Investing in the right training programmes can reap benefits far greater than one can expect. At dnata Training, we have been helping our clients and partners surpass globally required standards of efficiency for more than two decades now. As one of the leading ground handling training providers in the region and across the world, our expertise covers an extensive internal client base including dnata Airport Operations, Emirates Engineering, Sky Cargo, dnata Cargo Operations and several external clients in the global aviation industry.

Designed to exceed expectations, our specialised training modules focus on niche areas of the industry, including ground support equipment, aircraft servicing and aircraft appearance. Cargo and warehouse equipment, ramp training, dispatch training, basic driving skills, English language training and functional training are also provided. All our courses comply with IATA and are benchmarked against ISAGO standards, making them the ideal training grounds for success in the aviation sector.

Our training materials are designed using accelerated learning techniques with a combination of classroom, e-learning and on-the-job training, giving learners a real world experience of the industry. Our facilities include separate areas with different types of static mock-up simulations for ground support equipment and practical training. A new generation Aircraft Pushback Simulator has been installed at our training centre to add to the world-class dnata training experience.

About dnata Training

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What we do

dnata Training’s key strengths lie in the areas of:

- Performing Training Needs Analysis
- Providing innovative and flexible learning solutions
- Designing of Training and Assessment Manuals to Australian Aviation Standards
- Evaluation of training
- Assessing transfer of learning and application on the job
- Recording of Training activities using Oracle Learning Management system
- Developing potential on-job trainers and work place coaches

Providing customised courses in the areas of Ground Support Equipment, Aircraft Servicing, Aircraft Appearance, Cargo and Warehouse Equipment, Ramp Training, Dispatch Training, Basic Driving Skills, English Language Training and Functional Training.
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Ramp Safety Induction

Course Code: AST001

Airport Ramp Safety has always been a top priority and has been given much attention in reports and newspapers by a number of airlines and airport authorities. In spite of this, damage to aircraft, ground equipment and injury to personnel continue to occur during ramp operations. Therefore, it is of utmost importance that safety awareness is provided regularly to reduce accidents and injuries.

Programme Aim
The aim of this course is to provide basic knowledge on how to safely perform functions on the ramp.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
- Describe the layout and facilities of an airport environment
- Outline personal safety and behaviour
- Identify the potential hazards when working near an aircraft
- Identify hazards and preventive measures when working within the Equipment Restraint Area (ERA)
- Outline safe practices when working on the ramp

Programme Outline
What will it cover?
The topics will include:
- Classroom training
  - Airport layout and facilities
  - Types of aircraft and the hazards on ground operation
  - Personal safety and behaviour
  - Equipment Restraint Area (ERA) hazards and measures
  - Safe work practices
  - Dangerous goods identification
  - Live taxi-way crossing awareness
  - Theory test

Delivery Method
The delivery methods include e-learning and classroom training.

Target Audience
Individuals who are involved in all ground handling operations and ramp areas would benefit from attending this course.

Prerequisites
The individuals nominated are expected to have basic written and verbal English language skills. Knowledge of an airport environment would be an advantage.

Batch Size: Minimum 6 - Maximum 12
Duration: 2 days - 14 hours
BASIC DRIVING SKILLS

Delivery Method
The delivery methods include e-learning, classroom training along with practical driving in an airside environment.

Target Audience
Individuals who are expected to drive in airside areas and near the aircraft as part of their normal function will find this course beneficial.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 4 - Maximum 10

Duration: 1 day - 7 hours

Programme Aim
The aim of this course is to provide individuals with the essential knowledge and skills to drive airside.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• List the mandatory pre-driving checks and the standard driver behaviour in accordance with Airside Safety Regulations
• List the safe driving rules and regulations during normal weather conditions and during low visibility operations
• Describe the course of action in the event of vehicle breakdown and emergency
• List the precautionary measures while parking a vehicle

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Responsibilities of the Airport Driving Permit (ADP) holder
  - Airside safety regulations
  - Driving rules - normal weather conditions
  - Driving rules - low visibility conditions
  - Mandatory pre-driving checks
  - Driver’s safety and behaviour
  - Vehicle breakdown and emergencies
  - Safety measures while parking
• Theory and practical test

Airport Driving Permit (ADP)
Course Code: ADT001

The cost of an airside driving accident can be devastating in terms of personal injury, loss of life, aircraft and equipment damage and not to mention the financial loss. Therefore, it is imperative that a driver’s manoeuvring and driving on the airside is done with the utmost care to ensure safe driving behaviours and practices.
On Job Training Course

Course Code: FT001

As the name implies, On Job Training is identified as the most effective way of training because it is cost effective and builds the trainees confidence as they are trained in their own working environment. Some of the most effective methods of facilitating On Job Training are through demonstration, coaching and testing.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to conduct On Job Training for individuals or smaller groups.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Identify what makes an effective trainer
• Differentiate an Instructor from a Facilitator
• Identify learning styles and needs
• Classify different delivery techniques
• Use interpersonal skills between people
• Manage group dynamics in a workplace

Programme Outline
What will it cover?
The topics will include:
• Stages of on-the-job training
• Organise instructions and demonstrations
• Multi-sensory learning
• Learning cycle
• Adult learning principles
• Delivery plans
• DEDICT Model
• Questioning skills
• Delivery techniques

Delivery Method
The delivery methods include classroom training using role plays, simulations and presentations.

