2024

TRAINING
CATALOG

IFMA

Institut de Formation
aux Métiers de l'Aérien

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RAMP - AIRCRAFT HANDLING AND LOADING

42 Training

IFMA offers all training related to ground handling assistance. From aircraft loading, whether bulk or mechanised, to the various ground assistance functions, find out about all the training courses offered.

Courses are available for **initial** or **skills maintenance** training.

All our practical training course begin with theoretical instruction and take place close to the aircraft allowing the trainees to acquire real operational skills.

Bulk Loading - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Operator's or ground handling agent's staff responsible for the loading and unloading of an aircraft.

OBJECTIVES

- To know how to drive and operate GSEs necessary for the activity (ramp tractor, conveyor belt, forklift).
- To know how to carry out the operations of (un)loading aircraft in compliance with safety and security rules.

CONTENTS

Theoretical

- Role and responsibilities.
- Aircraft safety rules / Safety perimeters / Co-activity.
- Rules for the safe use of Ground Support Equipment.
- Principles of installation and removal of GSE around the aircraft.
- The different types of aircraft and their particularities.
- Bulk holds and their equipment / Verification / Handling of bulk doors.
- Methods of (un)loading of baggage, cargo and post.
- Load restraint in bulk hold / stowage.

Practice

- Operation and use of machines adapted to the activity (ramp tractor, conveyor belt, forklift).
- Application of the rules, procedures and methodologies discussed during the theoretical training.
- Operations of (un)loading of bulk holds with associated means.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hours / 5 days. (theory / 2 days + practice / 3 days)

Prerequisites

- Badge with locally valid aircraft zone (A).
- Valid authorization to drive on local ramp.

Method

- Theoretical training in the classroom.
- Practical training in the field of (un)loading operations with use of associated equipment.
- The training action is provided by a qualified and experienced trainer.

Evaluation

- **Theoretical** : Written validation test (minimum of 80% correct answers required).
- **Practice** : Competency evaluation sheet (minimum 80 % positive points required).

Validity

Maximum 3 years (IATA / AHM 1110)

Bulk Loading - Skills Maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Bulk Loading agent .

OBJECTIVES

- Update knowledge and operational skills to:
- (Un) loading of aircraft in compliance with safety and security rules.
- Safe driving and use of associated ground support equipments.

CONTENTS

Practice

Updating of knowledge and reminder of the safety rules concerning the following points: Safety rules related to the aircraft / safety perimeters / coactivity / rules for safe use of Ground Support Equipment / principles for installation and maintenance removal of GSE around the aircraft / Hold checks / Handling of hold doors / Baggage and cargo (un)loading procedures.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day.

Prerequisites

Bulk loading initial training

Method

Practical training in (un) loading operations using associated equipment.

Evaluation

- **Practice** : Skills assessment sheet (minimum 80% of positive points required).

Validity

Maximum 3 years (IATA / AHM 1110)

Mechanised ULD loading - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline's or Ground handling company's agent responsible for the operations of (un) loading of aircraft equipped with mechanised holds.

OBJECTIVES

- Know how to drive and use the necessary ground support equipment for the activity (ULD Loader).
- Know how to carry out operations of (un) loading aircraft in the respect of the rules of security and safety.

CONTENTS

Theoretical

- Role and responsibilities of the agent.
- Safety rules related to the aircraft / safety perimeters / coactivity.
- Rules of safety use of the ULD Loader.
- Different aircraft types and their particularities.
- Loading operations hold systems / Checks / Hold doors.
- Containers and pallets (ULD's) / Identification / Control / Methods of (un) loading.
- Rules and procedures for handling charges.
- Loads restraint in the hold.

Practice

- Driving and use of ground support equipment adapted to the activity (ULD Loader).
- Application of rules, procedures and methodologies addressed during theoretical training.
- (Un) Loading Operations in mechanized holds with use of associated means.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days, (theoretical / 2 days + practice / 3 days).

Prerequisites

- Access badge with zone A Aircraft valid locally
- Valid authorization to drive on local aprons
- Bulk Loading training

Method

- Theoretical training in classroom
- Practical training in (un) loading operations using associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positives points).

Validity

Maximum 3 years (IATA / AHM 1110)

Mechanised ULD Loading - Skills Maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Mechanised ULD Loading agent .

OBJECTIVES

- Update knowledge and operational skills to:
- (Un) loading in compliance with the rules of safety and security of aircraft equipped with mechanized holds.
- Driving and safe use of associated ground support equipment.

CONTENTS

Practice

- Updating of knowledge and reminder of the safety rules concerning the following points: Safety rules related to the aircraft / Safety perimeters / Coactivity /Rules for safe use of the ULD loader / Principles for the installation and holds / Maintenance removal of equipment around the aircraft / Verification of handling of hold doors / Loading operations hold systems / Loads restraint in hold.
- Performing (un) loading operations using the associated means.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day.

Prerequisites

Mechanised Loading - Initial training

Method

- Practical training in (un) loading operations using associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Practice** : Skills Assessment Sheet (minimum 80% of positives actions required).

Validity

Maximum 3 years (IATA / AHM 1110)

Loading Supervisor - Theoretical - Initial training

Loading Supervisor - Theoretical skills training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

An airline or ground handling agent providing physical control of the load, as defined in the Loading Supervision Responsibilities - AHM 590 IATA.

OBJECTIVES

- Know how to apply the rules of safety and security around an aircraft.
- Know how to control the activities for a loading in conformity with the rules of safety and security.
- Know how to use a loading Instruction Report (LIR) and report any potential changes.

CONTENTS

Theoretical

- Role and responsibilities / Loading Supervision Responsibilities AHM 590 IATA.
- Holds configuration and equipment / Checks.
- ULD / Usage Guidelines / Checks.
- Loading Instructions Report (LIR).
- Baggage/Cargo/Mail Processing and Control / Special Loads / NOTOC.
- Loads restraint in aircraft holds and ULD's.
- Safety and security rules around the aircraft / Coactivity.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

14 hrs / 2 days

Prerequisites

Aircraft Loading completed training recommended

Method

- Theoretical course provided in the classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% of correct answers required - IATA / AHM 1110).

Validity

Maximum 3 years (IATA / AHM 1110)

Loading Supervisor - Theoretical - Skills Maintenance

Loading Supervisor - Theoretical skills training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Loading Supervisor.

OBJECTIVES

Update knowledge to ensure physical control of loading, according to Loading Supervision Responsibilities - IATA / AHM 590.

CONTENTS

Theoretical

- Update of knowledge concerning the following points:
- Role and responsibilities / Loading Supervision Responsibilities - IATA / AHM 590.
- Holds configuration and equipment / Checks.
- ULD / Usage Guidelines / Checks.
- Loading Instructions Report (LIR)
- Baggage/Cargo/Mail Processing and Control / Special Loads / NOTOC.
- Loads restraint in holds and ULD's.
- Safety and security rules around the aircraft / Coactivity.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 jday

Prerequisites

Loading Supervisor - Theoretical initial training

Method

- Theoretical training in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% of correct answers required - IATA / AHM 1110)

Validity

Maximum 3 years (IATA / AHM 1110)

Loading Supervisor - Theoretical + Practice - Initial training

Theoretical and practical skills training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

An airline or ground handling agent providing physical control of aircraft loading, as defined by the Loading Supervision Responsibilities - AHM 590 IATA.

OBJECTIVES

- Know and apply correctly the rules of safety and security around an aircraft.
- Know how to control the activities for a loading in conformity with the rules of safety and security.
- Know how to use a loading Instruction Report (LIR) and report any potential changes.

CONTENTS

Theoretical

- Role and responsibilities / Loading Supervision Responsibilities AHM 590 IATA.
- Hold configuration and equipment / Checks.
- ULD / Usage Guidelines / Checks.
- Loading Instructions Report (LIR).
- Baggage/Cargo/Mail Processing and Control / Special Loads / NOTOC.
- Loads restraint in holds and ULD's.
- Safety and security rules around the aircraft / Coactivity.

Practice

- Application of the rules and methodologies approached in theoretical course.
- Realization of the physical control of loading within the aircraft turn-around.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days (theoretical / 2 days + practice / 3 days)

Prerequisites

- Aircraft Loading previous training recommended.
- Valid access badge with zone A Aircraft for the concerned airport

Method

- Theoretical training in classroom.
- Practical training in the context of an aircraft turn-around.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% of correct answers required - IATA / AHM 1110)
- **Practice** : Skills Assessment Sheet (minimum 80% positives required - IATA / AHM 1110)

Validity

Maximum 3 years (IATA / AHM 1110)

Loading Supervisor - Theoretical + Practice - Skills Maintenance

Loading Supervisor - Theoretical and practical skills training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Loading Supervisor.

OBJECTIVES

Update knowledge to ensure physical control of loading, according to Loading Supervision Responsibilities - IATA / AHM 590.

CONTENTS

Practice

- Update of knowledge concerning the following points:
- Reminders including roles and responsibilities / Hold verification / ULD usage and Checks instructions / Loading Instruction Report (LIR) / Baggage, cargo and mail handling and screening procedures / Loads restraint / Safety and security rules around the aircraft. Implementation of the Load Supervision.
- Implementation of the Load Supervision.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Loading Supervisor training - Initial

Method

- Theoretical and practical skills training within aircraft turn-around
- A qualified and experienced trainer provides the training action.

Evaluation

- **Practice** : Skills Assessment Sheet (minimum 80% positives points required - IATA / AHM 1110)

Validity

Maximum 3 years (IATA / AHM 1110)

Aircraft Leader - Theoretical - Initial

Turnaround Co-ordinator (RA) - Theoretical skills training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company agent in charge to coordinate the various activities related to the handling of the aircraft during turnaround.

OBJECTIVES

- Acquire the skills to ensure physical control of the aircraft loading.
- Know how to coordinate the various activities related to aircraft ground handling.
- Know how to coordinate data and documents related to the activity by optimizing communication with the various stakeholders.
- Master the tools and computer systems needed for transactions.
- Lead the ramp team in the turnaround of multiple aircraft types.

CONTENTS

Theoretical

- Rules and procedures for supervision and Load Control.
- Familiarization with the principles of aircraft Weight and Balance.
- Safety rules around the aircraft.
- Coordination of activities.
- ALTEA FM - Flight Management, computerized flight management system.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

63 hrs / 9 days

Prerequisites

Aircraft loading training recommended

Method

- Theoretical training in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Exercises under continuous assessment . Written validation test (minimum 80% of correct answers required - IATA / AHM 1110)

Validity

Maximum 3 years (IATA / AHM 1110)

Aircraft Leader - Practice Initial

Turnaround coordinator / Practical skills training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company agent in charge to coordinate the various activities related to the handling of the aircraft during turnaround.

OBJECTIVES

Acquire the skills to ensure physical control of the aircraft loading.

CONTENTS

Practice

- Communication with the Traffic Back Office, Ramp Control and Technical Crew.
- Coordination of the various stakeholders.
- Management of human and material resources according to aircraft type.
- Tasks distribution between the staff agents.
- Supervision of (un) loading aircraft.
- Compliance with airlines procedures for safety, security and quality of service rules.
- Notification of deficiencies .
- Implementation in context of arrival / departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

28 hrs / 4 days

Prerequisites

- Access badge with Aircraft area (A) valid for local airport
- Aircraft Manager / Turnround Coordinator Theoretical Initial training

Method

- Practical training in context of air assistance operations.
- The training action is provided by a qualified and experienced trainer.

Evaluation

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

Validity

Maximum 3 years (IATA recommandation/ AHM 1110)

Aircraft Leader - Skills Maintenance Training

Turnaround Coordinator

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Aircraft Leader.

OBJECTIVES

Update the operational skills to ensure the physical control of loading and coordinate the various activities during the aircraft turnround.

