

**ECAST Ground Safety Training Working Group**  
**Proposal for a Ground Handling Training Guideline**  
**December 2009**

## **Introduction**

These Training Guidelines have been drafted by the **ECAST Ground Safety Training Working Group (GSTWG)**.

The intention of these guidelines is to bring together suggested good practice for training based on education theory and risk analysis of ground handling and its associated activities and from accident investigation of ground handling related injury and incidents.

Contributions to the GSTWG have come from Regulators, Airlines, Airports, Ground Handlers, Educators and employees of ground handling organisations and thus represent a collective contribution of experience, information and ideas.

The information contained in this document should not be relied upon as a statement, as any form of warranty, representation, undertaking, contractual, or other commitment binding in law upon GSTWG.

This document is neither an EASA regulatory material nor a rulemaking proposal.

## **Section A**

### 1. Scope.

(a) This section establishes the guidelines for the training standards for ground handling companies training and shows this in the following categories:

(Ramp) Ramp handling.

(Pax) Passenger Services.

(Ops) Operations, Load control and Dispatch.

(Cargo) Cargo Handling.

Specific management and supervisory training for senior staff working in positions of direct control or oversight of operations, in areas such as Accident Investigation, Health and Safety law, Human Factors, Communication, Roles and Responsibilities are not included in these suggested guidelines.

(b) These areas of training are subdivided in to areas of skill and knowledge as exemplified below:

Safety.

Equipment.

Process and procedure.

(c) The syllabus and areas of training are guided by the assessment of what has caused or may cause harm to people working or involved in aviation and the levels of risk associated with those hazards. Industry experience guides this assessment.

### 2. Application.

There is no current regulatory requirement for application of these guidelines however it should be noted that there may be national or local regulation that requires this.

### 3. Eligibility.

Any Ground Handling organisation may refer to these standards as guidelines for training standards.

### 4. Privileges.

No Privileges attach to these guidelines.

5. Basic suggested guidelines.

It is suggested that the Ground Handler shall have a corporate training programme that specifies standards to ensure personnel at all stations, to include personnel of subcontractors, who perform duties in functions within the scope of ground operations (hereinafter “operational ground handling personnel”), complete initial and recurrent training in accordance with requirements of the Ground Handler, relevant authorities and customer airlines, to include:

- i) general and function-specific training prior to being assigned to perform operational duties;
- ii) recurrent training on a specified frequency to remain qualified to perform operational duties;
- iii) periodic assessment to ensure ongoing competency.

6. Continued validity for training standards.

It is suggested that the Ground Handler shall have corporate standards to ensure operational ground handling personnel undergo evaluation or testing by written, oral or practical means, as applicable, to demonstrate adequate knowledge, competency and/or proficiency to perform duties, execute procedures and/or operate equipment.

### **Guidelines for a Competent Body**

#### Section B.

1. Scope.

This section offers guidelines on the administrative controls that may be adopted by a competent authority or airline contracting ground handling operations.

2. A Competent Body.

- (a) Is recognised as a contracting airline, a licensing aerodrome or a regulatory authority for aviation or health and safety.
- (b) Should be sufficiently resourced to administer appropriate controls.
- (c) Should have procedures for checking compliance with the guidelines.

3. Acceptable means of checking.

- (a) It is suggested that the Ground Handler shall have corporate standards to ensure the training programme, including the programme standards and the content of training courses, is periodically reviewed and updated to remain operationally relevant and in accordance with requirements of the Ground Handler, relevant authorities and/or customer airlines.

4. Record keeping.

- (a) It is suggested that the Ground Handler shall have corporate standards to ensure the completion of all required training and evaluation by operational ground handling personnel, instructors (trainers) and evaluators is documented in records, and such records are retained in accordance with requirements of the Ground Handler, relevant authorities and/or customer airlines.

5. Mutual exchange of information.

- (a) In compliance with existing European Health and Safety law it is a requirement that information that is relevant to the safety of employees, sub contractors, visitors and others be made available to ensure, so far as is reasonably practicable, their safety. It is therefore suggested that any relevant training information be made available under these circumstances.

6. Exemptions.

- (a) This document contains guidelines and therefore has no exemptions application.