Target Audience
Individuals who are aspiring to become an on-the-job trainer or workplace coach would benefit from this course.

Prerequisites
The individuals nominated are expected to have basic written and verbal English language skills. Presentation, communication and interpersonal skills would be an advantage.

Batch Size: Minimum 4 - Maximum 6
Duration: 3 days - 21 hours

Curriculum Design and Development

Course Code: FT008

This training course is tailored for training & development Professionals and is designed to ensure the standardisation of training and assessment materials. Upon successful completion post-course work, participants will be put forward for certification by the Australian Department of Education, Employment and Workplace Relations.

Programme Aim
The aim of this program is to provide participants with the writing skills to design and develop effective training and assessment materials.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Write learning outcomes and assessment criteria
• Write course outlines, lesson plans and related activities
• Write assessments, complete assessment records and mapping
• Write a recurrent course

Programme Outline
What will it cover?
The topics will include:
• Training and assessment manual composition (7 Sections)
• Standards, learning outcomes & assessment criteria
• Identifying measurable verbs
• Methods of assessment
• Recording of results
• Designing lesson plans and corresponding activity sheets
• The purpose of course evaluation (Feedback)
• Recurrent training assessment mapping

Delivery Method
The delivery methods include classroom training.

Target Audience
Individuals who are involved in training related activities would benefit from attending this course.

Prerequisites
Individuals nominated are expected to possess excellent written and verbal English language skills.

Batch Size: Minimum 4 - Maximum 9
Duration: 5 days - 1 day per week
Mobile Conveyor Belt

Mobile Conveyor Belts are considered to be one of the most resourceful equipment used in an airport. It is designed to load and unload pieces of baggage or cargo to and from an aircraft hold compartment.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to safely drive, position and operate a Mobile Conveyor Belt.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct a pre-check on a Mobile Conveyor Belt
• Drive and operate the equipment
• Transfer containers from Lower Deck Loader to a Rapid Delivery Vehicle
• Park and secure a Rapid Delivery Vehicle

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2
Duration: 2 days - 14 hours

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Mobile Conveyor Belt
  - Familiarisation
  - Pre-checks
  - Theory test
  - Practical training
  - Familiarisation
  - Pre-checks
  - Operating controls and functions
  - Container transfer
  - Driving, parking and shutdown
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are likely to drive and operate Mobile Conveyor Belts.

Course Code: AHLT003

Rapid Delivery Vehicle

On time delivery of goods is always a demand from customers. A Rapid Delivery Vehicle is a container transfer transporter which is purpose-built to carry and deliver baggage or cargo containers from the aircraft loader to the terminal or warehouse promptly.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to safely drive, position and operate a Rapid Delivery Vehicle.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct a pre-check on a Rapid Delivery Vehicle
• Drive and operate the equipment
• Transfer containers from Lower Deck Loader to a Rapid Delivery Vehicle
• Park and secure a Rapid Delivery Vehicle

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2
Duration: 2 days - 14 hours

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Rapid Delivery Vehicle
  - Familiarisation
  - Pre-checks
  - Theory test
  - Practical training
• Theory test
• Practical training
• Familiarisation
• Pre-checks
• Operating controls and functions
• Position and remove to and from aircraft
• Driving, parking and shutdown
• Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to drive and operate Rapid Delivery Vehicles.

Course Code: AHLT012
**Cargo Transporter**

**Course Code:** AHLT008

A Cargo Transporter is a dynamic piece of equipment which is used to transfer unitised cargo from surface equipment like dollies and stationary racks onto an aircraft hi-loader. The agility of this equipment accelerates the loading and unloading process. Such agility requires particular attention to be paid to personal safety, driving and manoeuvring of the equipment.

**Programme Aim**
The aim of this course is to provide individuals with the skills and knowledge required to safely operate a Cargo Transporter.