CONTENTS

Practice

- Updating of knowledge of the safety rules concerning the following points: Communication with the Traffic Back Office, Ramp Control and Technical Crew / Coordination of the various stakeholders / Management of human and material resources according to aircraft type / Tasks distribution between agents / Supervision of (un) loading / Safety, security and quality-of-service targets / Respect of Standard Working Time (SWT) / Notification of deficiencies.
- Implementation in the context of arrival / departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Aircraft Leader / Turnaround Coordinator Initial Training

Method

- Practical training in the context of air assistance operations.
- The training action is provided by a qualified and experienced trainer.

Evaluation

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

Validity

Max. 3 years (IATA recommendation/ AHM 1110)

BRS (SRB) / Baggage Reconciliation System - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent using the BRS (SRB) portable device as part of baggage loading operations.

OBJECTIVES

Be able to perform baggage / passenger reconciliation actions when loading aircraft using the BRS (SRB) system and the associated portable tool.

CONTENTS

Theoretical

- Principles of baggage / passenger reconciliation.
- Presentation of the BRS (SRB) system and associated portable tool.
- Description and use of the different menus.
- Operating mode / Case study.
- Particular cases.
- procedures applicable in degraded mode.
- Block diagram of the Bob Track.

Practice

- Use of the nomadic tool as part of baggage loading operations.
- Implementation of the rules and methodologies discussed during the theoretical training.

Duration indicative basis

14 hrs / 2 days. (theoretical / 3 hrs + practice / 11 hrs)

Prerequisites

- Access badge with zone A Aircraft valid on local airport.
- Bulk and/or mechanized loading Initial training.

Method

Theoretical training in the classroom. Practical training provided in the context of aircraft loading operations. A qualified and experienced trainer provides training.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of positives actions required).

Validity

Maximum 3 years (IATA / AHM 1110)

BRS (SRB) / Baggage Reconciliation System - Skills Maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed BRS (SRB) portable device user.

OBJECTIVES

Update the skills to ensure baggage / passenger reconciliation using the BRS (SRB) system and associated portable tool.

CONTENTS

Practice

- Update skills concerning: Use of the various menus / Modes of reconciliation baggage / passengers / Management of particular cases / Applicable procedures in downgraded mode.
- Use of the portable tool as part of baggage loading operations

Duration indicative basis

4 hrs

Prerequisites

BRS (SRB) / Baggage Reconciliation System - Initial training

Method

Practical training provided in the context of aircraft loading operations. A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110)

S.R.T.B / Système de Réconciliation et de Traçabilité Bagages - Initiale

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent using the BRTS *(SRTB)* mobile tool as part of baggage loading operations.

OBJECTIVES

Be able to perform baggage / passenger reconciliation and traceability actions when loading aircraft using the BRTS (SRTB) system and the associated portable tool.

CONTENTS

Theoretical

- Principles of Baggage/Passenger reconciliation.
- Presentation of the BRTS (SRTB) system and the portable tool.
- Description and use of the different menus.
- Operating mode / case study.
- Particular cases.
- Procedures applicable in downgraded mode.

Practice

- Use of the portable tool as part of baggage loading operations.
- Application of the rules and methodologies addressed during the theoretical training

Duration indicative basis

14 hrs / 2 days. (theoretical/ 3 hrs + practice / 11 hrs)

Prerequisites

- Access badge with zone A Aircraft valid locally.
- Bulk and/or mechanized aircraft loading Initial training.

Method

- Theoretical training in classroom.
- Practical training provided in the context of aircraft loading operations.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of positives points required)

Validity

Maximum 3 years (IATA recommendation/ AHM 1110)

BRTS (SRTB) / Baggage Reconciliation and Traceability System - Skills Maintenance training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

BRTS (SRTB) confirmed user.

OBJECTIVES

Update skills to ensure baggage / passenger reconciliation using the BRTS (SRTB) system and associated portable tool.

CONTENTS

Practice

- Use of the various menus / modes of reconciliation baggage / passengers / management of particular cases / procedures applicable in downgraded mode.
- Use of this portable tool as part of baggage loading operations.

Duration indicative basis

4 hrs

Prerequisites

BRTS (SRTB) / Baggage Reconciliation and Traceability System - Initial training

Method

- Practical training provided in the context of aircraft loading operations.
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110)

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 puntuality as a cornerstone of good customer service. Enhance safety management of the turnround process. Improve puntuality 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 Cheklists 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

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)

Aircraft cabin doors handling

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent having to operate the cabin doors of an aircraft as part of the stopover.

OBJECTIVES

Acquire the operational skills to safely carry out the opening and closing of an aircraft cabin door.

CONTENTS

Practice

- Operator's responsibilities.
- Aircraft damage and consequences on operations and safety of the flight.
- Consequences on safety of non-compliance with procedures.
- Precautions and restrictions on the use of aircraft cabin doors.
- Procedures for door opening.
- Procedures for door closing.
- Emergency procedures and the action to be taken in the event of an incident.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

1 hour per aircraft type .

Prerequisites

Access badge with zone A Aircraft valid on local airport.

Method

- Practical training. Maximum 4 trainees.
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft marshalling and ramp hand signals - Initial

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Ground staff who assist the flight crew during maneuvering of the aircraft and engine starting.

OBJECTIVES

- Know how to apply the safety rules around an aircraft.
- Know the hand signals to assist the flight crew during maneuvering of the aircraft.

CONTENTS

Theoretical

- Role and responsibilities of the operator.
- Safety principles related to moving aircraft.
- Safety rules around the aircraft.
- Preparation and check of the aircraft stand.
- Completion of the arrival and departure operations.
- Principles of aircraft chocking and coning.
- Marshalling/Hand Signals and communication with cockpit crew.

Practice

- Application of the rules and methodologies discussed in theoretical training with real time situation.
- To apply marshalling during aircraft arrival operations.
- To apply marshalling during aircraft departure operations (according to local availabilities).

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practice / 31 hrs)

Prerequisites

There are no prerequisites for this course - Access badge with zone A Aircraft valid on local airport.

Method

- Theoretical course provided in classroom.
- Practice provided in real conditions in the context of the aircraft turnaround.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% of correct answers required - IATA / AHM 1110)
- **Practice** : Skills Assessment Sheet (minimum 80% of required positives).

Validity

Maximum 3 years (IATA recommendation/ AHM 1110)

Aircraft marshalling and ramp hand signals - Skills Maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Agent providing aircraft marshalling and ramp hand signals.

OBJECTIVES

Update the operational skills to ensure Marshalling during aircraft arrival or departure operations.

CONTENTS

Practice

- Updating of knowledge and reminder of the safety rules concerning the following points: Responsibilities / Principles of safety related to the aircraft in movement / Methods of implementation of the aircraft marshalling / Prior checks / Ramp Hand Signals process / Communication with cockpit crew and ground / Aircraft chocking and coning.
- To apply marshalling during aircraft arrival operations.
- To apply marshalling during aircraft departure operations (according to local availabilities).

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Aircraft marshalling and ramp hand signals - Initial training

Method

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

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Ramp communications between ground and cockpit crew – French – Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Ground staff providing interphone ramp communication between ground and cockpit crew in French language during arrival or departure operations.

OBJECTIVES

- Acquire the skills to ensure the ground / cockpit interphone communication during the arrival and departure operations of the aircraft.
- Be able to participate, in compliance with the safety rules, in the arrival and departure operations using the associated equipment.

CONTENTS

Theoretical

- Role and responsibilities of the agent.
- Modalities of use of the interphone communication means (Headset).
- Safety rules around the aircraft / Aircraft pre-flight inspection.
- Form of communication / typical dialogue on arrival and departure.
- Modalities of implementation of the operations of aircraft departure under its own power or with pushback.
- Communication with the various stakeholders.
- Emergency Procedures.

Practice

- Application of the rules and methodologies discussed during the theoretical training.
- Implementation in the context of arrival and departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practical / 31 hrs)

Prerequisites

Access badge with zone A Aircraft valid on local airport.

Method

- Theoretical course in classroom.
- Practical training carried out in the context of arrival / departure operations with the use of associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110).

Ramp communications between ground and cockpit crew – French – Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Agent in french Ramp communications between ground and cockpit crew .

OBJECTIVES

Update the skills to ensure the ground / cockpit interphone communication and to participate in arrival and departure operations in compliance with safety rules.

CONTENTS

Practice

- Updating of knowledge and reminder of the safety rules concerning the following points: Responsibilities of the agent / Safety rules around the aircraft / Aircraft pre-flight inspection. / Communication form / Methods of implementation of the departure operations of aircraft in its own power or with pushback / emergency procedures.
- Implementation in the context of aircraft arrival and departure operations

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day.

Prerequisites

Ramp communications between ground and cockpit crew – French - Initial training

Method

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

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Ramp communications between ground and cockpit crew – English - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Ground staff providing interphone communication between ground and cockpit crew in english language during aircraft arrival or departure operations.

OBJECTIVES

- Acquire the skills to ensure the ground / cockpit interphone communication during the aircraft arrival and departure operations.
- Be able to participate, in compliance with the safety rules, in the arrival and departure operations using the associated equipment.

CONTENTS

Theoretical

- Role and responsibilities of the agent.
- Modalities of use of the interphone communication means (Headset).
- Safety rules around the aircraft / Aircraft pre-flight inspection.
- Form of communication / typical dialogue on arrival and departure.
- Modalities of implementation of the operations of aircraft departure under its own power or with pushback.
- Communication with the various stakeholders.
- Emergency Procedures.

Practice

- Application of the rules and methodologies discussed during the theoretical training.
- Implementation in the context of arrival and departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practical / 31 hrs)

Prerequisites

Access badge with zone A Aircraft valid on local airport.

Method

- Theoretical course in classroom.
- Practical training carried out in the context of arrival / departure operations with the use of associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110).

Ramp communications between ground and cockpit crew – English - Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Agent in English Ramp communications between ground and cockpit crew .

OBJECTIVES

Update the skills to ensure the ground / cockpit interphone communication and to participate in aircraft arrival and departure operations in compliance with safety rules.

CONTENTS

Practice

- Updating of knowledge and reminder of the safety rules concerning the following points: Responsibilities of the agent / Safety rules around the aircraft / Aircraft pre-flight inspection. / Communication form / Methods of implementation of the departure operations of aircraft in its own power or with pushback / emergency procedures.
- Implementation in the context of arrival and departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day.

Prerequisites

Ramp communications ground/cockpit crew – English - Initial training

Method

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

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft pushback / with towbar – Initial

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's agent responsible for aircraft pushback using a towbar tractor.

OBJECTIVES

- Know how to drive and use a towbar tractor in compliance with safety rules.
- Acquire the operational skills to ensure all actions necessary for the pushback of an aircraft with a tow bar.

CONTENTS

Theoretical

- Role and responsibilities.
- Safety rules related to the aircraft.
- Technical characteristics of push tractor / Tow bar / Safe use of equipment.
- Principles of implementation of aircraft pushback.
- Emergency procedures.

Practice

- Specific static and dynamic checks.
- Application of the rules and methodologies discussed during theoretical training.
- Set up / removal of equipment and completion of backflow in the context of departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practice / 31 hrs)

Prerequisites

- Access badge with zone A Aircraft valid on local airport.
- Airport driver's License valid on local airport.

Method

- Theoretical course in classroom.
- Practical training carried out in the context of departure operations using the machine and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft pushback / with towbar - Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed ground staff responsible for aircraft pushback using a towbar tractor.

OBJECTIVES

Update knowledge on how to drive and use a push tractor with towbar in compliance with safety rules.