## **Section C**

### **1. Examinations and Qualifications.**

- (a). Examinations and qualifications are suggested to meet the standards as described in the IATA GHM or local / national recognised equivalent educational standards such as Go Skills, national Vocational Qualifications or City and Guilds.
- (b) The testing is suggested to be done in a controlled and competent manner as described by the above standards.
- (c) Both theory and practical knowledge and ability tests are suggested.
- (d) Any aspect of examination or qualification that is not met by the candidate who had achieved a pass mark is suggested to be reviewed with the candidate in a manner to ensure complete learning has taken place. Marks below the pass mark are suggested to be scored as a fail and the candidate retrained and a resit undertaken or removed from the training process.
- (e) Similarly practical ability and demonstration of competence in performing a task or operating equipment is suggested to be tested by observation against know criteria that would ensure a safe and efficient outcome of the task or operation. For example a test course for driving skills or a mock up of an operational situation with time and quality limits set against defined actions that can be recorded and scored.
- (f) Acceptance of the training by the trainee is suggested a necessary formal confirmation that they have received and understood the full training package required for that area of operation.

### **2. Recurrence and continued competency.**

- (a) It is suggested that because skills, knowledge and performance may move away from acceptable safe norms that competency is revisited at regular intervals.
- (b) Depending upon the task it may be appropriate to observe competency in the workplace as part of the normal operational activity to verify and correct behaviour and knowledge or it may be that for certain critical areas that a formal revalidation of training via classroom and testing is required. (E.G De Icing)
- (c) It is suggested that this competency checking and recurrent training is done by trainers who meet the standards in these guidelines and that formal records are kept of the process as outlined earlier.

## **Section D**

### **1. Basic Knowledge and Requirements.**

- (a) It is recognised that employment and recruitment will differ depending upon location and activity and it is also recognised that there is a need for employees to have some basic levels of education knowledge, practical ability and experience to satisfy employment standards.
- (b) It is suggested that these levels of educational knowledge, practical abilities and experience are set at a sufficiently rigorous level to ensure that the trainee can successfully undergo training as expressed in these guidelines.
- (c) It may be appropriate that tests are carried out at the time of recruitment to establish the suitability of the candidate to complete training. This may include literacy and numeracy as well

as a review of physical capability and previous work experience with equipment or environments that have some similarity to ground handling.

## **Section E**

### 1. Conversion and acceptance of training transfer.

- (a) As it is recognised that ground handling is a dynamic commercial activity it is suggested that training may need to be converted to and recognised by another location or organisation.
- (b) It is suggested that an employee should be able to retain an authorised copy of their existing training status, including any documented qualifications, for presentation and examination by another ground handling location or organisation.
- (c) It is also suggested that, on request from a location or organisation, that a training provider supply suitable and sufficient detail to verify these records and the training process that supports them.
- (d) Whilst there can be no guarantee of acceptance of another provider training it is suggested that if the training records are verifiable and the methods meet those as contained within these guidelines that only minimal conversion may be required.
- (e) Where conversion is required it may be necessary for such issues as local safety rules and actions, specific make and model of equipment or local processes. It may be suitable and sufficient in the view of these guidelines that this conversion is undertaken in the workplace in the form of a competency observation accompanied by suitable and sufficient practical instruction from a trainer.
- (f) It is suggested that this conversion is formally recorded in the trainees files and that as soon as any recurrent training or competency checking takes place that the trainees records are converted to match those of the new location or organisation.

## **Section F**

### 1. Ramp Training.

- (a). It is suggested that training can only provide competence if it is structured in a specific manner that meets the needs of the trainee and the organisation.
- (b) This structure should include classroom based theory training supported by an appropriate lesson plan, trainer's notes and training material to support the subject being trained and a comprehensive record of what was trained and the outcome by test and observation.
- (c) This structure should include practical training on equipment and process that allows the trainee to learn how to operate equipment or carry out the task safely and efficiently.
- (e) The training is thought to be best organised by operational topic, procedure or equipment type to allow learning to be delivered and take place in a manageable fashion.

For example there may be one training module for each of the following:

Airside safety.

Fire and evacuation.

Emergency procedures.

Dangerous Goods.

Manual Handling.

Aviation Security.

Airside Driving as appropriate to the employee (roads, stands, manoeuvring areas etc).

Each equipment type. (Ensuring that relevant makes and models are included)

Loading and restraint.

Aircraft doors, holds and systems.

- (g) For lesson plans to be meaningful they would contain a stated training outcome and a syllabus for the lesson. Reference any applicable regulation guidance or similar document. A structure outline for the training delivery and a resource plan for use to support the lesson.
  - (h) For the Trainers notes to be meaningful they would include a training script that would contain all the relevant key training and safety learning points and a suggested delivery that would include this as well as key reminders to trainers on meeting the necessary training and learning standards as suggested in currently accepted educational guidance.
  - (i) (i) Training resources would include display materials such as Video, DVD, OHP or power point. Technical and learning text publication as appropriate (handout, extract etc may be suitable) and any relevant reference works or examples as may assist in learning.
2. Passenger and Operations, Load Control and Dispatch and Cargo training is suggested to mirror the organisation as in 1. Above.

