Airport Ground Handling Services and Safety Training Course



15 - 19 Nov 2026

Amman

3800 € (Per Person)

Ref: #AIR2762_219530

Course Introduction / Overview:

This comprehensive course provides an in-depth exploration of airport ground handling services, a critical component of the aviation ecosystem that ensures safety, efficiency, and punctuality. From passenger services to complex ramp operations, effective ground handling is the backbone of every successful flight. This program is meticulously designed to cover all facets of ground operations, integrating international standards and best practices. As detailed in the IATA Airport Handling Manual (AHM), adherence to standardized procedures is paramount for mitigating risks and enhancing operational flow. The curriculum, developed by BIG BEN Training Center, delves into the practical application of these standards, addressing real-world challenges faced by ground staff daily. Participants will gain a robust understanding of the intricate coordination required between airlines, airport authorities, and service providers. Drawing on principles discussed by aviation experts like Dr. R. I. R. Abeyratne, the course emphasizes the importance of a proactive safety culture and the implementation of robust Safety Management Systems (SMS). This training is not just about learning procedures; it is about mastering the art and science of seamless airside operations, ultimately contributing to a superior passenger experience and a safer aviation industry.

Target Audience / This training course is suitable for:

- Airport Operations Managers.
- Ground Handling Agents and Supervisors.
- Airline Station Managers.
- Ramp Planners and Coordinators.
- Aviation Safety Officers and Auditors.
- Cargo Handling Staff and Managers.
- Passenger Service Agents.
- Ground Support Equipment (GSE) Operators and Technicians.
- Airline and Airport Management Trainees.
- Aviation Security Personnel.

Target Sectors and Industries:

- Commercial Airlines.
- Airport Authorities and Operators.
- Ground Handling Service Companies.
- Air Cargo and Logistics Operators.
- Corporate and Private Aviation.
- Military Airbase Operations.
- Governmental bodies such as Civil Aviation Authorities and Transport Ministries.
- Fixed-Base Operators (FBOs).

Target Organizations Departments:

- Ground Operations.
- Ramp Services.
- Safety and Compliance.
- Airport Services.
- Passenger Services.
- Cargo and Freight Management.
- Aviation Security.
- Operations Control Centers (OCC).
- Corporate Training and Development.
- Quality Assurance.

Course Offerings:

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

- Implement IATA standards for safe and efficient ground handling operations.
- Manage aircraft turnaround processes to minimize delays and optimize resource allocation.
- Identify and mitigate airside hazards through robust safety management protocols.
- Execute proper aircraft marshalling, loading, and unloading procedures.
- Oversee passenger and baggage handling services with a focus on customer satisfaction and security.
- Apply correct procedures for handling dangerous goods and special cargo.
- Contribute to the development and implementation of an effective Safety Management System (SMS).
- Coordinate effectively with all stakeholders involved in ground operations.
- Respond appropriately to airside emergencies and irregular operations.
- Utilize Ground Support Equipment (GSE) safely and efficiently.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that theoretical knowledge is effectively translated into practical skills. We move beyond traditional lectures to create a dynamic learning environment where participants actively engage with the material. The course heavily relies on case studies of real-world ground handling incidents and operational successes, allowing for in-depth analysis and discussion of root causes and best practices. Group activities and collaborative workshops will challenge participants to solve complex operational puzzles, such as optimizing aircraft turnaround schedules and developing risk mitigation strategies. Interactive sessions, facilitated by experienced aviation professionals, encourage the sharing of experiences and foster a peer-to-peer learning network. Role-playing scenarios will simulate challenging situations in passenger handling and emergency response, building confidence and decision-making abilities. Continuous feedback is a cornerstone of our approach, with structured debriefs after each activity to reinforce learning points. This immersive methodology ensures that participants leave not only with knowledge but with the competence to apply it directly to their roles, driving tangible improvements in safety and efficiency within their organizations.

Course Agenda (Course Units):

Unit One: Fundamentals of Airport Ground Handling

- Introduction to the Global Aviation Industry.
- The Role and Importance of Ground Handling Services.
- Key Stakeholders in Airport Operations.
- International Regulatory Frameworks (ICAO, IATA).
- Overview of the IATA Airport Handling Manual (AHM).
- Standard Ground Handling Agreements (SGHA).
- The Aircraft Turnaround Process and Critical Path.

Unit Two: Airside Safety and Ramp Management

- Ramp Safety and Airside Discipline.
- Foreign Object Debris (FOD) Prevention Programs.
- Personal Protective Equipment (PPE) Standards.
- Aircraft Marshalling and Hand Signals.
- Safe Operation of Ground Support Equipment (GSE).
- Human Factors in Ground Operations.
- Hazard Identification and Risk Assessment on the Ramp.

Unit Three: Passenger Handling Services

- Passenger Check-in and Boarding Procedures.
- Baggage Handling, Sorting, and Reconciliation Systems.
- Managing Special Categories of Passengers (e.g., PRMs, UMs).
- Customer Service Excellence at the Airport.
- Lost, Damaged, and Found Baggage Procedures.
- Gate Operations and Flight-Closeout Procedures.
- Public Address and Passenger Communication Strategies.

Unit Four: Aircraft Handling and Loading

- Principles of Aircraft Weight and Balance.
- Aircraft Loading and Offloading Procedures for Cargo and Baggage.
- Securing Loads and Understanding Container/Pallet Types (ULDs).
- Aircraft Fueling Procedures and Safety Precautions.
- Aircraft De-icing and Anti-icing Operations.
- Coordination of Catering and Other Onboard Services.
- Aviation Security Procedures for Ground Staff.

Unit Five: Advanced Operations and Emergency Preparedness

- Introduction to Dangerous Goods Regulations (DGR) for Ramp Staff.
- Implementing a Safety Management System (SMS) in Ground Handling.
- Airside Emergency Response Planning and Drills.
- Handling Irregular Operations (IROPS) and Disruptions.
- Environmental Management in Ground Operations.
- Future Trends: Automation, Technology, and Sustainability in Ground Handling.
- Course Review, Assessment, and Action Planning.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can the integration of automation and data analytics fundamentally reshape traditional ground handling processes while enhancing safety and efficiency?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself through its holistic and integrated approach to airport ground handling, viewing it not as a series of isolated tasks but as a complex, interconnected system. While other courses may focus narrowly on specific procedures, our curriculum emphasizes the critical relationship between operational efficiency, regulatory compliance, and a deeply embedded safety culture. We move beyond the "what" and "how" to explore the "why" behind international standards, fostering a deeper level of understanding and critical thinking. The program is built upon a foundation of real-world applicability, utilizing a rich library of case studies that reflect the current challenges and innovations in the industry. Rather than simply presenting information, our methodology forces participants to grapple with complex scenarios, make decisions under pressure, and collaborate to find optimal solutions. Furthermore, the course places a significant emphasis on human factors and the implementation of Safety Management Systems (SMS), recognizing that human performance is the cornerstone of aviation safety. Participants will leave with a strategic perspective, equipped not just to perform their duties, but to become agents of positive change who can identify risks, improve processes, and contribute to a safer, more efficient operational environment.