CONTENTS

Practice

- Update operational skills for the pushback of an aircraft with a tow bar: Role and responsibilities, Safety rules related to the aircraft, Safe use of equipment.
- Reminder of specific static and dynamic checks.
- Principles of implementation of aircraft pushback.
- Emergency procedures.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Aircraft Pushback / with Towbar - Initial training

Method

- Practical training carried out in the context of departure operations using the machine and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Pushback / towbarless - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's agent responsible for aircraft pushback using a towbarless tractor.

OBJECTIVES

- Know how to drive and use a push towbarless tractor in compliance with safety rules.
- Acquire the operational skills to ensure all actions necessary for the towbarless pushback of an aircraft.

CONTENTS

Theoretical

- Role and responsibilities.
- Safety rules related to the aircraft.
- Technical characteristics of towbarless push tractor / Safe use of equipment.
- Principles of implementation of aircraft pushback.
- Emergency procedures.

Practice

- Static and dynamic checks specific to the towbarless tractor.
- Application of the rules and methodologies discussed during theoretical training.
- Set up / removal of equipment and completion of backflow in the context of departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practice / 31 hrs)

Prerequisites

- Access badge with zone A Aircraft valid on local airport.
- Airport driver's License valid on local airport.

Method

- Theoretical course in classroom.
- Practical training carried out in the context of departure operations using tractor and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110)

Pushback / towbarless - Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Ground staff responsible for aircraft pushback using a towbarless tractor.

OBJECTIVES

Update knowledge on how to drive and use a push towbarless tractor in compliance with safety rules.

CONTENTS

Practice

- Update operational skills for the towbarless pushback of an aircraft: Role and responsibilitigees, Safety rules related to the aircraft, Safe use of equipment, Emerncy procedures.
- Reminder of specific static and dynamic checks.
- Principles of implementation of aircraft pushback.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Aircraft pushback / towbarless - Initial training

Method

- Practical training carried out in the context of departure operations using tractor and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft towing / with towbar - Initial

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's agent in charge of aircraft towing with a tow bar tractor.

OBJECTIVES

- Know how to drive and use a push tractor with tow bar in compliance with safety rules.
- Acquire operational skills to ensure all the necessary actions to tow an aircraft with a tow bar.

CONTENTS

Theoretical

- Role and responsibilities.
- Rules of safe conduct on maneuvering areas.
- Security equipment checks / How to set up and remove equipment.
- How to use VHF radio.
- Preparation for towing operations / Aircraft pre-flight inspection.
- Safe completion of towing operations / End of operations
- Emergency procedures.

Practice

- Application of rules, procedures and methodologies addressed during theoretical training.
- Setting up / removal of equipment and carrying out towing in the context of aircraft movement operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practice / 31 hrs)

Prerequisites

- Access badge with zone A Aircraft valid on local airport.
- Airport Manoeuvre Area driver's License valid on local airport.
- Aircraft pushback / with towbar - Initial training

Method

- Theoretical course in classroom.
- Practical training carried out in the context of departure operations using the machine and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft towing / with towbar - Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Ground staff in charge to tow aircraft using a towbar tractor.

OBJECTIVES

Update how to tow aircraft using a towbar tractor in compliance with safety rules.

CONTENTS

Practice

- Update knowledge on operational skills to ensure all the necessary actions to tow an aircraft with a tow bar tractor: Role and responsibilities, Rules of safe conduct on maneuvering areas, Security equipment checks/ How to set up and remove equipment, VHF radio, Preparation for towing operations / Aircraft pre-flight inspection, Safe completion of towing operations / End of operations, Emergency procedures.
- Principles of implementation of aircraft towing.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Aircraft towing / with towbar - Initial training

Method

- Practical training carried out in the context of departure operations using the machine and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft towing / towbarless - Initial

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's agent in charge to tow aircraft using a towbarless tractor.

OBJECTIVES

- Know how to drive and use a towbarless tractor in compliance with safety rules.
- Acquire operational skills to ensure all the necessary actions to tow an aircraft with a towbarless tractor..

CONTENTS

Theoretical

- Role and responsibilities.
- Rules of safe conduct on maneuvering areas.
- Security equipment checks / How to set up and remove equipment.
- How to use VHF radio
- Preparation for towing operations / Aircraft pre-flight inspection.
- Safe completion of towing operations / End of operations
- Emergency procedures.

Practice

- Application of rules, procedures and methodologies addressed during theoretical training.
- Carry out towing in the context of aircraft movement operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practice / 31 hrs)

Prerequisites

- Access badge with zone A Aircraft valid on local airport.
- Airport Manoeuvre Area driver's License valid on local airport.
- Aircraft pushback / towbarless - Initial training

Method

- Theoretical course in classroom.
- Practical training carried out in the context of departure operations using the machine and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 ans (IATA / AHM 1110)

Towing / towbarless - Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed airline or ground handling company's agent in charge to tow aircraft using a towbarless tractor.

OBJECTIVES

Update how to tow aircraft using a towbarless tractor in compliance with safety rules.

CONTENTS

Practice

- Update knowledge on operational skills to ensure all the necessary actions to tow an aircraft with a towbarless tractor: Role and responsibilities / Rules of safe conduct on maneuvering areas / Security equipment checks / How to set up and remove equipment / VHF radio / Preparation for towing operations / Aircraft pre-flight inspection / Safe completion of towing operations / End of operations / Emergency procedures.
- Principles of implementation of aircraft towing.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Aircraft towing / towbarless - Initial training

Method

- Practical training carried out in the context of departure operations using the machine and associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft Brake Riding - Initial

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or an ground handling company's agent in charge to ensure the brake riding operations.

OBJECTIVES

- This training is valid for a single aircraft type.
- Know technical environment of the aircraft concerned.
- Know how to configure aircraft for towing operations.
- Know how to use VHF radio and communicate with Tower.

CONTENTS

Theoretical

- Role and responsibilities of the agent.
- Set up and removal of access ways to the cabin.
- Presentation of the aircraft cockpit concerned / Control points.
- Configuration of the aircraft and flight deck.
- Implementation of conveying / checklist.
- How to use VHF radio and tower communication.
- Emergency procedures.

Practice

- Practical aircraft ground conveying in cockpit depending on aircraft type.
- Application of the rules and methodologies discussed during theoretical training.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

35 hrs / 5 days. (theoretical / 4 hrs + practice / 31 hrs)

Prerequisites

- Access badge with zone A Aircraft valid on local airport.
- Airport Manoeuvre Area driving License valid on local airport.

Method

- Theoretical course in classroom.
- Practical training carried out in aircraft cockpit in the the context of brake riding operations
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft Brake Riding - Skills maintenance

Cockpit conveying

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed qualified agent for aircraft brake riding operations.

OBJECTIVES

- This training refresh course is valid for a single aircraft type.
- Update knwoledge of technical environment of the aircraft concerned.

CONTENTS

Practice

- Update knwoledge and safety rules about following points: Agent's responsibilities / Check-points / Configuration of the aircraft and flight deck / Implementation of conveying / checklist / Use of VHF radio and tower communication / Emergency procedures.
- Practical aircraft ground conveying in cockpit on concerned type of aircraft.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Aircraft Brake Riding - Initial training (same aircraft type)

Method

- Practical training carried out in aircraft cockpit in the the context of brake riding operations
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

Maximum 3 years (IATA / AHM 1110)

Aircraft chocking and coning

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Ground staff in charge to place or remove wheel Chocks and safety Cones during aircraft arrival and departure operations.

OBJECTIVES

Acquire operational skills to ensure all the necessary actions to correctly place chocks and safety cones around aircraft, in compliance with safety rules and operator's procedures.

CONTENTS

Theoretical

- Aircraft Safety Perimeters.
- Rules of approach and circulation around the aircraft.
- Use of Equipments.
- Chocks placement and removal procedures.
- Cones placement and removal procedures.
- Chocks and cones placement according to aircraft type.
- Procedures in case of special weather conditions.
- Consequences of non-compliance with established procedures.
- Incidents Reports.

Practice

Application of the rules and methodologies discussed during theoretical training.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

4 hrs. (theoretical / 2 hrs + practice / 2 hrs)

Prerequisites

There are no prerequisites for this course - Access badge with zone A Aircraft valid on local airport.

Method

- Theoretical course in classroom.
- Practical training carried out in the context of arrival and departure operations using associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110).

Aircraft docking guidance system

(CDG and ORY airports only)

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Ground staff responsible for the aircreft arrival at a stand with an automated guidance system.

OBJECTIVES

- Know how to configure the stand for a safe aircraft arrival.
- Know how to program the guidance system according to the airplane type.
- Knowledge of safety procedures.
- Management of malfunctions and special conditions.

CONTENTS

Practice

- Equipment overlook.
- Approach procedures.
- The different display screens.
- Use of equipments.
- Safety instructions.
- Specific degraded modes.
- Use in the context of aircraft arrival operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

4 hrs

Prerequisites

Access badge with zone A Aircraft valid on local airport.

Method

- Practical training carried out in airside with associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

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

Validity

-

Driving and use of Ground Support Equipments (GSE)- Initial

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent in charge to drive and use Ground Support Equipments (GSE).

OBJECTIVES

Acquire the skills and knowledge of the regulations and safety instructions necessary for driving and use of GSEs.

CONTENTS

Theoretical

- Responsibilities of the operator.
- Traffic and parking regulations in airport controlled zone.
- Safety rules related to the aircraft / safety perimeters / coactivity.
- Principles of setting up and removing materials and equipment around the aircraft.
- Rules for the safe use of GSE.
- Identification of the risks of specific use of GSE.

Practice

- Realization of static and dynamic checks specific to each GSE.
- Driving GSE in an airport environment .
- Safe use of GSE in the context of airport handling activities.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

Theoretical / 3 hrs + practice / duration depending on GSE type

Prerequisites

- Access badge with zone A Aircraft valid on local airport.
- Airport driving License valid on local airport.

Method

- Theoretical course in classroom.
- Practical training on GSE carried out in the context of turnaround operations with the use of associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet per type of unit/equipment. (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110)

Driving Ground Support Equipments (GSE) - Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Drivers of Ground Support Equipments (GSE)

OBJECTIVES

Update the skills and knowledge of the regulations and safety requirements necessary for the operation and use of Ground Support Equipments (GSE).

CONTENTS

Practice

- Updating of knowledge and reminder of the safety rules concerning the following points: Traffic and parking rules / Aircraft safety rules / Principles for setting up and removing GSE around the aircraft / Rules for safe use of GSE.
- Static and dynamic checks specific to each GSE.
- Safe use of GSE in the context of aircraft turnaround handling activities.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

1 hour per unit/equipment type.

Prerequisites

Initial training "Driving GSE"

Method

- Practical training on GSE carried out in the context of turnaround operations with the use of associated equipment.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Practice** : Skills Assessment Sheet per unit/equipment type (minimum 80% of required positive points).

Validity

Maximum 3 ans (IATA / AHM 1110)

Passenger Boarding Bridge

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent responsible for ensuring the placement and removal of passager boarding bridge allowing the transfer of passengers between the terminal and the aircraft.

OBJECTIVES

Acquire the knowledge and operational skills to use a passager boarding bridge in accordance with safety rules and local procedures.

CONTENTS

Theoretical

- Operator's responsibilities.
- Risks related to ground handling / Critical points related to the aircraft.
- Different types of passenger boarding bridges.
- Operating Procedures / Operational Limits.
- Static and dynamic checks.
- Methods of placement and removal/ Benchmarks by aircraft types.
- Emergency procedures / Management of malfunctions.

Practice

- Presentation of passager boarding bridges used locally.
- Static and dynamic checks according passager boarding bridge type.
- Application of the rules and methodologies discussed during the theoretical training.
- Use of passager boarding bridges in the context of turnaround operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

28 hrs / 4 days. (Theoretical / 4 hrs + practice / 24 hrs)

Prerequisites

Access badge with zone A Aircraft valid on local airport.