SECTION G – Example TRAINING ORGANISATION AND MANAGEMENT SYSTEM (OMS) that would meet the suggested guidelines.

## 1. Training and Qualification

### 1.1 Training Program (General)

**OMS 1.1.1** The Provider shall have a training program that ensures personnel who perform duties in functions within the scope of ground operations (hereinafter “ground handling personnel”), to include such personnel of external ground service providers that conduct outsourced ground operations for the Provider, complete initial and recurrent training that includes:

- iv) general and function-specific training prior to being assigned to perform operational duties;
- v) recurrent training on a specified frequency to remain qualified to perform operational duties;
- vi) periodic testing or assessment to ensure ongoing competency.

#### Guidance

Refer to the Glossary in the IATA ISAGO manuals for the definition of *Training* and *Training Course*.

Requirements for initial and recurrent training apply to all personnel who perform duties within the scope of ground operations.

**OMS 1.1.2** The Provider shall ensure the training program as specified in **OMS 1.1.1** includes a requirement for recurrent training, except recurrent training in dangerous goods as specified in **OMS 1.2.1**, to be completed by ground handling personnel on a frequency in accordance with requirements of the customer airline(s), but *not less than once during every 36-month period*.

**OMS 1.1.3** The Provider shall ensure the training program as specified in **ORM-H 5.1.1** includes evaluation or testing by written, oral or practical means in order for ground handling personnel to demonstrate adequate knowledge, competency and/or proficiency to perform duties, execute procedures and/or operate equipment.

**OMS 1.1.4** The Provider shall ensure the training program as specified in **OMS 1.1.1** includes processes that require instructors (trainers) and evaluators who conduct training and evaluation for ground handling personnel to demonstrate they are competent, qualified and, where required, certified to conduct such training activities.

**OMS 1.1.5** The Provider shall ensure the training program as specified in **OMS 1.1.1** includes processes for the completion of all required training and evaluation by operational ground handling personnel, instructors (trainers) and evaluators to be documented in records, and such records retained in accordance with **OMS 2.3.1** for a period as specified by applicable regulations and/or the customer airline(s).

**OMS 1.1.6** The Provider shall ensure the training program as specified in **OMS 1.1.1** includes processes for all aspects of the training program to be periodically reviewed and updated to remain operationally relevant and in accordance with requirements of the customer airline(s).

## 1.2 Security Training Program

**OMS 1.2.1** The Provider shall have a security training program that is in accordance with the Security Program of the customer airline(s), requirements of the civil aviation security authority of states where ground operations are conducted, and requirements of the airport authority at stations where ground operations are conducted. Such training program shall include initial and recurrent training, and have a balanced curriculum of theoretical and practical training to ensure:

- i) if personnel employed by the Provider implement security controls, such personnel have the competence to perform their duties;
- ii) ground handling personnel are familiar and know how to comply with all relevant security requirements;
- iii) ground handling personnel are able to prevent to the extent possible acts of unlawful interference and to act in the most appropriate manner to minimize the consequences of acts of unlawful interference, unauthorized interference, and/or disruptive passenger behavior;
- iv) appropriate operational personnel, through security awareness training, are acquainted with preventative measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for transport on aircraft, as applicable, so they may contribute to the prevention of acts of sabotage and other forms of unauthorized interference.

### Guidance

Refer to the Glossary in the IATA ISAGO manual for the definitions of *Security (Aviation)*, *Security Program*, *Unlawful Interference* and *Unauthorized Interference*.

Intensive training for personnel who are employed within the security organization of a provider will enable them to develop the expertise required to advise management on all aspects of the security program. There are two classifications of aviation security training for a provider:

#### *Personnel Training*

This might be sub-divided into training for managers/supervisors, ramp personnel, cargo handling personnel, passenger and baggage handling personnel, and other categories of personnel who are directly involved in the implementation of security measures and thereby require an awareness of the obligations associated with aviation security.

#### *General Security Awareness*

Such training applies to the protection of assets from internal and external interference and the necessity of ensuring all ground handling personnel have a positive attitude to security. The focus of training to achieve such awareness will vary by region or company and may be influenced by cultural, religious and other circumstances. Such training is tailored to be effective in the environment in which it is to apply.

The completion of security training would normally be recorded and retained in the records system for proof of compliance with applicable security standards or regulations.

