

Duration
3 Days (24 hours)

Target Audience

- Team managers
- Duty supervisors
- Duty controllers
- Ramp coordinators

Methodology

- Classroom
- Case studies
- Group discussions
- Experience sharing

Certificate Awarded

- A Jardine Aviation Academy certificate is awarded upon successful completion of the course

This 3-day ground handling training program aims to equip the participants with the competence and the required qualification to perform supervisory ground handling functions at the station. Specifically the program provides an overview of the principles of aircraft handling and the most current ground handling standards and industry best practices that will enhance personal knowledge, supervision skills and career development.

Objectives

Upon completion of the course, participants will:

- Gain fundamental ground handling knowledge and implementation skills
- Be familiar with the most current international airport handling standards, ground service requirements and industry best practices
- Be competent to perform ground handling supervision and control functions with safety, security and efficiency in mind

Course Outline

- The role of airline, airport authority and GSP
- Ground handling supervision and control
- Standard ground handling and service level agreement
- Safety, security, quality and risk management systems
- Introduction to ISAGO and station audits
- Principles of passenger, baggage and cargo handling
- Special load and ULD handling
- Load control and aircraft handling
- Aircraft turnaround coordination
- Emergency response and service recovery



Jardine Aviation Services

Jardine Aviation Academy

4/F CNAC House

12 Tung Fai Road

Hong Kong International Airport

Tel: +852 2216 2433

Email: academy@jasg.com

Website: www.jasg.com

LinkedIn, Facebook & Twitter: Jardine Aviation Academy

课程期间
3天 (24小时)

课程对象

- 值班主任
- 值班督导员
- 值班控制员
- 值班统筹员

教学方式

- 课堂培训
- 个案研究
- 小组讨论
- 经验分享

获颁证书
学员顺利完成课程后，
将获颁怡中航空培训学
院培训证书

这为期3天的航站地面服务基础培训课程，是为增强参培者对航站及地面服务的认知，和提升督导能力而设。课程特别注重有关处理航班的规则、最新的航班处理标准和最适当的处理方法，并帮助增强参培者的专业知识、督导技能，及未来的个人事业发展。

培训目标

学员完成课程后将能:

- 增强对航站地面服务基础的认知，和相关的执行技巧
- 熟习最新的国际机场运作和航站地面服务标准，及最佳操作模式
- 提升个人的督导能力，以保障安全及高效的地面服务

课程内容

- 航空公司与机管局及地面服务提供商的关系
- 认识航站地面服务监督及控制职能
- 标准地面服务协议和服务水平协议的应用
- 认知安全、保安、质量和风险管理系统
- 国际航协地面服务安全审计认证和航站审计简介
- 旅客、行李和货运服务原则
- 特殊货物和集装运输设备操作
- 航班平衡配载及装卸处理
- 航班转场协调
- 紧急应变和服务恢复准备



Jardine Aviation Services
怡中航空服務

怡中航空培训学院

香港国际机场

东辉路12号

中航大厦4楼

电话: +852 2216 2433

电邮: academy@jasg.com

官网: www.jasg.com

LinkedIn, Facebook & Twitter: Jardine Aviation Academy