Method

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

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110)

Passenger Boarding Bridge

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed operator of the Passager Boarding Bridge.

OBJECTIVES

Update knowledge and operational skills to operate passenger boarding bridge in accordance with local safety rules and procedures.

CONTENTS

Practice

- Updating of knowledge and reminder of safety rules concerning the following points: Risks related to ground handling operations / Critical points related to the aircraft / Static and dynamic verifications / Placement and removal procedures / Benchmarks by Aircraft types / Malfunction management.
- Use of passenger boarding bridge in the context of turnaroud operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day.

Prerequisites

Passenger Boarding Bridge 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

Maximum 3 years (IATA / AHM 1110).

Stowage and Securing of loads

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent in charge of Stowage and Securing of loads.

OBJECTIVES

- Understand the utility of securing loads to ensure flight safety and quality of service.
- Know the capabilities of the materials and the rules of implementation.
- Know how to achieve a proper stowage according to the type of load and the environment concerned.

CONTENTS

Theoretical

- General principles of load restraint and securing.
- Different types of loads requiring stowage and securing.
- The different securing equipments / capabilities / compatibilities.
- The rules and methods of implementation of the stowage / according to the loads concerned / according to the equipment used / according to the aircraft location concerned.
- The distribution floor.

Practice

- Application of theoretical rules and methodologies.
- Practical methods of securing on boxes / drums / wheels using the appropriate equipment.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical and practical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

Validity

Maximum 3 years (IATA / AHM 1110).

Palletization

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any person who is responsible for palletizing cargo for transport by air.

OBJECTIVES

Know how to safely pack goods intended for transport by air, in compliance with international regulations.

CONTENTS

Theoretical

- Knowledge of risks, damages and costs.
- Aircraft types and hold configurations.
- Palletizing and stowage equipment.
- ULD (Unit Load Devices) / Know how to choose them according to the charts.
- Pre-checking of the freight.
- General rules of palletization.
- Limits of the center of gravity and distribution of the load.
- Segregation rules.
- Palletizing rules for BIG loads.
- Pallet protection.

Training course based on the IATA Standards.

Duration indicative basis

14 hrs / 2 days.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).

Validity

Maximum 3 years (IATA / AHM 1110)

Acceptance and loading of Live Animals in Air Transport (Live Animals Regulations - LAR)

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Agents in charge of the acceptance and loading of live animals to be transported by air.

OBJECTIVES

- Know Air transport Live Animals Regulations - LAR
- Master the rules of acceptance of live animals according to their typology.

CONTENTS

Theoretical

- Regulatory basis / Documentation.
- Responsibilities of shippers and operators.
- Government Legislation / States variations.
- Acceptance rules.
- Typology of animals / The behavior of animals.
- Information / Terms of use of the documentary repositories.
- Required documentation.
- Containers and pallets (ULD's) : Design and resistances / Proper ventilation / Marking and documents.
- Handling and Storage / Climatic Conditions / Hold Positions / Segregations / Laboratory Animals / Safety Equipment and Materials.

Training course based on the IATA Standards in the Live Animals Regulations (LAR).

Duration indicative basis

14 hrs / 2 days.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).

Validity

Maximum 3 years (IATA / AHM 1110).

LOAD CONTROL / TRAFFIC

6 Training

Find out about the courses enabling you to become a Load Controller / Traffic Agent or to maintain your skills.

Load Controller - Theoretical training - Initial

Traffic Agent

LEVEL

Initial training

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

- Know how to prepare, complete and check the different loading documents.
- Know how to coordinate the different activities during aircraft turnaround.

CONTENTS

Theoretical

- Air transport Legislation.
- Role and responsibilities / The IATA "Load Control" procedure .
- Principles of (un) loading aircraft: Different types of aircraft / Load Planning / Optimum Trim / Holds / IATA Loading codes / Structural limitations / Stability of the aircraft - Tipping / Priorities of (un) loading / Cargo with particularities / ULD's / Securing of loads in the hold.
- Theory of Flight / the 4 forces / Flight controls
- Aircraft weight and balance: Aircraft Weight (Basic Weight, DOW) / Maximum Operating Weight (MZFX, MTXW, MTOW, MLAW) / Operating Weight / Payload / Allowable Payload / LMC /
- Fuel Principles: Ramp Fuel, Taxi Fuel, Take-off Fuel, Trip Fuel, Landing Fuel, Ballast Fuel, Fuel Loading, Alternate Fuel
- Principles of Balance ; Center of Gravity CG, Movement of CG, Mean Aerodynamic Chord MAC, Reference Chord RC, Safe range of MAC by percent.
- Structural Strength Limits: Structure, Fuselage, Hold/Compartment/Loading Position Limits.
- Load Control and Distribution: Consequences of an improper loading on flight and safety / ULD/ Area load limitations / Floor loading limitations / Loading restraint systems and principles.

Duration indicative basis

63 hrs / 9 days.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Continuous Application Exercises / Written validation test (minimum 80% correct answers required). IATA / AHM 1110

Validity

Maximum 3 years
(recommendation IATA / AHM 1110)

Load Controller - Skills Maintenance

Traffic Agent

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Confirmed Load Controller.

OBJECTIVES

Update knowledge to ensure coordination of activities as well as preparation, completion and finalization of Loadsheet, Trim Sheet and LIR.

CONTENTS

Theoretical

- Update of knowledge concerning the following points:
- Air transport Legislation
- Responsibilities
- Load Control and Distribution.
- Aircraft Weight and Balance: Weight, Fuel, Balance, Limits .
- Completion and Finalization of Loadsheet, Trim Sheet and Loading Instruction Report.
- Aircraft turnaround Coordination.
- Assimilation Exercises related to Loadsheet, Trim Sheet and Loading Instruction Report on different aircraft types.

Training course based on the IATA Standards in the Airport Handling Manual (AHM 590).

Duration indicative basis

7 hrs / 1 day

Prerequisites

Load Controller Theoretical Initial training

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).

Validity

Maximum 3 years (recommandation IATA / AHM 1110).

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

-

Introduction to Air Operations (OPS)

(OPS)

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

Acquire the general knowledge allowing to understand basis of the air Operations Services, Radionavigation Systems, Flight Plans, Notam, in relation with the Traffic functions.

CONTENTS

Theoretical

- Regulatory basis.
- Aircraft and airport Systems: Radionavigation Equipments
- Air Traffic: Airspace Organization / Flight Rules (IFR, VFR) / ETOPS Certification / Air Control / Airspace Classification / Eurocontrol-Slot Management / Communications (ICAO Phrasaeology).
- Flight Plan: Obligation / Scope /Completion Procedure / Repetitive Flight Plans / Detailled Content / Flight Plan Closure.
- NOTAM: Decoding and Completion (European and US formats)

ICAO DOC 4444 Air Traffic Management - Procedures for Air Navigation Services (PANS-ATM)

Duration indicative basis

7 hrs

Prerequisites

There are no prerequisites for this course .

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation exercises.

Validity

-

Weather Awareness

Aeronautical Meteorology

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent involved in the process of the Weather File provided to Technical Crew..

OBJECTIVES

Acquire knowledge and skills to ensure the preparation and understanding of the Weather flight file for technical crews.

CONTENTS

Theoretical

- Regulatory Basis: Annex 3 of the Chicago Convention.
- Definition and constitution of the Weather Report: Weather documents / Forecasts in the form of METAR, TAF, SPECI, SIGMET, AIREP, FORECAST, TREND, QFE and QNH codes / The significant weather map (TEMSI)/ Isobaric maps.
- METAR (METeorological Airport Report): Definition and decoding METAR observation messages.
- TTAF (Terminal Area Forecast): Definition, decoding of TAF forecast messages. METAR and TAF exercises.
- Weather Charts (TEMSI): Definition, reading and decoding / Jet stream / Isothermal 0°C / Hazardous weather phenomena for aeronautics / Weather charts exercises
- Wind and Altitude charts: Definition and Operational Use of Altitude charts / Reading, Decoding.

Annex 3 of the Chicago Convention.

Duration indicative basis

7 hrs

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Evaluation Exercises.

Validity

-

Amadeus ALTEA - Departure Control Flight Management

ALTEA FM

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Load Controllers and Traffic agents intended to use ALTEA FM DCS.

OBJECTIVES

Acquire knowledge and skills to manage aircraft weight and balance using ALTEA - Departure Control Flight Management system.

CONTENTS

Theoretical

- ALTEA FM Environment / Screens / Codes / Flight information.
- Flight management screens on arrival.
- Flight management: Flight assignment / Completion of expected Passengers/Cargo/Mail / Loading Instruction Report / Previsional Load Status / Aircraft Weight and Balance / LIR / Special Loads and Dangerous Goods.
- Flight departure: Final Load and Trim Sheet / Notoc / Operational messages

Practice

Continuous implementation exercises.

Amadeus Altea FM DCS.

Duration indicative basis

14 hrs / 2 days

Prerequisites

Previous Load Controller/Traffic Agent Theoretical Initial Training

Method

- Computerized classroom training.
- A qualified and experienced trainer provides training action.

Evaluation

- **Theoretical** : Computerized validation test (minimum 80% correct answers required).

Validity

Maximum 3 years
(recommandation IATA / AHM 1110)

PASSENGER GROUND SERVICES

6 Training

Essential training to enable you to receive your customers in the check-in and boarding areas.

Airport Customer Welcome

Welcome

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's staff in charge of Customers Welcome.

OBJECTIVES

- Understand the issues of the customer relationship to develop a quality image of the company.
- Master the fundamentals of a quality customer relationship.

CONTENTS

Theoretical

- Function of Welcome agent and work environment.
- Knowledge on how to properly appear: General Attitude and image of the company / Wearing uniform.
- Know typology of customers: Cultural aspects / How to overcome Prejudices and Stereotypes.
- First contact with a customer: notions of visibility and availability, attitudes for a successful welcome.
- Adapting its behavior to the welcome challenges : dimensions of communication and impact on messages / diagram of communication / good distance to your interlocutor.
- Adopt an appropriate language for welcome: vocabulary to use / Leave a good image / Making announcement.
- Anticipate customer's request: observation of non-verbal signs indicating a need for help / spontaneous proposal for assistance.
- Understand quickly the demand: tools of active listening / questioning of the client / personalization of care / Answering a request for information / time control during the request processing / know how to conclude.

Duration indicative basis

14 hrs / 2 days

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation test.

Validity

Recommended Skills Maintenance every 3 years.

Management of difficult situations - Disruptive Passengers

(7 hours training)

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent in contact with customers.

OBJECTIVES

- Understand mechanisms of triggering a conflict and prevent its occurrence.
- Know how to manage a conflict situation.
- Stress Management and professional attitude maintenance.

CONTENTS

Theoretical

- Understanding of the phenomenon.
- Conflict definition.
- Regulatory and legal aspects.
- Principles of prevention: Identify a sensitive situation to better anticipate: different types of customers and difficult behaviors / Information conveyed by body, gestures and looks / Conditions of occurrence, escalation and spread of conflict / Evaluate situations .
- Taking human factors into account.
- Know how to analyze the passenger.
- Defuse conflict situations: Managing a difficult situation / Effective methods to defuse tensions / Identify the needs and expectations of the client / Analyze the causes of dissatisfaction / Reciprocity of behaviors in the customer relationship.
- Know how to communicate: Active listening and reformulation / Constructive Solutions / Establish a positive relationship: principles of good communication
- Attitudes and actions: Get to know each other better in order to better manage a difficult situation: Understand your emotions for a better self-control / Understand your own behavior in front of customer / Develop affirmation of self in respect of the other.
- Safety distances: Know how to protect yourself / Know how to protect

Duration indicative basis

7 hrs / 1 day

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- Active participatory method with experience sharing.
- A qualified and experienced trainer provides the training action

Validity

-

Management of difficult situations - Disruptive Passengers

(14 hrs)

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent in contact with customers.