**OMS 1.2.2** If the Provider outsources ground operations and/or associated functions to external ground service providers at any station, the Provider shall have a process to ensure such external providers have a security training program in accordance with requirements of the Provider's security training program as specified in **OMS 1.2.1**.

**OMS 1.2.3** If the Provider conducts security functions at any station, the Provider shall ensure the security training program as specified in **OMS 1.2.1** includes a process that requires personnel who perform such functions to complete:

- i) initial security training prior to being assigned to operational duties that involve security responsibilities;
- ii) recurrent security training in accordance with the Security Program of the customer airline(s) and the civil aviation security program of states where operations are conducted.

**OMS 1.2.4** If the Provider manages or operates a security screening system at any station, the Provider shall ensure the security training program as specified in **OMS 1.2.1** includes processes that require personnel who manage or operate the system:

- i) to be certified in accordance with requirements of the applicable civil aviation security authority, where such certification requirements exist;
- ii) complete initial and recurrent training, which shall include training in the identification of explosives, weapons or other dangerous items or devices.

### 1.3 Dangerous Goods Training Program

**OMS 1.3.1** The Provider shall have a dangerous goods training program that is in accordance with requirements of the customer airline(s), and ensures ground handling personnel at all stations complete initial and recurrent dangerous goods training with a curriculum appropriate to assigned operational functions or duties. Recurrent training in dangerous goods shall be completed on a frequency of not less than once within the 24-month period since the previous training in dangerous goods. **(GM)**

#### Guidance

The basic curriculum for dangerous goods training completed by ground handling personnel would typically be structured to include:

- general familiarization with dangerous goods;
- detailed training in dangerous goods requirements applicable to the specific operational function(s) performed;
- safety training that addresses dangerous goods hazards, proper handling and emergency response procedures.

Guidance may be found in DGR 1.5.

**OMS 1.3.2** The Provider shall ensure the dangerous goods training program as specified in **OMS 1.3.1** includes a process for instructors that conduct dangerous goods training to be evaluated for adequate instructional skills and, prior to delivering instruction, have completed a dangerous goods training program that provides the knowledge in subject areas consistent with the level of instruction to be delivered.

#### Guidance

Guidance may be found in DGR 1.5.

**OMS 1.3.3** The Provider shall ensure the dangerous goods training program as specified in **OMS 1.3.1** includes a process that requires instructors that conduct dangerous goods training, within every 24 months, to **either**:

- i) conduct a minimum of one dangerous goods training course; **or**
- ii) attend recurrent dangerous goods training.

#### Guidance

Guidance may be found in DGR 1.5.

#### OMS

**1.3.4** If the Provider outsources dangerous goods handling functions to external ground service providers at any station, the Provider shall have a process to ensure such external providers have a dangerous goods training program in accordance with requirements of the Provider's dangerous goods training program as specified in **OMS 1.3.1**, **1.3.2** and **1.3.3**.

**OMS 1.3.5 – 1.3.9** (Intentionally open)

**OMS 1.3.10** If the Provider delivers cargo and mail handling services at any station, the Provider shall ensure the dangerous goods training program as specified in **OMS 1.3.1** includes a process that requires personnel with duties and/or responsibilities in cargo and mail handling functions to complete initial and recurrent training, as well as testing and/or evaluation, in dangerous goods, as applicable to the assigned operational cargo handling function(s).

#### Guidance

Subjects included in the curriculum for dangerous goods training for cargo handling personnel will vary depending on specific responsibilities and duty function(s). For the purpose determining

subjects to be addressed in dangerous goods training, cargo handling functions are grouped into three categories:

- acceptance of dangerous goods;
- acceptance of cargo, mail or stores (other than dangerous goods);
- handling, build-up and storage of cargo and/or mail.

Dangerous goods training is required for all cargo handling personnel to ensure declared and undeclared dangerous goods are recognized and prohibited from being carried or loaded onto an aircraft. Such training also provides the requisite knowledge to permit cargo handling personnel to recognize dangerous goods, whether labeled or not labeled, and to prevent such dangerous goods from being inadvertently accepted and/or planned for loading into an aircraft.

Dangerous goods training for personnel with duties and/or responsibilities in cargo and/or mail handling functions typically addresses, according to specific function:

- general philosophy;
- limitations;
- general requirements for shippers;
- classification;
- list of dangerous goods;
- general packing requirements;
- packing instructions;
- labeling and marking;
- shippers declaration and other relevant documentation;
- acceptance procedures;
- recognition of undeclared dangerous goods;
- storage and loading procedures;
- pilot-in-command notification;
- provisions for passengers and crew;
- emergency procedures.

