

Course Title:**Airport & Airside Services – Ground Handling & Ramp Operations Training****Duration : 15days**

Course Objective:

To equip retrenched workers with technical knowledge, safety awareness, and hands-on skills required to perform ground handling and ramp service operations at airports. The course prepares participants for roles such as ramp agent, aircraft loader, baggage handler, or ground operations support personnel.

Course Outcomes:

By the end of this course, participants will be able to:

1. Understand the structure and function of airport airside operations.
 2. Identify and safely operate Ground Support Equipment (GSE).
 3. Support aircraft turnaround through effective loading/unloading, marshalling, and fueling processes.
 4. Follow airport safety, security, and standard operating procedures.
 5. Collaborate efficiently within a ground operations team under real-time conditions.
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Training Duration & Format:

- **Duration:** 15 Days
 - **Time:** 7 Hours per day (inclusive of lectures, demonstrations, activities, and assessments)
 - **Mode:** Classroom, Simulation-Based Learning, and Hands-On Practical Activities
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Course Outline:

Day 1: Introduction to Airport Ground Operations

- Overview of airport services and airside vs landside operations

- Introduction to ground handling and ramp services
- Stakeholders: Airlines, ground handling companies, airport authorities

Day 2: Understanding Aircraft Types & Airside Layout

- Aircraft structure basics (narrow-body vs wide-body)
- Airside layout: Apron, taxiway, runways
- Parking bays, stand types, gate assignment

Day 3: Ground Handling & Turnaround Process

- Turnaround coordination and time-critical activities
- Arrival and departure procedures
- Ramp operations timeline overview

Day 4: Ground Support Equipment (GSE) – Introduction

- GSE types: Tow tractors, baggage carts, belt loaders, GPUs, ASUs
- GSE identification and safety precautions
- Introduction to pre-use inspection

Day 5: Baggage & Cargo Loading/Unloading

- ULDs, bulk loading vs containerized
- Baggage make-up and break-down area
- Loading sequence, weight distribution, cargo netting

Day 6: Aircraft Marshalling and Ramp Communication

- Aircraft guidance systems and signals
- Marshalling codes and hand signals
- Headset communications and coordination with cockpit

Day 7: Safety & Personal Protective Equipment (PPE)

- Airside hazards and mitigation
- PPE types and correct usage
- Foreign Object Debris (FOD) management

Day 8: Aircraft Refueling Operations – Awareness

- Refueling methods and fuel types

- Precautions and refueling zones
- Coordination between fueller and ramp team

Day 9: Aircraft Pushback and Towing

- Towing vehicles and tow bar types
- Pushback procedures and communication
- Safety zones and marshaling role

Day 10: Aircraft Lavatory and Water Servicing

- Service trucks and connections
- Lavatory servicing procedures and hygiene
- Potable water refilling and contamination prevention

Day 11: Ramp Security & Emergency Protocols

- Security zones and access control
- Ramp emergency response plans (fire, medical, fuel spill)
- Safety incident reporting procedures

Day 12: Weather Impact on Ramp Operations

- Effects of weather on ramp activities (rain, lightning, heat)
- Weather monitoring tools and protocols
- Delays and de-icing procedures overview

Day 13: Ramp Teamwork and Work Ethics

- Team roles and coordination under time pressure
- Communication and hierarchy in ramp operations
- Professional conduct and shift discipline

Day 14: Practical Simulation – Full Aircraft Turnaround

- Live simulation: aircraft arrival, unloading, servicing, and pushback
- Team role-play: dispatcher, marshaller, loader, safety checker
- Review and correction of performance

Day 15: Final Assessment, Review & Career Preparation

- Written and practical assessment

- Feedback session and performance review
 - Job roles overview, resume tips, and interview preparation
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Certification & Evaluation:

- **Assessment Criteria:** Daily participation, hands-on tasks, safety awareness, final simulation
 - **Certification:** Participants will receive a *Certificate of Completion* in “Airport & Airside Services – Ground Handling & Ramp Operations”
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Ideal Job Roles Post-Training:

- Ramp Agent
- Ground Service Operator
- Aircraft Loader/Unloader
- GSE Operator
- Baggage Handler
- Airside Safety Officer (Entry-level)

COURSE OBJECTIVE:

TO EQUIP RETRENCHED WORKERS WITH TECHNICAL KNOWLEDGE, SAFETY AWARENESS, AND HANDS-ON SKILLS REQUIRED TO PERFORM GROUND HANDLING AND RAMP SERVICE OPERATIONS AT AIRPORTS. THE COURSE PREPARES PARTICIPANTS FOR ROLES SUCH AS RAMP AGENT, AIRCRAFT LOADER, BAGGAGE HANDLER, OR GROUND OPERATIONS SUPPORT PERSONNEL.

TARGET AUDIENCE:

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

COURSE OUTLINE:

PART 1: INTRODUCTION TO AIRPORT GROUND OPERATIONS

PART 2: UNDERSTANDING AIRCRAFT TYPES & AIRSIDE LAYOUT

PART 3: GROUND HANDLING & TURNAROUND PROCESS

PART 4: INTRODUCTION - GROUND SUPPORT EQUIPMENT (GSE)

PART 5: BAGGAGE & CARGO LOADING/UNLOADING

PART 6: AIRCRAFT MARSHALLING AND RAMP COMMUNICATION

PART 7: SAFETY & PERSONAL PROTECTIVE EQUIPMENT (PPE)

PART 8: AWARENESS - AIRCRAFT REFUELING OPERATIONS

PART 9: AIRCRAFT PUSHBACK AND TOWING

PART 10: AIRCRAFT LAVATORY AND WATER SERVICING

PART 11: RAMP SECURITY & EMERGENCY PROTOCOLS

PART 12: WEATHER IMPACT ON RAMP OPERATIONS

PART 13: RAMP TEAMWORK AND WORK ETHICS

PART 14: PRACTICAL SIMULATION – FULL AIRCRAFT TURNAROUND

PART 15: FINAL ASSESSMENT, REVIEW & CAREER PREPARATION

COURSE OUTCOMES:

PARTICIPANTS WILL BE ABLE TO:

1. UNDERSTAND THE STRUCTURE AND FUNCTION OF AIRPORT AIRSIDE OPERATIONS.
2. IDENTIFY GROUND SUPPORT EQUIPMENT (GSE).
3. SUPPORT AIRCRAFT TURNAROUND THROUGH EFFECTIVE LOADING/UNLOADING, MARSHALLING, AND FUELING PROCESSES.
4. FOLLOW AIRPORT SAFETY, SECURITY, AND STANDARD OPERATING PROCEDURES.
5. COLLABORATE EFFICIENTLY WITHIN A GROUND OPERATIONS TEAM UNDER REAL-TIME CONDITIONS.