & Lost & Found Procedures**Topics Covered:**

- Baggage loading and unloading
- Sorting systems and transfer baggage
- Mishandled/lost baggage process
- Interacting with passengers regarding baggage issues

Learning Outcome:

Participants can manage baggage flow and handle mishandling professionally.

Day 8: Boarding & Arrival Gate Procedures**Topics Covered:**

- Gate setup and boarding process

- Passenger documentation checks
- On-time departure coordination
- Arrival procedures & passenger assistance

Learning Outcome:

Participants can handle boarding and arrival gate duties confidently.

Day 9: Soft Skills & Work Ethics

Topics Covered:

- Professionalism and time management
- Teamwork in airport operations
- Grooming standards in aviation
- Career pathway in ground operations

Learning Outcome:

Participants develop soft skills critical to working in aviation settings.

Day 10: Practical Simulation & Assessment

Topics Covered:

- Role-play: check-in, boarding, baggage issue
- Team coordination for turnaround scenario
- Recap & review of the 10-day modules
- Individual feedback and career coaching session

Learning Outcome:

Participants demonstrate job readiness through practical simulation and feedback.

Assessment & Certification:

- Daily participation and activities
- Final day simulation evaluation
- Certificate of Completion awarded to those who meet participation and competency standards

COURSE OBJECTIVES:

TO EQUIP RETRENCHED WORKERS WITH PRACTICAL KNOWLEDGE, ESSENTIAL SKILLS, AND INDUSTRY INSIGHTS INTO AVIATION GROUND OPERATIONS AND PASSENGER HANDLING PROCEDURES, PREPARING THEM FOR RE-ENTRY INTO THE WORKFORCE IN AVIATION-RELATED ROLES.

TARGET AUDIENCE:

MALAYSIAN CITIZEN WHO HAS BEEN RETRENCHED OR ARE SEEKING NEW JOB OPPORTUNITIES.

COURSE OUTLINE:

PART 1: INTRODUCTION TO AVIATION INDUSTRY & AIRPORT OPERATIONS

PART 2: GROUND HANDLING SERVICES

PART 3: PASSENGER SERVICES & FLOW

PART 4: CHECK-IN PROCEDURES & AIRLINE SYSTEMS

PART 5: CUSTOMER SERVICE IN AVIATION

PART 6: SAFETY, SECURITY & EMERGENCY PROCEDURES

PART 7: BAGGAGE HANDLING & LOST & FOUND PROCEDURES

PART 8: BOARDING & ARRIVAL GATE PROCEDURES

PART 9: SOFT SKILLS & WORK ETHICS

PART 10: PRACTICAL SIMULATION & ASSESSMENT

COURSE OUTCOMES:

PARTICIPANTS WILL BE ABLE TO:

- UNDERSTAND THE STRUCTURE AND OPERATIONS OF AN AIRPORT AND AIRLINE GROUND SERVICES.
- PERFORM ESSENTIAL GROUND SUPPORT AND PASSENGER HANDLING FUNCTIONS.
- APPLY CUSTOMER SERVICE AND SAFETY PROTOCOLS IN AVIATION ENVIRONMENTS.
- OPERATE BASIC SYSTEMS AND HANDLE DOCUMENTATION RELEVANT TO AIRPORT OPERATIONS.