

Ramp Supervision / Turnaround Coordination

Airside safety Operational Oversight



LEVEL

Skills maintenance



TARGET AUDIENCE / RELEVANT STAFF

Supervision personnel, assigned individuals providing oversight of personnel conducting airside operations during aircraft turnaround and ramp/apron activities, as defined by AHM1110, AHM 460 / IATA procedure IGOM 6.1.1



OBJECTIVES

Ensure ground operational safety, all station activities by oversight of aircraft arrival/departure. Delivery of safe and secure operation with punctuality as a cornerstone of good customer service. Enhance safety management of the turnaround process. Improve punctuality performance through adherence to the station Precision Time Schedule (PTS). Ensure continuing compliance with company procedures and processes.



CONTENTS

Practice

- Airside Safety Supervision Roles and Responsibilities
- Control of ability to perform the following assigned functions. Use of Checklists and Control form.
- Turnaround Coordination / Supervision Requirements
- Creating an Open Reporting Culture
- Performance Monitoring
- Coordination of Airside Activities
- Workload Management
- Decision making
- Operational planning
- Emergency Response
- Accidents, Incidents and Near Misses Reporting, Investigation methods and Prevention
- Oversight of Arrival, Aircraft, vehicles and GSE operations and parking
- Oversight of Baggage and Cargo handling
- Oversight of Cabin equipment and Catering ramp handling
- Oversight of Departure
- Oversight of Exterior/interior cleaning, Ramp fueling/defueling operations and Toilet/Water services
- Oversight of Load Control accuracy (LIR, Loadsheet, Notoc, ...); Flight operations
- Oversight of marshalling and moving of the aircraft, flight-deck communications
- Oversight of PRM (Precision Runway Monitor)
- Oversight of Ramp services/regulations and Passenger services
- Oversight of staff conduct, behaviour and operational practice, use of PPE



Duration indicative basis

1 day



Prerequisites

AHM1110 GEN01, HF02, PAX 01, PAX 02, RMP 01, RMP 02



Method

- Practical course on ramp during A/C turnaround
- A qualified and experienced trainer provides the practical training actions



Evaluation

- **Practice** : Practical trainings to operational personnel during aircraft turnaround to deliver appropriate practical and operational competence, using checklist and control form.



Validity

Maximum 36 months (according to AHM 1110, IOSA and ISAGO programs)



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- Oversight of towing cargo and baggage, ULD's and bulk loading/unloading of baggage and cargo

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM) : IGOM current edition Chapter 6 (6.1.1, 6.2, 6.3); AHM current edition AHM460, AHM1110 RMP18