Guidance may be found in DGR 1.5.1.5.

**OMS 1.3.11** If the Provider delivers cargo and mail handling services at any station, the Provider shall ensure the dangerous goods training program as specified in **OMS 1.3.1** includes a process that requires evaluation and/or testing associated with dangerous goods training for personnel with assigned duties and/or responsibilities in dangerous goods *acceptance* to be accomplished by *written* means.

#### **Guidance**

Due to the importance of dangerous goods acceptance, personnel with assigned responsibilities in this area would demonstrate knowledge through enhanced testing, which would typically include written test questions and practical shipment problems. Such testing would include:

- a level of difficulty that demonstrates an understanding of and the ability to apply the regulations in the acceptance of dangerous goods;
- a duration appropriate for achieving test objectives;
- a passing mark, which is typically 80 percent;
- re-testing (with different test content) for personnel that fail to achieve a passing mark;
- general test questions designed to demonstrate a thorough knowledge of the DG regulations;
- shipment problems designed to test the ability to apply the regulations in operational situations.

Typical training would have the student is presented with a completed dangerous goods shipment for acceptance, consisting of an air waybill with the “nature and quantity of goods” and “handling information” boxes completed, a shipper's declaration, a packaging diagram with all marks and labels affixed, and a blank Dangerous Goods Acceptance Checklist (for radioactive or non-radioactive shipments, as the case may be). The shipment has been prepared incorrectly, and

the student is asked to assume the role of acceptance personnel and verify the shipment with the aid of the checklist. For each “no” response on the checklist, the student would explain the nature of the error in the “comment” box, and the completed checklist forms part of the test answers.

**OMS 1.3.12** If the Provider delivers cargo and mail handling services at any station, the Provider *should* ensure the dangerous goods training program as specified in **OMS 1.3.1** includes a process that requires dangerous goods training for cargo handling personnel to be conducted by **either**:

- i) an IATA member airline; **or**
- ii) an IATA Accredited Training School (ATS); **or**
- iii) a person or organization approved by the relevant authorities in states where operations are conducted.

**OMS 1.3.13** If the Provider delivers cargo and mail handling services at any station, and dangerous goods training for cargo handling personnel is conducted by persons or organizations other than those specified in **OMS 1.3.12**, the Provider shall ensure the dangerous goods training program as specified in **OMS 1.3.1** includes a process for the conduct of a review that verifies the adequacy of such dangerous goods training.

#### **Guidance**

A dangerous goods training course is reviewed to ensure the content and final test are sufficient, and that each trainee gains the desired knowledge as demonstrated by passing a final test.

A review also ensures a training course is adequately organized, structured and provisioned. Typically, training would consist of a tutored or self-study course, associated material (such as handouts, overhead slides, videos, exercises, etc.) and an examination paper. For instructors, there would typically be instructor notes to ensure the course covers all the required areas and meets objectives.

## **1.4 Airside Safety Training Program**

**OMS 1.4.1** The Provider shall have a program that ensures ground handling personnel at all stations with duties that require access to airside areas complete initial and recurrent airside safety training.

#### **Guidance**

Refer to the Glossary in the IATA ISAGO manual for the definitions of *Airside* and *Airside Safety Training*.

Subjects addressed in airside safety training are normally those that are appropriate to the specific airside operational function(s) of the individual being trained. For the purpose of such training, operational functions are typically consolidated into groupings, such as:

- personnel whose duties require access to airside areas;
- personnel whose duties require operation of basic GSE (e.g., tractors, belt loaders);
- personnel whose duties require: (1) operation of specialized equipment (e.g., aircraft movement units, container/pallet loaders, de-icing vehicles, catering vehicles), (2) exercise of control during aircraft movement operations, or (3) performance of lead responsibility over other personnel;
- personnel in first level management, to include supervisors having responsibility for: (1) directing staff and/or equipment resources, or (2) controlling an operational activity;
- personnel in station management having responsibility for resource issues, health and safety, incident management and budgetary control;

General subject areas addressed in airside safety training typically include (based on operational function):

- safety philosophy;
- safety regulations;
- hazards;
- human factors;
- airside markings and signage;
- emergency situations;

- FOD prevention;
- personal protection;
- accidents, incidents, near misses;
- risk assessment;
- airside safety supervision.

Guidance for Airside Safety Training is found in AHM 611 and 640.

## 1.5 Airside Driver Training Program

**OMS 1.5.1** The Provider shall have a program that ensures personnel at all stations with duties that require the operation of vehicles and/or equipment in airside areas complete airside driver training and, as applicable:

- i) complete the qualification process required by the relevant authority;
- ii) obtain an operating license in accordance with requirements of the relevant authority.

