About

This course provides the essential basics of aircraft servicing and ground handling needed to start a career on the ramp. Ramp handling services are crucial for the efficient turnaround of aircraft, ensuring that flights remain on schedule. It offers an introduction to ramp services, along with the ground handling standards and safety requirements necessary for working safely in this environment. Ideal for newcomers to the industry or recent recruits, this course lays a solid foundation for further professional development in ground operations.

Objective

Upon completing this course, you will have the skills to:

- The ground operations working environment
- Standard ramp operations terminology
- The departments of an airport and how they work together
- Basic safety and security for efficient operations
- Procedures for key aircraft ground servicing tasks
- IATA Airport Handling Manual and IATA Ground Operations Manual standards

Content

The key topics covered during this course include:

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

Prerequisite

- Recently appointed airport staff
- Travel industry staff
- Newcomers to the industry

Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Exam Format: Multiple-Choice questions, Closed textbook
- Number of Questions: 100
- Time Allowance: 3 hours
- Passing Grade: 60% correct answers
- Distinction Grade: 90% correct answers
- Number of exam Attempts: 2

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.
- A Dangerous Goods Regulations Certificate, approved by the Federal body of UAE General Civil Aviation Authority (GCAA), will be awarded.
- Internship at Ras Al-Khaimah International Airport, UAE, is included.