**Programme Objectives**
What will you learn?
- Conduct a pre-check on a Cargo Transporter
- Drive, position and manoeuvre on the ramp
- Transfer ULDs from an aircraft hi-loader to a stationary dolly or rack
- Park and secure the equipment

**Programme Outline**
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Cargo Transporter
  - Familiarisation
  - Equipment capacity and limitation
  - Procedures to drive and park the equipment
- Pre-checks
- Theory test
- Practical training
- Familiarisation
- Pre-checks
- Operating controls and functions
- Positioning and ULD transfer to hi-loader
- Driving, parking and shutdown
- Safety precautions
- Practical test

**Delivery Method**
The delivery methods include classroom training, mock-up practice and on-the-job training.

**Target Audience**
This course will benefit those individuals who are expected to drive and operate Cargo Transporters.

**Prerequisites**
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 - Maximum 2

**Duration:** 2 days - 14 hours

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**Container Lifting Transporter**

**Course Code:** AHLT009

A Container Lifting Transporter is a versatile piece of equipment which can combine both transporting and loading of small containers and pallets. It can effectively serve a containerised version of a narrow body aircraft like the Airbus A320 series, in direct loading and unloading.

**Programme Aim**
The aim of this course is to provide individuals with the skills and knowledge required to safely operate a Container Lifting Transporter.

**Programme Objectives**
What will you learn?
- Conduct a pre-check on a Container Lifting Transporter
- Drive, position and remove
- Load and unload ULDs
- Lock and secure ULDs in cargo compartments
- Park and secure a Container Lifting Transporter

**Programme Outline**
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Container Lifting Transporter
  - Familiarisation
  - Equipment capacity and limitation
  - Procedures to drive and park the equipment
- Pre-checks
- Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Operating controls and functions
  - Positioning and ULD transfer to aircraft
- Driving, parking and shutdown
- Safety precautions
- Practical test

**Delivery Method**
The delivery methods include classroom training, mock-up practice and on-the-job training.

**Target Audience**
This course will benefit those individuals who are expected to drive and operate Container Lifting Transporters.

**Prerequisites**
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 - Maximum 2

**Duration:** 2 days - 14 hours
Lower Deck Loader

Course Code: AHLT006

A Lower Deck Loader is a common equipment used in the loading and unloading of unitised baggage and cargo for wide bodied aircraft. It is a single operator, self propelled equipment capable of lifting and transferring cargo to and from lower cargo holds of aircraft. The complexity of the function requires particular attention to be paid to personal safety, driving and operating the equipment.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to safely operate a Lower Deck Loader.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct a pre-check on a Lower Deck Loader
• Drive, position and remove the equipment to and from an aircraft
• Load and unload ULDs
• Park and secure the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Lower Deck Loader
  - Familiarisation
  - Equipment capacity and limitation
  - ULD configurations and restraints
  - Procedures to drive and park the equipment
  - Pre-checks
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Operating controls and functions
  - ULD loading and unloading to aircraft
  - Driving, parking and shutdown
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to drive and operate a Lower Deck Loader.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2

Duration: 5 days - 35 hours

Main Deck Loader

Course Code: AHLT013

A Main Deck Loader is similar to that of the Lower Deck Loader when it comes to function. With its immense dimensions and capacity, it is designed to serve main deck cargo compartments of a Freighter Aircraft. The complexity of the function requires particular attention to be paid to personal safety, driving and operating the equipment.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to safely operate the Main Deck Loader.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct a pre-check on the main deck loader
• Drive, position and operate the equipment
• Load and unload ULDs
• Park and secure the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Main Deck Loader
  - Familiarisation
  - Equipment capacity and limitation
  - Procedures to drive and park the equipment
  - Pre-checks
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Operating controls and functions
  - ULD loading and unloading to an aircraft
  - Driving, parking and shutdown
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to drive and operate a Main Deck Loader.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2

Duration: 6 days - 42 hours
Passenger Steps are mobile stairs that provide access to aircraft that are parked in remote stands. This is the safest equipment used to embark or disembark passengers to or from an aircraft as it is equipped with stabilisers for ground stability and side railings for protection.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to safely drive and operate Passenger Steps.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct a pre-check on the equipment
• Drive, position and remove Passenger Steps to and from an aircraft
• Park and secure Passenger Steps

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Passenger Steps
  - Familiarisation
  - Equipment capacity and limitation
  - Procedures to drive and park the equipment
  - Pre-checks
  - Theory test
  - Practical training
  - Familiarisation
  - Pre-checks
  - Operating controls and functions
  - Stair operating controls
  - Driving, parking and shutdown
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training on live aircraft.

