

Load Control - Traffic Coaching



LEVEL

Initial training, Skills maintenance



TARGET AUDIENCE / RELEVANT STAFF

An airline or ground handling company's agent in charge to perform the Load Control function as defined by AHM 590 / IATA procedure.



OBJECTIVES

Optimize operational skills to ensure Load Control, Load planning and Coordination of aircraft turnaround.



CONTENTS

Practice

- Attitude and appearance: Presentation / Punctuality / Stress management / Motivation
- Communication: Oral Expression / Information Transmission / Behavior / Sense of Contact / Conflict Management / Sense of Debriefing with Stakeholders / Meaning of Debriefing.
- Technical and professional aptitude: Respect of the procedures / Anticipation / Organization of the tasks / Realization of the traffic activities / Taking timing into account.



Duration indicative basis

21 hrs / 3 days



Prerequisites

Load Control Initial Training.



Method

- Practical training carried out in the context of arrival / departure operations.
- A qualified and experienced trainer provides the training action



Evaluation

- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).



Validity

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Contact

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