### Guidance

Airside driver training for ground handling personnel typically addresses:

- role and responsibilities of vehicle operators;
- vehicle equipment standards;
- hazards of airside driving;
- reduced visibility procedures;
- accident and incident reporting procedures;
- rules and procedures for driving on ramps (aprons), stands and airside roads;
- rules and procedures for driving in aircraft maneuvering areas.

Guidance may be found in AHM 611.

## 1.6 GSE Operations Training Program

**OMS 1.6.1** The Provider shall have a program that ensures all personnel with duties that require the operation of GSE:

- i) complete training and evaluation in the operation of GSE as applicable to their assigned operational function(s);
- ii) are qualified and/or authorized to operate GSE in station operations.

### Guidance

Refer to the Glossary in the IATA ISAGO manuals for the definition of *Ground Support Equipment (GSE)*.

Guidance may be found in AHM 630.

## 1.7 Load Control Training Program

**OMS 1.7.1** If the Provider delivers load control services at any station, the Provider shall have a program that ensures all personnel with duties and/or responsibilities in operational load control functions complete initial and recurrent training in:

- i) operational subject areas as applicable to assigned load control function(s);
- ii) dangerous goods.

### Guidance

Refer to the ITRM for the definitions of *Load Control*, *Loading Instruction/Report (LIR)*, *NOTOC (Notification to Captain)*, *Operational Flight Plan (OFF)* and *Unit Load Device (ULD)*.

The elements of the load control process consist of:

- load planning;
- weight and balance calculation;
- aircraft loading supervision;
- checking and finalization of the Loadsheets and other loading documents.

Training for personnel that perform operational functions within the load control process typically addresses:

(1) Aircraft weight and balance principles, to include:

- general philosophy;
- theory of flight;
- aircraft weights and weight limitations;
- fuel requirements;
- principles of balance;
- structural strength limits.

(2) Load control and distribution, to include:

- general principles;
- unit load devices (ULDs);
- aircraft locations;
- aircraft structural loading limitations;
- loading restraint systems;
- Load planning;
- Loading Instruction/Report (LIR);
- Loadsheets (manual, EDP, LMC).

(3) Documentation, to include:

- general principles;
- messaging;
- filing;
- operational flight plan (OFP);
- NOTOC (Notification to Captain);
- NOTOC Summary;
- manuals;
- human factors.
- Dangerous goods training for personnel with duties and/or responsibilities in load control functions typically addresses general philosophy;
- limitations;
- list of dangerous goods;
- labeling and marking;
- recognition of undeclared dangerous goods;
- storage and loading procedures;
- pilot-in-command notification;
- provisions for passengers and crew;
- emergency procedures.

Guidance may be found in AHM 590, 591 and DGR 1.5.

## 1.8 Passenger Handling Training Program

**OMS 1.8.1** If the Provider delivers passenger handling services at any station, the Provider shall have a program that ensures all personnel with duties and/or responsibilities in operational passenger handling functions complete initial and recurrent training in passenger handling operations, which addresses:

- i) operational subject areas as applicable to assigned passenger handling function(s);
- ii) dangerous goods.

## Guidance

Training for personnel with duties and/or responsibilities in operational passenger handling functions typically addresses subject areas such as:

- passenger and baggage check-in policies and procedures;
- manual check-in procedures;
- cabin seating considerations, to include exit row, special passengers;
- passenger boarding policies and procedures, to include cabin baggage limitations;
- if applicable, cabin access door operation;
- if applicable, boarding bridge operation;
- dangerous goods regulations, considerations and procedures;
- security regulations, considerations and procedures;
- load control consequences, coordination and procedures;
- if applicable, handling and boarding of weapons and authorized persons carrying weapons;
- passengers requiring special handling;
- communication procedures (customer airlines, load control, authorities, others);
- data protection and security;
- document protection and security;
- abnormal and emergency procedures (fire, dangerous goods, security, other);
- health and safety;
- emergency response procedures.

Dangerous goods training for personnel with duties and/or responsibilities in passenger handling functions typically addresses:

- general philosophy;
- limitations;
- labeling and marking;
- recognition of undeclared dangerous goods;
- provisions for passengers and crew;
- emergency procedures.

## 1.9 Baggage Handling Training Program

**OMS 1.9.1** If the Provider delivers baggage handling services at any station, the Provider shall have a program that ensures all personnel with duties and/or responsibilities in operational baggage handling functions complete initial and recurrent training in baggage handling operations, which addresses:

- i) operational subject areas as applicable to assigned baggage handling function(s);
- ii) dangerous goods.