OBJECTIVES

- Understand mechanisms of triggering a conflict and prevent its occurrence.
- Know how to manage a conflict situation.
- Stress Management and professional attitude maintenance.

CONTENTS

Theoretical

- Understanding of the phenomenon.
- Conflict definition;
- Regulatory and legal aspects.
- Principles of prevention: Identify a sensitive situation to better anticipate: different types of customers and difficult behaviors / Information conveyed by body, gestures and looks / Conditions of occurrence, escalation and spread of conflict / Evaluate situations .
- Taking Human Factors into account.
- Know how to analyze the passenger.
- Defuse conflict situations: Managing a difficult situation / Effective methods to defuse tensions / Identify the needs and expectations of the client / Analyze the causes of dissatisfaction / Reciprocity of behaviors in the customer relationship.
- Know how to communicate: Active listening and reformulation / Constructive Solutions / Establish a positive relationship: principles of good communication
- Attitudes and actions: Get to know each other better in order to better manage a difficult situation: Understand your emotions for a better self-control / Understand your own behavior in front of customer / Develop affirmation of self in respect of the other.
- Safety distances: Know how to protect yourself / Know how to protect yourself psychologically and physically.

Duration indicative basis

14 hrs / 2 days

Prerequisites

There are no prerequisites for this course .

Method

- Theoretical course in classroom.
- Active participatory method with experience sharing.
- Exercises / Active role playing with individual analysis of strengths and areas for improvement.
- A qualified and experienced trainer provides the training action

Validity

-

Awareness for Passengers with Disabilities and Reduced Mobility (PRM)

PRM (PHMR)

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any staff in direct contact with traveling Passengers with Disabilities and Reduced Mobility (PRM) during the departure and / or arrival process.

OBJECTIVES

- Become aware of disability and equality in front of disability.
- Be able to meet the needs of people with disabilities and reduced mobility depending on their disability or their mobility reduction.

CONTENTS

Theoretical

- Legislation, codes and recommended practices : ICAO / EU / ECAC / IATA.
- Identification of different types of disabilities : Disability Awareness / Assistance to Passengers with Disabilities / Causes of Disability / People with Walking Difficulties / Wheelchair Users / Persons with Visual and/or Hearing Impairment / Persons with Disabilities speech / People with cognitive impairment / People with mental health problems / Invisible disabilities / other disabilities.
- Knowledge and support : Awareness of Passengers with Disabilities / Understanding of Barriers for Persons with Disabilities / Knowledge of Service Animals / Methods of Communication with Persons with Disabilities / Knowledge of Access to Air Transportation by Persons with Disabilities / How to handle wheelchairs and other mobility aids carefully to avoid damage / How to preserve the dignity of people with disabilities.

Training based on ICAO, EU, CEAC and IATA regulations.

Duration indicative basis

4 hrs

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation test.

Validity

Maximum 2 years (doc 30 / CEAC)

Passengers Check-in / Boarding

Check-in and Gate Boarding.

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's agent in charge of Check-in/Boarding of passengers and their baggage and management of flight arrivals and departures.

OBJECTIVES

Know regulatory framework and procedures to ensure the check-in and boarding of passengers in compliance with safety and security rules.

CONTENTS

Theoretical

- Grooming
- Welcome, communication.
- Customer experience.
- Key steps in passenger check-in process.
- Identity reconciliation and formalities checks.
- Different Boarding Passes
- Carry-on Baggages
- Checked Baggages (and particularities: AVIH, XBAG, limited release…).
- Passenger types (M, F, ADT, CHD, INF, XCREW, JPS, PAX, PAD…).
- People with reduced mobility (PMR).
- Gate Set-up and Roles
- Aircraft Arrival Management
- Bus ARV/DPT Management..
- Gate Bag Check-in
- Gate Closing
- Missing Passengers and announcements.
- Self boarding.

Duration indicative basis

35 hrs / 5 days

Prerequisites

Previous Customer Welcome training.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).

Validity

3 Years

DCS ALTEA CM

Departure Control System AMADEUS ALTEA Customer Management

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's agent in charge of Check-in / Boarding of passengers and their baggage, using DCS Amadeus ALTEA CM.

OBJECTIVES

Acquire knowledge and skills to ensure Check-in and Gate Boarding using the ALTEA - CM system.

CONTENTS

Theoretical

- Become familiar with ALTEA CM environment.
- Passenger Check-in.
- Cabin Seat Map.
- Baggage Check-in.
- Corrections.
- Boarding (Gate)
- Common Exercises.

Duration indicative basis

14 hrs / 2 days

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom One Personnal Computer per Trainee.
- Personalized follow-up by trainer / trainee interaction.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Continuous Control Exercises / Final Test Assessment Exercise.

Validity

-

DANGEROUS GOODS REGULATIONS

20 Training

The regulations for the air transport of dangerous goods are changing!

ICAO has introduced in its technical instructions an alternative training method to the current training method based on personnel categories. This new method, called CBT (competency based training), aims to provide employees, through targeted training, with the knowledge and skills necessary to perform the work assigned to them according to the level of performance required.

IFMA has developed training programs based on ICAO regulations and IATA DGR recommendations. The training courses we offer, from function 7.1 to function 7.10, are all accredited and certified CBT IATA.

Dangerous Goods -7.1 - excluding Class 7 - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Personnel Responsible for Preparing Dangerous Goods Consignments, excluding radioactive material (Class 7).

OBJECTIVES

Acquire knowledge to ensure that dangerous goods, except radioactive material, are shipped by air in accordance with the requirements of the Regulations.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification and packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Evaluate a substance or an article against the classification criteria
- Marking and Labelling
- Determine dangerous goods description
- Handling and Emergency Procedures.
- Review special provisions
- Assess packing options including quantity limitations
- Apply packing requirements
- Apply marks and labels
- Assess use of overpack
- Prepare documentation

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

28 hrs / 4 days (minimum, duration can be extended on request)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom. (In French)
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods -7.1 - excluding Class 7 - Recurrent training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Personnel Responsible for Preparing Dangerous Goods Consignments, including radioactive material (Class 7).

OBJECTIVES

Acquire and update knowledge to ensure that dangerous goods, except radioactive material, are shipped by air in accordance with the requirements of the Regulations.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification and packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Evaluate a substance or an article against the classification criteria
- Marking and Labelling
- Determine dangerous goods description
- Handling and Emergency Procedures.
- Review special provisions
- Assess packing options including quantity limitations
- Apply packing requirements
- Apply marks and labels
- Assess use of overpack
- Prepare documentation

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

14 hrs / 2 days (minimum, duration can be extended on request)

Prerequisites

- Dangerous Goods -7.1 - excluding Class 7 - Initial training - Completed less than 2 years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods -7.1 - including Class 7 - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Personnel Responsible for Preparing Dangerous Goods Consignments, excluding radioactive material (Class 7).

OBJECTIVES

Acquire knowledge to ensure that dangerous goods, including radioactive material, are shipped by air in accordance with the requirements of the Regulations.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification and packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Evaluate a substance or an article against the classification criteria
- Marking and Labelling
- Determine dangerous goods description
- Handling and Emergency Procedures.
- Review special provisions
- Assess packing options including quantity limitations
- Apply packing requirements
- Apply marks and labels
- Assess use of overpack
- Prepare documentation

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

35 hrs / 5 days (minimum, duration can be extended on request)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers require

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods -7.1 - including Class 7 - Recurrent training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Personnel Responsible for Preparing Dangerous Goods Consignments, excluding radioactive material (Class 7).

OBJECTIVES

Acquire and update knowledge to ensure that dangerous goods, including radioactive material, are shipped by air in accordance with the requirements of the Regulations.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification and packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Evaluate a substance or an article against the classification criteria
- Marking and Labelling
- Determine dangerous goods description
- Handling and Emergency Procedures.
- Review special provisions
- Assess packing options including quantity limitations
- Apply packing requirements
- Apply marks and labels
- Assess use of overpack
- Prepare documentation

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

21 hrs / 3 days (minimum, duration can be extended on request)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.
- Dangerous Goods -7.1 - including Class 7 - Initial training - Completed less than 2 years old.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.3 - excluding Class 7 - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Staff of Freight Forwarders involved in processing dangerous goods by air, except for radioactive material (class 7). (Initial)

OBJECTIVES

- Acquire knowledge to ensure that dangerous goods, except radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

28 hrs / 4 days (minimum, duration can be extended on request)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.3 - excluding Class 7 - Recurrent training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Staff of Freight Forwarders involved in processing dangerous goods by air, except for radioactive material (class 7). (Recurrent)

OBJECTIVES

- Acquire and update knowledge to ensure that dangerous goods, except radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

14 hrs / 3 days (minimum, duration can be extended on request)

Prerequisites

- Dangerous Goods - 7.3 - excluding Class 7 - initial training , completed less than 2 years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods -7.3 - including Class 7 - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Staff of Freight Forwarders involved in processing dangerous goods by air, including radioactive material (class 7). Initial.

OBJECTIVES

- Acquire knowledge to ensure that dangerous goods, including radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

35 hrs / 5 days (minimum, duration can be extended on request)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods -7.3 - including Class 7 - Recurrent training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Staff of Freight Forwarders involved in processing dangerous goods by air, including radioactive material (class 7). (Recurrent).

OBJECTIVES

- Acquire and update knowledge to ensure that dangerous goods, including radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

21 hrs / 3 days (minimum, duration can be extended on request)

Prerequisites

- Dangerous Goods -7.3 - including Class 7 - initial training, completed less than 2 years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% correct answers required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.3 - excluding Class 7 - Initial training

Dangerous Goods Acceptance Agents

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Operator's and ground handling agent's staff accepting dangerous goods, excluding radioactive material (Class 7). (Initial)

OBJECTIVES

- Acquire knowledge to ensure that dangerous goods, excluding radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

28 hrs / 4 days (minimum, duration can be extended on request)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.3 - excluding Class 7 - Recurrent training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Operator's and ground handling agent's staff accepting dangerous goods, excluding radioactive material (Class 7). (Recurrent).

OBJECTIVES

- Acquire and update knowledge to ensure that dangerous goods, except radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Update of knowledge concerning the following points:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

14 hrs / 2 days (minimum, duration can be extended on request)

Prerequisites

- Dangerous Goods - 7.3 - excluding Class 7 - initial training , completed less than 2 years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.3 - including Class 7 - Initial training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Operator's and ground handling agent's staff accepting dangerous goods, including radioactive material (Class 7). (Initial)

OBJECTIVES

- Acquire knowledge to ensure that dangerous goods, including radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

35 hrs / 5 days (minimum, duration can be extended on request)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods -7.3 - including Class 7 - Recurrent training

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Operator's and ground handling agent's staff accepting dangerous goods, including radioactive material (Class 7). (Recurrent)

OBJECTIVES

- Acquire and update knowledge to ensure that dangerous goods, including radioactive material, are shipped by air in accordance with the requirements of the Regulations.
- Check shipping documents.
- Check the discrepancies of States or operators.
- Check the conformity of dangerous goods packages.
- Complete the Acceptance Checklist.
- Report any occurrence involving dangerous goods.

CONTENTS

Theoretical

- Update of knowledge concerning the following points:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Review documentation
- Review package(s)
- Complete acceptance procedures
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

21 hrs / 3 days (minimum, duration can be extended on request)

Prerequisites

- Dangerous Goods -7.3 - including Class 7 - initial training, completed less than 2 years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.2 - Initial or Recurrent training

Cargo acceptance agents (other than Dangerous Goods)

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Operators and ground handling agents.

