

## About

The IATA Ground Operations Management course offers a comprehensive understanding of station control and supervision. You will learn how to address the station's handling needs, optimize costs, and deliver quality service. The course emphasizes the implementation of safety and security management systems in line with industry standards and best practices. Utilizing the latest edition of the IATA Airport Handling Manual (AHM) as a key reference, you will gain an in-depth understanding of the manual and its practical application. Key topics include airport operations, airport security, and emergency planning. By the end of the course, you will have the skills and knowledge needed to effectively manage an airline station.

## Objective

- Control and supervise an airline station in both self-handled and outsourced environments.
- Utilize Ground Handling and Service Level Agreements (SLAs) to address the station's handling needs, reduce costs, and ensure quality service.
- Prevent fraud by understanding current methods used by fraudsters to compromise airline revenues.
- Implement a Safety and Security Station Management System in line with industry standards and recommended practices.
- Motivate and effectively monitor staff performance.
- Utilize and apply the latest edition of the IATA Airport Handling Manual (AHM) in real-world scenarios.

## Content

The key topics covered during this course include:

- The importance of Operational and Occupational Health and Safety training
- Risk management and the components of Emergency Response Plans (ERPs).
- Utilization of SGHA contracts and Service Level Agreements.
- Operational standards outlined in the IATA Airport Handling Manual (AHM).
- The latest trends in passenger and baggage handling and catering.

## Prerequisite

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

## Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Passing Grade: 60% correct answers

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.