### Guidance

Training for personnel with duties and/or responsibilities in baggage handling functions typically addresses subject areas such as:

- baggage handling procedures (identification, sorting, loading in ULDs);
- manual baggage handling procedures;
- ULDs (designation codes, inspecting, loading, tagging, removal from service);
- security (regulations, considerations, procedures);
- load control (consequences, coordination, procedures);
- communication procedures (customer airlines, load control, authorities, others);
- data protection and security;
- document protection and security;
- abnormal and emergency procedures (fire, dangerous goods, security, other);

- health and Safety;
- emergency response procedures.

Dangerous goods training for personnel with duties and/or responsibilities in baggage handling functions typically addresses:

- general philosophy;
- labeling and marking;
- recognition of undeclared dangerous goods;
- storage and loading procedures;
- pilot-in-command notification;
- provisions for passengers and crew;
- emergency procedures.

## 1.10 Aircraft Handling and Loading Training Program

**OMS 1.10.1** If the Provider delivers aircraft handling and loading services at any station, the Provider shall have a program that ensures all personnel with duties and/or responsibilities in aircraft handling and loading functions complete initial and recurrent training in aircraft handling and loading operations, which addresses:

- operational subject areas as applicable to assigned aircraft handling and/or loading function(s);
- dangerous goods.

### Guidance

Training would be applicable to personnel that perform aircraft servicing and loading functions, which typically include:

- general loader;
- loading supervisor;
- aircraft servicing (water, toilet);
- passenger boarding equipment operator;
- aircraft loading equipment operator;
- ground support equipment operator (GPU, ASU, ACU);
- aircraft chocking and use of marker cones;
- aircraft ground movement assistance;
- catering servicing and vehicle operator;
- de-/anti-icing servicing and vehicle/equipment operator.

Training for personnel with duties and/or responsibilities in aircraft handling and loading functions typically addresses subject areas such as:

- irregularity/incident/accident reporting process;
- manual handling of load;
- safety during aircraft fuelling;
- principles of aircraft loading;
- handling of loads that require special attention;
- loading incompatibilities;
- handling of ULDs;
- operation of aircraft loading systems/securing of ULDs;
- identification/consequences of malfunctions of in-plane loading systems;
- consequences of load damage and spillage;
- positioning and operation of loading and servicing equip;
- load notification to pilot-in-command;
- passenger embarkation/disembarkation procedures;

- standards of aircraft cleaning, lavatory and potable water servicing;
- aircraft movement operations.

Dangerous goods training for personnel with duties and/or responsibilities in aircraft handling and loading functions typically addresses:

- general philosophy;
- labeling and marking;
- recognition of undeclared dangerous goods;
- storage and loading procedures;
- pilot-in-command notification;
- provisions for passengers and crew;
- emergency procedures.

Guidance may be found in AHM 630.

**OMS 1.10.2** If the Provider delivers aircraft handling and loading services at any station, the Provider shall ensure the aircraft handling and loading training program specified in **OMS 1.10.1** includes a requirement for all personnel with duties that include the supervision of aircraft loading to complete the load control training program as specified in **OMS 1.7.1**.

**Guidance**

Aircraft loading supervision is an element of the load control process.

Guidance may be found in AHM 590 and 591.

**OMS 1.10.3** If the Provider delivers services that require the operation of aircraft access doors at any station, the Provider shall have an aircraft access door training program that ensures all personnel with duties that include the operation of aircraft access doors:

- i) complete training applicable to each type of access door operated at the station;
- ii) are qualified to operate aircraft access doors in accordance with requirements of the customer airline(s).

**Guidance**

Refer to the Glossary of the IATA ISAGO Manuals for the definition of *Aircraft Access Doors*.

The operation of electrically, hydraulically and pneumatically actuated doors requires theoretical and practical training conducted by appropriately qualified instructor personnel. To facilitate such training, a provider would ensure each customer airline provides detailed technical information, to include description and operations procedures, pertaining to each type of door in aircraft handled by the provider.

The operation of manually operated doors normally requires no special training; however, personnel would be required to demonstrate the ability to operate such doors safely before being permitted to do so without supervision.

Guidance may be found in AHM 430.

**OMS 1.10.4** If the Provider delivers services that require the operation of passenger boarding bridges at any station, the Provider shall have a passenger boarding bridge training program that ensures all personnel with duties that include the operation of passenger boarding bridges complete training and qualification applicable to each type of boarding bridge operated at the station. **(GM)**

**Guidance**

Refer to the ITRM for the definition of *Passenger Boarding Bridge*.