OBJECTIVES

- Acquire or update regulatory knowledge to safely accept air cargo, mail or EIC, other than dangerous goods
- Check documentation and packages to ensure there are no hidden and undeclared Dangerous Goods.
- Report any event involving Dangerous Goods.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying different roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with emergency response
- Process/accept cargo other than dangerous goods
- Collecting safety data

Formation conforme au programme CBTA* IATA. (*CBTA – Competency Based Training and Assessment)

Duration indicative basis

4 hrs.

Prerequisites

- For recurrent training: initial training Dangerous Goods-Fonction 7.2 completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.4 - Initial or Recurrent training

(Handling, Storage, Loading of Cargo/Mail/Baggage)

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Operator's and ground handling agent's staff involved in the handling, storage and loading of cargo, mail and baggage.

OBJECTIVES

- Acquire or update the regulatory DG knowledge related to the activities of agents in charge of the handling, storage and loading of cargo, mail and baggage.
- Identify any hidden or undeclared Dangerous Goods.
- Check the good condition of packages of Dangerous Goods.
- Handle, position and secure Dangerous Goods in compliance with the rules.
- Report any event involving Dangerous Goods.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Load aircraft
- Unload aircraft
- Collecting safety data

Formation conforme au programme CBTA* IATA. (*CBTA – Competency Based Training and Assessment)

Duration indicative basis

4 hrs.

Prerequisites

- For recurrent training: initial training Dangerous Goods-Fonction 7.4 completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.5 - Initial or Recurrent training

Passenger handling staff

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Personnel responsible for accepting baggage from passengers and crew members, managing aircraft boarding areas and performing other tasks involving direct contact with passengers at an airport.

OBJECTIVES

- Acquire or update the regulatory knowledge of dangerous goods related to the activities of passenger handling staff..
- Inform and question passengers about the restrictions/prohibitions of dangerous goods in carry-on or checked baggage.
- Identifier d'éventuelles Marchandises Dangereuses cachées ou non déclarées.
- Signaler tout évènement touchant les marchandises dangereuses.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Process baggage
- Accept baggage
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

4 hrs.

Prerequisites

- For recurrent training: initial training Dangerous Goods-7.5, completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.6 - Initial or Recurrent

Load planners, Load Controllers, Flight Dispatchers, Flight Crew members, Loadmasters, Flight Operations officers

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Aircraft loading planning personnel.

OBJECTIVES

- Acquire or update regulatory knowledge of dangerous goods related to the activities of Load Controllers, Flight Crew members, Load planners and Flight Operations officers.
- Define the instructions for loading Dangerous Goods according to the types of freight expected.
- Edit and verify a NOTOC.
- Report any event involving Dangerous Goods.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Plan the load
- Issue NOTOC
- Manage dangerous goods pre and during flight
- Collecting safety data

Formation conforme au programme CBTA* IATA. (*CBTA – Competency Based Training and Assessment)

Duration indicative basis

4 hrs (minimum, duration can be extended on request)

Prerequisites

- For recurrent training: initial training Dangerous Goods-7.6 completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.7 - Initial or Recurrent training

Flight Crew

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Flight Crew

OBJECTIVES

- Acquire or update the regulatory knowledge of dangerous goods related to the activities of Commercial crew members, other than flight crew members.
- Identify and manage Dangerous Goods not permitted in baggage.
- Interpret a NOTOC.
- Apply emergency procedures.
- Report any event involving Dangerous Goods.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Manage dangerous goods pre and during flight
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

4 hrs.

Prerequisites

- For recurrent training: initial training Dangerous Goods-7.7, completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.8 - Initial or Recurrent training

Flight Operations Officers and Flight Dispatchers

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Flight Operations Officers and Flight Dispatchers

OBJECTIVES

- Acquire or update the regulatory knowledge of dangerous goods related to the activities of Commercial crew members, other than flight crew members.
- Identify and manage Dangerous Goods not permitted in baggage.
- Interpret a NOTOC.
- Apply emergency procedures.
- Report any event involving Dangerous Goods.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Manage dangerous goods pre and during flight

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

4 hrs.

Prerequisites

- For recurrent training: initial training Dangerous Goods-7.8, completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.9 - Initial or Recurrent training

Cabin Crew

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Cabin Crew

OBJECTIVES

- Acquire or update the regulatory knowledge of dangerous goods related to the activities of Commercial crew members, other than flight crew members.
- Identify and manage Dangerous Goods not permitted in baggage.
- Apply emergency procedures.
- Report any event involving Dangerous Goods.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Accept baggage
- Transporting cargo/baggage
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

4 hrs.

Prerequisites

- For recurrent training: initial training Dangerous Goods-7.9, completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

Dangerous Goods - 7.10 - Initial or Recurrent training

Personnel Responsible for the Screening of Passengers and Crew and their Baggage, Cargo and Mail

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Personnel Responsible for the Screening of Passengers and Crew and their Baggage, Cargo and Mail

OBJECTIVES

- Acquire or update the regulatory knowledge of dangerous goods related to the activities of Commercial crew members, other than flight crew members.
- Identify and manage Dangerous Goods not permitted in baggage.
- Apply emergency procedures.
- Report any event involving Dangerous Goods.

CONTENTS

Theoretical

- Content fully adapted to the staff's category concerned:
- Dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification & packaging
- Understanding hazard communication
- Familiarising with basic emergency response
- Processing/accepting cargo
- Accepting passenger and crew baggage
- Collecting safety data

Training based on current CBTA* IATA. (*CBTA – Competency Based Training and Assessment).

Duration indicative basis

4 hrs.

Prerequisites

- For recurrent training: initial training Dangerous Goods-7.10, completed less than two years old.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.
- Current IATA DGR manuals provided for training.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (IATA / Dangerous Goods Regulations). Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

SECURITY

12 Training

Required training for all airport staff to ensure compliance with European security regulations.

Security training - 11.2.2

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Security staff performing the tasks listed in points 11.2.3.1, 11.2.3.4 and 11.2.3.5 and 11.2.4, 11.2.5 and 11.5 of the current EU Regulation.

OBJECTIVES

Acquire the detailed knowledge in the "Training Content" section.

CONTENTS

Theoretical

- Knowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats.
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the legal framework for civil aviation security
- Knowledge of the objectives and organization of civil aviation security, including the obligations and responsibilities of those who carry out security controls
- Knowledge of notification procedures
- Aptitude à réagir de manière appropriée face à des incidents liés à la sûreté
- Ability to identify prohibited items
- Knowledge of how human behavior and reactions can affect safety performance
- Ability to communicate with clarity and confidence
- Knowledge of access control procedures
- Knowledge of airport title systems (used at the airport)
- Connaissance des procédures de contrôle des personnes et des circonstances dans lesquelles les personnes doivent être signalées ou invitées à justifier de leur identité

Training based on current EU Regulations.

Duration indicative basis

7 hrs.

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.3.6

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

This training is intended for people responsible for implementing the security search of aircraft as designated in the security program of the air transport company: flight personnel (PNC, PNT), dedicated security officers, cleaning companies (clean and search), staff of assistants in charge of loading / unloading hold baggage and freight, mechanic, etc.…

OBJECTIVES

Acquire the knowledge to ensure the search of aircraft in compliance with security rules

CONTENTS

Theoretical

- Knowledge of the legal requirements applicable to aircraft security searches
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Connaissance de la menace interne et la radicalisation
- Knowledge of the configuration of the type(s) of aircraft on which the person will be required to perform security searches
- Ability to conduct aircraft security searches to a standard sufficient to reasonably ensure the detection of concealed prohibited items.
- Ability to identify prohibited items
- Ability to respond appropriately when prohibited items are detected
- Knowledge of means of concealment of prohibited items

Training based on current EU Regulation.

Duration indicative basis

3.30 hrs (excluding validation test 30 mn).

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- L'action de formation est assurée par un formateur qualifié et expérimenté.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.3.7

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Uncertified staff implementing aircraft protection.

OBJECTIVES

Acquire knowledge to ensure the protection of aircraft in compliance with security rules.

CONTENTS

Theoretical

- Knowledge of procedures to protect aircraft and prevent unauthorized access to aircraft
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of procedures for sealing aircraft, if applicable to the person to be trained
- Knowledge of the identification card systems used at this airport
- Knowledge of procedures for screening people and the circumstances under which people must be reported or asked to prove their identity
- Knowledge of emergency response procedures

Training based on current EU Regulation.

Duration indicative basis

3.30 hrs (excluding validation test 30 mn).

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.3.8

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Staff responsible for checking in and boarding passengers (check-in agent, ground handling agent, traffic agents, etc.) and ground staff responsible for handling baggage: placing in containers or on trolleys, loading in the hold (ramp agent, multi-purpose handling agent, etc.)

OBJECTIVES

Acquire knowledge to implement reconciliation between passengers and baggage in compliance with security rules.

CONTENTS

Theoretical

- Knowledge of the aKnowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threatscts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats.
- Knowledge of applicable legal requirements
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the objectives and organization of aviation security, in particular the obligations and responsibilities of those who carry out security checks
- Ability to respond appropriately when prohibited items are detected
- Knowledge of emergency response procedures
- Knowledge of passenger-to-baggage matching requirements and techniques
- Knowledge of protection requirements for air carrier equipment used for passenger and baggage processing

Training based on current EU Regulation

Duration indicative basis

3.30 hrs (except test 30 min)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years

Security training - 11.2.3.9

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Personnel who implement security measures other than inspection/screening in the field of freight and mail.

OBJECTIVES

Acquire detailed knowledge in "Training Content" section.

CONTENTS

Theoretical

- Knowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats
- Knowledge of applicable legal requirements
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the objectives and organization of aviation security, including the obligations and responsibilities of those performing security checks in the supply chain
- Knowledge of procedures for screening people and the circumstances under which people must be reported or asked to prove their identity
- Knowledge of notification procedures
- Ability to identify prohibited items
- Ability to respond appropriately when prohibited items are detected
- Knowledge of means of concealment of prohibited items
- Knowledge of protection requirements for freight and mail
- Knowledge of transportation requirements, if any

Training based on current EU Regulation.

Duration indicative basis

3.30 hrs (excluding validation test 30 min).

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.3.10

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

This training is intended for people responsible for:

- the protection and monitoring of in-flight supplies and supplies intended for airports (in particular the driver of a vehicle transporting in-flight supplies or airport supplies when the entity's procedures provide for him to provide protective role)
- protection and affixing of seals (capacity or unit) with integrity witness or traceability of their use
- the protection, handling and delivery of air carrier mail and equipment, in-flight supplies, airport supplies
- maintaining the integrity of on-board supplies delivered to them by an FCo or an FHa
- and to personnel who carry out random sampling of goods from a stock of unidentified products

intended to become on-board supplies or airport supplies.

OBJECTIVES

Acquire detailed knowledge in "Training Content" section.

CONTENTS

Theoretical

- Knowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats
- Knowledge of applicable legal requirements
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the objectives and organization of aviation security, [...]; [COMAT-COMAIL, AB, FA]
- Knowledge of the obligations and responsibilities of persons who carry out security checks; [COMAT-COMAIL, AB, FA]
- Knowledge of procedures for screening people and the circumstances under which people must be reported or asked to prove their identity

Duration indicative basis

3.30 hrs (excluding validation test 30 min).

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.4

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Person directly supervising qualified agents carrying out the security checks covered by points 11.2.3.6 to 11.2.3.11.

OBJECTIVES

Acquire detailed knowledge in "Training Content" section.

CONTENTS

Theoretical

- Knowledge of applicable legal requirements and how to comply with them.
- Knowledge of supervisory tasks.
- Knowledge of internal quality control.
- Ability to react appropriately when prohibited items are detected.
- Knowledge of emergency response procedures.
- Knowledge of conflict management.
- Ability to mentor others, train them on the job and motivate them

Training based on current EU Regulation.

Duration indicative basis

10.30 hrs (excluding validation test + duration time of 11.2.2).

Prerequisites

- Previous completed training course 11.2.2.
- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.5

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Persons fulfilling the function of security manager and employing persons carrying out security checks 11.2.3.6 to 11.2.3.11.

OBJECTIVES

Acquire detailed knowledge in "Training Content" section.

CONTENTS

Theoretical

- Knowledge of applicable legal requirements and means to comply with them.
- Knowledge of quality control at local, national, european and international levels.
- Ability to motivate.
- Knowledge of capabilities and limitations of security equipment or inspection / filtering methods used.

Training based on current EU regulations.

Duration indicative basis

10.30 hrs (excluding validation test)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.6.2

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Persons required to work in a security area with restricted access to an airport platform (and who do not fall under points 11.2.3 to 11.2.5 and 11.5)

OBJECTIVES

Know security regulations for autonomous access in airport security restricted area.

CONTENTS

Theoretical

- Knowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats
- Knowledge of applicable legal requirements
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the objectives and organization of aviation security, in particular the obligations and responsibilities of those who carry out security checks
- Understanding of the inspection/screening station configuration and the inspection/screening process
- Knowledge of access control procedures and corresponding screening/screening procedures
- Knowledge of airport identification cards used at this airport
- Knowledge of notification procedures
- Ability to respond appropriately to security-related incidents.

Training based on current EU Regulations.

Duration indicative basis

3 hours (excluding validation test 30 minutes).

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Access Badge maximum validity.

Security training - 11.2.3.10 + C.I.A

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

This training is intended for people responsible for:

- the protection and monitoring of in-flight supplies and supplies intended for airports (in particular the driver of a vehicle transporting in-flight supplies or airport supplies when the entity's procedures provide for him to provide protective role)
- protection and affixing of seals (capacity or unit) with integrity witness or traceability of their use
- the protection, handling and delivery of air carrier mail and equipment, in-flight supplies, airport supplies
- maintaining the integrity of on-board supplies delivered to them by an FCo or an FHa
- and to personnel who carry out random sampling of goods from a stock of unidentified products

intended to become on-board supplies or airport supplies.
As well as obtaining an airport traffic permit (TCA). (For personnel who have already completed a complete 11.2.6.2 training, these skills are not required as part of the 11.2.3.10 training).

OBJECTIVES

Acquire detailed knowledge in "Training Content" section.

CONTENTS

Theoretical

- Knowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats
- Knowledge of applicable legal requirements
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the objectives and organization of aviation security, [...]; [COMAT-COMAIL, AB, FA]
- Knowledge of the obligations and responsibilities of persons who carry out security checks; [COMAT-COMAIL, AB, FA]

Duration indicative basis

3.30 hrs (excluding validation test 30 min).

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.3.9 + C.I.A

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Personnel who implement security measures other than inspection/screening in the field of freight and mail. As well as obtaining an airport traffic permit (TCA). (For personnel who have already completed a complete 11.2.6.2 training, these skills are not required as part of the 11.2.3.9 training).

OBJECTIVES

Acquire detailed knowledge in "Training Content" section.

CONTENTS

Theoretical

- Knowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats
- Knowledge of applicable legal requirements
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the objectives and organization of aviation security, including the obligations and responsibilities of those performing security checks in the supply chain
- Knowledge of procedures for screening people and the circumstances under which people must be reported or asked to prove their identity
- Knowledge of notification procedures
- Ability to identify prohibited items
- Ability to respond appropriately when prohibited items are detected
- Knowledge of means of concealment of prohibited items
- Knowledge of protection requirements for freight and mail
- Knowledge of transportation requirements, if any
- Understanding of the inspection/screening station configuration and the inspection/screening process
- Knowledge of access control procedures and corresponding screening/screening procedures
- Knowledge of identification cards used
- Ability to respond appropriately to security-related incidents

Duration indicative basis

3.30 hrs (excluding validation test 30 min).

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years.

Security training - 11.2.3.8 + C.I.A

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Staff responsible for checking in and boarding passengers (check-in agent, ground handling agent, traffic agents, etc.) and ground staff responsible for handling baggage: placing in containers or on trolleys, loading in the hold (ramp agent, multi-purpose handling agent, etc.). As well as obtaining an airport traffic permit (TCA). (For personnel who have already completed a complete 11.2.6.2 training, these skills are not required as part of the 11.2.3.8 training).

OBJECTIVES

Acquire knowledge to implement reconciliation between passengers and baggage in compliance with security rules.

CONTENTS

Theoretical

- Knowledge of the aKnowledge of acts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threatscts of unlawful interference already perpetrated in civil aviation, terrorist attacks and current threats.
- Knowledge of applicable legal requirements
- Knowledge of the elements contributing to a strong and resilient security culture in the workplace and in the field of aviation
- Knowledge of insider threat and radicalization
- Knowledge of the objectives and organization of aviation security, in particular the obligations and responsibilities of those who carry out security checks
- Ability to respond appropriately when prohibited items are detected
- Knowledge of emergency response procedures
- Knowledge of passenger-to-baggage matching requirements and techniques
- Knowledge of protection requirements for air carrier equipment used for passenger and baggage processing
- Understanding of the inspection/screening station configuration and the inspection/screening process
- Knowledge of access control procedures and corresponding

Duration indicative basis

3.30 hrs (except test 30 min)

Prerequisites

- Fluently in French.
- Ability to read and write in french.
- For course in ENGLISH contact us.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation test (minimum 12/20 required).

Validity

Maximum 5 years

SAFETY

4 Training

Safety is the number one priority at IFMA. These training courses are essential to ensuring that safety becomes everyone's responsibility.

Airside Safety

Ramp safety

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Anyone who has to carry out an airport airside activity.

OBJECTIVES

Identify the risks inherent to an airport environment (airside) and know how to apply correctly the corresponding safety rules.

CONTENTS

Theoretical

- Safety Philosophy : Company safety policy and program / Employer_employee safety functions and responsabilities.
- Safety Regulations : International / National / Airport / Safe working and operating practices.
- Hazards and prevention.
- Emergency situations.
- Accidents, incidents and near misses : Personnel injuries / Damage to aircraft and equipment / Prevention / Reporting / The costs of accidents, incidents.
- Safety Management System / Open reporting culture.

Training based on current IATA recommendations (AHM + IGOM).

Duration indicative basis

4 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 3 years (IATA / AHM 1110 recommandation)

Safety Management

Additional Airside Safety training for managers.

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Anyone who has to carry out a management activity in an airport environment (AHM 1110 / IATA).

OBJECTIVES

- Understand the issues of safety management, its regulatory basis and its implementation methodology.
- Know how to use risk management tools to actively participate in the continuous improvement of the company's security performance.

CONTENTS

Theoretical

- Regulatory basis : ICAO Requirements / Safety Management System / Sharing of responsibilities / Culture and safety promotion / Open reporting culture.
- Risk Management : Principles and Objectives / Hazard identification and analysis / Risck assessment / Research, evaluation, implementation and communication of corrective measures / Control and monitoring / Continuous Improvement / Documentation / Change management.
- Event analysis and investigative methodology : Fact-finding method / Interview techniques / Identifying and analyzing Causes / The Cause Tree - Root Cause Analysis tool / Research and measurement evaluation / safety performance indicators / Communication.

Training based on current IATA recommendations (AHM) and ICAO Regulations.

Duration indicative basis

14 hrs / 2 days

Prerequisites

Airside Safety initial training.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Continuous exercises - Written validation final test (minimum 80% pass mark required).

Validity

Maximum 3 years (IATA / AHM 1110).

Human Factors

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent who has to carry out an airport activity.

OBJECTIVES

Acquire a safety culture and know how to identify the contributing factors of incidents / accidents so that corrective actions can be taken.

CONTENTS

Theoretical

- Human Factors: Definition / Impact / Objectives.
- The individual: His place in the organizational system / Teamwork / Concurrent Activities / Communication / Influence factors / Perception Abilities / Personality.
- Risk Management: Objectives / Corporate Culture / Just Culture / Positive Culture
- Fatigue / Stress / Alcohol and Drugs / Attitudes and Behaviors
- Human Error: Error / Fault / Violation / Active Errors / Latent Errors / Reason's Model / Error Control.
- Feedback and sharing of experience / Safety Management System - SMS / Event notification and reporting / Implementation of Just Culture.

Training based on current IATA recommendations (AHM).

Duration indicative basis

3 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 3 years (IATA / AHM 1110).

FOD

Foreign Object Debris / Foreign Object Damage

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent having to carry out an airport activity or working in the maintenance and production workshops.

OBJECTIVES

- Know the associated risks caused by FOD
- Know the sources of FOD emission
- Actively participate in the local FOD control program

CONTENTS

Theoretical

- What is a FOD ?
- Causes and main contributing factors of FOD.
- Consequences of ignorance of FOD.
- Requirements and procedures for regular inspection and cleaning of aircraft aprons.
- Clean work habits and inspection of work areas.
- Checking debris related to the execution of a task.
- Control of personal items and airport equipments.
- Know and control the current company/airport operator procedures regarding FOD.
- Report object loss / discovery events.
- Notification of FOD incidents.

Training based on current IATA recommendations (AHM / IGOM) / ICAO Regulations.

Duration indicative basis

2 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 3 years (IATA / AHM 1110).

AIRPORT DRIVER'S LICENSE

4 Training

Training to obtain a driver's license for the Traffic or Manoeuvring Areas on the Paris Orly and Paris Charles de Gaulle airports.

Accredited by the French Civil Aviation Authority (DGAC).

CDG airport driver's license ("Permis T") - Traffic Area / Theoretical

Apron Driver's License - CDG - Initial or Skills Maintenance

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent who has to drive a vehicle or equipment on the traffic areas of Charles De Gaulle Airport.

OBJECTIVES

- Know the regulations and instructions to drive safely on the traffic areas of Charles De Gaulle Airport.
- Warning: this training must be supplemented by a mandatory practical training provided by the employer to allow the issue of the driver's license "Permis T".

CONTENTS

Theoretical

- Presentation of CDG airport: The public side "Coté Ville" / The airside "Coté Piste" / the Maneuvering area / The Traffic area.
- Regulatory texts / Control system / Penalties in case of infringement / Conditions for obtaining the driver's license "Permis T".
- Aircraft Safety : Dangers of the Engines/ Propellers / Moving aircraft / Aircraft Evolution Controlled Area / Collision risk / Fire risk.
- Traffic Areas: Traffic and Apron Rules / Crossing taxiways / Incident Notification.

Training based on the applicable Prefectoral Order, the Civil Aviation Authority DGAC "Particular Application Measures" and the current Operating Instructions of CDG airport .

Duration indicative basis

3,5 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A certified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 3 years.

ORY airport driver's license ("Permis T") - Traffic Area / Theoretical

Apron Driver's License - ORY - Initial or Skills Maintenance

LEVEL

Initial training, Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent who has to drive a vehicle or equipment on the traffic areas of Orly's Airport.

OBJECTIVES

- Know the regulations and instructions to drive safely on the traffic areas of Orly's Airport.
- Warning: this training must be supplemented by a mandatory practical training provided by the employer to allow the issue of the driver's license "Permis T".

CONTENTS

Theoretical

- Presentation of ORY airport: The public side "Coté Ville" / The airside "Coté Piste" / the Maneuvering area / The Traffic area.
- Regulatory texts / Control system / Penalties in case of infringement / Conditions for obtaining the driver's license "Permis T".
- Aircraft Safety : Dangers of the Engines/ Propellers / Moving aircraft / Aircraft Evolution Controlled Area / Collision risk / Fire risk.
- Traffic Areas: Traffic and Apron Rules / Crossing Taxiways / Incident Notification.