Training for personnel with duties and/or responsibilities that include operation of the passenger boarding bridge typically addresses subject areas such as:

- standard operating procedures;
- bridge control system, including emergency switches, cut-offs and buttons;
- out-of-limits procedures (for returning bridge to normal working limits);
- back-off procedures and application;
- manual wind-off procedures;

- accident and incident response and reporting procedures;
- fire procedures (bridge or aircraft).

Guidance may be found in AHM 634 and ACI 2.4.0.

## 1.11 Aircraft Ground Movement Training Program

**OMS 1.11.1** If the Provider delivers aircraft ground movement services at any station, the Provider shall have a program that ensures all personnel with duties and/or responsibilities in aircraft ground movement functions complete initial and recurrent training in aircraft ground movement operations, as applicable to assigned aircraft ground movement function(s).

### Guidance

Training is applicable to personnel that perform any operational functions associated with aircraft ground movement, which would typically include, but may not be limited to:

- aircraft ground movement supervisor;
- pushback or towing tractor operator;
- personnel that provide aircraft ground movement assistance;
- personnel that perform aircraft marshalling;

Training for personnel with duties and/or responsibilities in aircraft ground movement functions typically addresses subject areas such as:

- aircraft ground movement operations;
- operation of equipment;
- equipment-aircraft connect and disconnect procedures;
- aircraft ground movement standard verbal communications (ground-flight deck);
- aircraft ground movement non-verbal signals (ground-flight deck, ground-ground);
- aircraft marshalling
- aircraft ground movement assistance

Guidance may be found in AHM) 631.

## 1.12 Cargo and Mail Handling Training Program

**OMS 1.12.1** If the Provider delivers cargo and mail handling services at any station, the Provider shall have a program that ensures all personnel with duties and/or responsibilities in cargo and mail handling functions complete initial and recurrent training, as well as evaluation, in cargo and mail handling operations. Such training shall provide the knowledge necessary for cargo handling personnel to perform duties, execute procedures and operate equipment associated with specific cargo handling functions, and include:

- i) familiarization training on general provisions and regulations;
- ii) in-depth training on requirements, including policies, procedures and operating practices;
- iii) safety training on associated operational hazards;
- iv) security training on required procedures and existing security threats;
- v) training in human factors principles.

### Guidance

Requirements for initial and recurrent training apply to all personnel that perform duties within the scope of cargo handling operations for a provider, both at the main base and external office locations where such operations are conducted. Training for security requirements includes access control at warehouse, both landside and airside facilities and cargo security procedures in accordance with requirements of the State of Flight Departure and/or the State of Flight Arrival, as applicable.

Refer to the Glossary of the IATA ISAGO Manuals for the definitions of *State of Flight Departure* and *State of Flight Arrival*.

The IATA Airport Handling Manual (AHM 300, Cargo/Mail Handling) contains guidance on subjects to be addressed in a training syllabus applicable to specific cargo handling functions.

Subject areas include acceptance and handling of general cargo, live animals, perishable cargo, valuable and vulnerable cargo, human remains, Unit Load Devices (ULD) and mail.

Training in dangerous goods acceptance and handling is in accordance with the DGR.

### 1.13 Aircraft Turnaround Coordinator Training Program

**OMS 1.13.1** If the Provider delivers aircraft turnaround coordination services at any station, the Provider shall ensure all personnel with duties and/or responsibilities as aircraft turnaround coordinators complete initial and recurrent training in the coordination of turnaround operations. Such training shall provide coordinator personnel with the knowledge necessary to:

- i) ensure turnaround activities are in compliance with applicable regulations and requirements of the customer airline(s);
- ii) coordinate and direct operational activities within the turnaround period;
- iii) manage any disruptions to turnaround activities;
- iv) ensure processes are delivered within standards for performance and compliance limits;
- v) ensure the activity sequence is consistent with the station aircraft turnaround plan, and all activities are delivered within agreed times;
- vi) liaise with and between teams, departments and suppliers to inhibit discrepancies in activity sequence or task performance;
- vii) act as a central point of contact during turnaround operations;
- viii) acts as safety coordinator for the duration of turnaround activities.

#### **Guidance**

Refer to the Glossary of the IATA ISAGO Manuals for the definition of *Aircraft Turnaround Coordination*.

Guidance may be found in AHM 615.

- labeling and marking;
- recognition of undeclared dangerous goods;
- storage and loading procedures;
- pilot-in-command notification;
- provisions for passengers and crew;
- emergency procedures.