Training based on the applicable Prefectoral Order, the Civil Aviation Authority DGAC "Particular Application Measures" and the current Operating Instructions of Orly airport .

Duration indicative basis

3,5 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A certified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 3 years.

CDG airport driver's license ("Permis R") / Theoretical- Initial

Authorization to Drive on the Maneuvering Areas - CDG– Category R

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent who has to drive a vehicle or a equipment in the Maneuvering Area (MAN) at Charles De Gaulle Airport, outside P sector, with mandatory continuous radio contact with the airport Control Tower.

OBJECTIVES

- Know the regulations and instructions to drive safely in the Maneuver sector at Charles De Gaulle Airport, outside sector P.
- Know the principles of implementation of radiocommunication with the Control Tower, mandatory for R license.
- Warning: this training must be supplemented by a mandatory practical training provided by the employer to allow the issue of the driver's license "Permis R".

CONTENTS

Theoretical

- Regulations / Conditions to obtain and renew R License.
- Maneuvering sector: Runways and their protections / Aircraft taxiways / Traffic directions / Signals / Runway and Taxiway markings / Runway and Taxiway lightings / Runway and Taxiway safety area (Obstacle Free Zone) / De-icing areas.
- Operating rules: Control services / Equipment of vehicles / Traffic rules / Particular traffic circumstances / Emergency procedures.
- Operational Safety: FOD / Engine Hazard / Incident Notification.
- Radiocommunication: Call signs / Principles of implementation / Radio frequencies in use on CDG airport / Terms of use of radio equipment.

Training based on the applicable Prefectoral Order, the Civil Aviation Authority DGAC "Particular Application Measures" and the current Operating Instructions of CDG airport .

Duration indicative basis

15 hrs.

Prerequisites

Valid CDG airport driver's T license ("Permis T")

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (Civil Aviation Authority DSAC/Nord Decision).

CDG airport driver's license ("Permis R") / Theoretical- Skills Maintenance

Authorization to Drive on the Maneuvering Areas - CDG– Category R

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent who regularly drives a vehicle or a equipment in the Maneuvering Area (MAN) of Charles De Gaulle Airport, outside P sector, with mandatory continuous radio contact with the airport Control Tower.

OBJECTIVES

Update and maintain skills on regulations and instructions to drive safely in the Maneuver sector at Charles De Gaulle Airport, outside sector P.

CONTENTS

Theoretical

- Update of knowledge concerning the following points:
- Current Regulations.
- Maneuvering sector: Runways and their protections / Aircraft taxiways / Traffic directions / Signals / Runway and Taxiway markings / Runway and Taxiway lightings / Runway and Taxiway safety area (Obstacle Free Zone) / De-icing areas.
- Operating rules: Control services / Equipment of vehicles / Traffic rules / Particular traffic circumstances / Emergency procedures.
- Operational Safety: FOD / Engine Hazard / Incident Notification.
- Radiocommunication: Call signs / Principles of implementation / Radio frequencies in use on CDG airport / Terms of use of radio equipment.

Training based on the applicable Prefectoral Order, the Civil Aviation Authority DGAC "Particular Application Measures" and the current Operating Instructions of CDG airport .

Duration indicative basis

7,5 hrs.

Prerequisites

Valid CDG airport driver's R license ("Permis R").

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

Maximum 2 years (Civil Aviation Authority DSAC/Nord Decision).

MISCELLANEOUS TRAINING

8 Training

Find courses that will help you diversify and improve your skills, as well as regulatory trainings complying with the requirements of the Labor Code.

Train the Trainer

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Anyone in charge to animate adult training courses.

OBJECTIVES

Acquire pedagogical techniques allowing to transfer efficiently its know-how and its expertise.

CONTENTS

Theoretical

- Rules of communication applied to training: Mechanisms of communication and barriers.
- Role of the group in the training course: Personalities and specificities of groups / Interactions inside the group / Creating a group dynamics / Regulating dysfunctions.
- Basic principles of pedagogy: The learning mechanisms of adults / Typology of learners / Rhythms of learning and curves of attention / The different teaching methods / Adequacy methods and teaching aids.
- Prepare well to animate: Appropriate youself the necessary material for the animation / Identify objectives / Prepare for mental and logistic plan / Project positively.
- Good training start: Break the Ice, Introduce yourself, assert yourself in front of the group / Create a favorable climate for learning.
- Facilitating a training sequence: Public Speaking / Gesture and Look / Verbal and Non Verbal / Managing Stress / Managing Learner Attention / Dealing with Sensitive Situations / Know how to conclude a training course.

Practice

Continuous exercises / Active Situations.

Duration indicative basis

14 hrs / 2 days

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom: expositive / interrogative / active method.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Continuous assessment, with individualized final assessment indicating the achievements and areas for improvement.

Validity

-

First-in Fire Fighter training

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any company staff member.

OBJECTIVES

- Know the principles of origin and development of a fire to better fight it.
- Develop the ability to analyze and react to a fire development.
- Learn how to use the fire extinguisher adapted to the type of fire.

CONTENTS

Theoretical

- Combustion: Combustible, oxidizing, activation energy / Fire classes / Areas of ignition, flash point, autoignition point / Charge and heat flow / Combustion product
- Spread of fire and smoke: Why? / How?
- Extinguishing agents and their characteristics.
- Extinguishing processes.
- Portable extinguishers: Operation modes/ Distances and useful ranges.

Practice

- Building Fire instructions.
- The main fire risks in the building.
- Practical fire fighting exercises on real fires.

Duration indicative basis

4 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- Practical training provided in a suitable area.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : None
- **Practice** : None

Validity

Maximum 2 years.

Musculoskeletal Disorders Prevention / Handling

MSD / Handling inert loads

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any agent having to carry out a airport handling activity.
Course limited to 10 trainees maximum.

OBJECTIVES

- Understand the issues of prevention of musculoskeletal disorders.
- Know how to reduce stresses of the physical constraints by relying on the principles of physical safety and economy of efforts.
- Know the basic technical handling of inert loads.

CONTENTS

Theoretical

- Understand the value of prevention: issues / health indicators.
- Notions of anatomy, back physiology and biomechanics.
- Different factors of Musculoskeletal Disorders (MSDs).
- Main physical attacks related to the work activity.
- Principles of physical safety and economy of effort.
- Technical aids for handling.
- Strengthening and stretching method.

Practice

Practical exercises of handling and transport of loads adapted to the airport working environment.

Duration indicative basis

3 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Demonstrations, professional situations.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Individual assessment grid to validate the skills of the learner and to note the areas for improvement.

Validity

-

Musculoskeletal Disorders (MSD) Prevention

Work with display screen

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Anyone having to perform an work activity requiring the use of a display screen.
Course limited to 10 trainees.

OBJECTIVES

- Understand the issues of prevention of musculoskeletal disorders.
- Know how to reduce stresses of the physical constraints by relying on the principles of physical safety and economy of efforts.

CONTENTS

Theoretical

- Understand the value of prevention: issues / health indicators.
- Notions of anatomy, back/arm/hand physiology and biomechanics.
- Different factors of Musculoskeletal Disorders (MSDs).
- Main physical attacks related to the office work activity on display screen.
- Principles of physical safety and economy of effort.
- Office equipments.
- Strengthening and stretching method.

Practice

Practical exercises adapted to the display screen working environment.

Duration indicative basis

3 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Demonstrations, professional situations.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Individual assessment grid to validate the skills of the learner and to note the areas for improvement.

Validity

-

First-aid Rescue Worker- Initial

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

Any staff of a company.
From 4 trainees minimum up to 10 trainees maximum.

OBJECTIVES

Be able to react effectively and safely to an accident at work situation, by helping the victim(s).

CONTENTS

Theoretical

- Define the legal framework of intervention.
- Apply protection skills for prevention actions.
- Inform the persons designated in the organization plan of the hazardous situation(s) identified.
- Achieve appropriate protection.
- Examine the victim(s) for the implementation of the chosen action for the result to be obtained.
- Alert according to the emergency response plan of the company.
- Rescue the victim(s) appropriately.

Practice

Practical exercises, scenarios.

Training based on the SST training standard of INRS.

Duration indicative basis

14 hrs / 2 days

Prerequisites

There are no prerequisites for this course.

Method

- Demonstrations and professional situations.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Validation test (INRS / SST training repository).
- **Practice** : Simulated simulation (INRS / SST training repository).

Validity

Maximum 2 years.

First-aid Rescue Worker - Skills maintenance

LEVEL

Skills maintenance

TARGET AUDIENCE / RELEVANT STAFF

Any agent certified First-aid Rescue Worker.

OBJECTIVES

Maintain and update skills to respond effectively and safely to an accident at work situation, providing assistance to the victim(s).

CONTENTS

Theoretical

- Feedback on the actions taken in prevention and / or rescue.
- Examine the victim(s) for the implementation of the chosen action for the result to be obtained.
- Alert according to the emergency response plan of the company.
- Rescue the victim(s) appropriately.

Practice

practical exercises / Situations.

Training based on the SST training standard of INRS.

Duration indicative basis

7 hrs / 1 day

Prerequisites

First-aid Rescue Worker SST Initial Training.

Method

- Démonstrations and professional situations.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Validation test (INRS / SST training repository).
- **Practice** : Simulated simulation (INRS / SST training repository).

Validity

Maximum 2 years.

Familiarization with operational activities

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

All audiences.

OBJECTIVES

Understand the various operational activities related to the aircraft's ground handling turnaround operations and the related safety rules.

CONTENTS

Theoretical

- Presentation of the aircraft environment / Vocabulary.
- General rules of circulation by the aircraft.
- safety rules related to the aircraft.
- Chronology of an aircraft turnaround.
- Activities inherent to an aircraft turnaround / Coactivity.
- Risks and constraints related to airside activities.
- Coordination of turnaround activities.
- Different ramp equipments and vehicles.
- Different aircraft types and their particularities.
- Aircraft damage and consequences on operations and flight safety.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

Duration indicative basis

7 hrs / 1 day

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test.

Validity

-

Familiarization with aviation regulations

Air Regulation - Air Law

LEVEL

Initial training

TARGET AUDIENCE / RELEVANT STAFF

All audience.

OBJECTIVES

Understand the basics of current aviation regulations in civil aviation.

CONTENTS

Theoretical

- International Public Law: The Conventions / ICAO / Role and Objectives.
- International Private Law: IATA / Role and Objectives.
- European legislation: EASA / Role and objectives.
- National regulations / Control Institutions / Civil Aviation Authorities
- Aircraft and Air Law
- Flight crew / Role and responsibilities with regard to air law.
- Passengers / Conditions of transport with regard to air law.
- Cargo Goods / Conditions of transport with regard to air law.
- Airline Operators with regard to air law.
- Aerodrome and Air Law / Certification / Aerodrome Manual / Aerodrome Operator.
- Air Law and Security / Safety Management System.
- Air Traffic Control and Air Law / Airspace Organization / Air Traffic Services

Training based on ICAO regulations, EU regulations, French Transportations Code, Civil Aviation Code.

Duration indicative basis

4 hrs.

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.

Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).

Validity

-

Contact & access map

The IFMA is located on the Paris-CDG airport zone at Cargo Zone 4 Building 3437. IFMA Cargo area 4 - 3 rue du Té Tremblay in France 95722 Roissy CDG Cedex The **training rooms** are located at **buildings 3430 and 3432**.

The IFMA is accessible by the A1, A104 and A3 motorways. Also by public transport by RER B Station Roissy CDG 1, then by bus 349 to stop Marguilliers or Aéroville.

Ideally located opposite the Aeroville shopping center where you will find many restaurants, snacks and shops.

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