Target Audience
This course will benefit those individuals who are expected to drive and operate Passenger Steps.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2
Duration: 5 days - 35 hours
Ambulift

Ambulift is an equipment specially designed to transport medically unfit passengers in a wheelchair or stretcher to an aircraft that is parked in a remote bay.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely operate and position an Ambulift to an aircraft.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Pre-check the Ambulift
• Dock the Ambulift to an aircraft
• Retract and park the Ambulift

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Ambulift
  - Familiarisation
  - Procedures to operate and park the Ambulift
  - Pre-checks
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Operating controls and functions
  - Onboard monitors and sensors
  - Operating, parking and shutdown
  - Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to perform the function of Ambulift Operation.

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess excellent written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size:
Minimum 1 - Maximum 2

Duration:
4 days - 28 hours

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Aerobridge Operation

Aerobridges are state-of-the-art, electronically driven equipment that provide a convenient passage between the aircraft and the terminal building. It is designed to fully protect passengers from bad weather and can serve a variety of aircraft.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely operate and position an aerobridge to an aircraft.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Pre-check the aerobridge
• Dock the aerobridge to an aircraft
• Retract and park the aerobridge

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aerobridge
  - Familiarisation
  - Procedures to operate and park the aerobridge
  - Pre-checks
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Operating controls and functions
  - Onboard monitors and sensors
  - Operating, parking and shutdown
  - Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to perform the function of Aerobridge Operation.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess excellent written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size:
Minimum 3 - Maximum 5

Duration:
5 days - 35 hours
Small Tow Tractors are designed to provide reliable services while towing non-motorised equipment such as dollies and trolleys which are loaded with cargo and baggage. As the operation of a Small Tow Tractor involves personal safety, driving and towing, it is essential that operators have the knowledge and hands-on skills required.

Programme Aim
The aim of this course is to introduce different driving techniques while towing and reversing dollies and trolleys.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct pre-operational checks on the equipment
• Drive, tow and reverse a Small Tow Tractor
• Park and secure a Small Tow Tractor

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Small Tow Tractor
  - Familiarisation
  - Pre-checks
  - Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Operation
  - Driving, parking and shutdown
  - Towing and reversing dollies
  - Practical test

Delivery Method
The delivery methods include classroom training and practical driving demonstrations on the ramp.

Target Audience
This course will benefit those individuals who are expected to drive and operate Small Tow Tractors.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 – Maximum 2
Duration: 2 days - 14 hours
**Course Code: GSE005**

**Ground Power Unit (Mobile)**

A Ground Power Unit (Mobile) is an external mobile unit that provides electrical supply to an aircraft. The mobility of this unit is effectively used for aircraft with an unserviceable onboard Auxiliary Power Unit in remote parking bays.

**Programme Aim**
The aim of this course is to provide individuals with the skills and knowledge to safely operate and position a Ground Power Unit to an aircraft.

**Programme Objectives**

**What will you learn?**

At the end of this course, you will be able to:
- Conduct pre-operation checks on the equipment
- Drive the equipment
- Operate the equipment
- Secure and store the equipment

**Programme Outline**

**What will it cover?**

The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Ground Power Unit (Mobile)
  - Familiarisation
  - Pre-checks
- Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Operating systems and functions
  - Driving, parking and shutdown
  - Towing capacity and limitations
  - Practical test

**Delivery Method**
The delivery methods include classroom training, mock-up practice and on-the-job training.

**Target Audience**
This course will benefit those individuals who are expected to drive and operate a Ground Power Unit (Mobile).

**Prerequisites**
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 - Maximum 2

**Duration:** 4 days - 28 hours

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**Course Code: AHLT002**

**Big Tow Tractor**

A Big Tow Tractor is designed to provide reliable services while towing non-motorised equipment such as dollies and trolleys which are loaded with cargo and baggage. As the name implies, this equipment has extra power and is quicker in speed to transport heavy cargo.

**Programme Aim**
The aim of this course is to introduce diverse driving techniques using its 16 gear combination when towing heavy cargo around the airport.

**Programme Objectives**

**What will you learn?**

At the end of this course, you will be able to:
- Conduct pre-operational checks on the equipment
- Operate a Big Tow Tractor
- Shut down and park a Big Tow Tractor

**Programme Outline**

**What will it cover?**

The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Big Tow Tractor
  - Familiarisation
  - Pre-checks
- Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Operating systems and functions
  - Driving, parking and shutdown
  - Towing capacity and limitations
  - Practical test

**Delivery Method**
The delivery methods include classroom training, practical driving and towing in an airside environment.

**Target Audience**
This course will benefit those individuals who are expected to drive and operate Big Tow Tractors.

**Prerequisites**
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 – Maximum 2

**Duration:** 1 day - 7 hours
Ground Power Unit (Terminal)

Course Code: GSEOT010

A Ground Power Unit (Terminal) is similar to that of the Ground Power Unit (Mobile) when it comes to function and purpose. The only difference with this equipment, is that it is permanently fixed to an aerobridge. Some are called “Pop-up Pit” (underground pit system) as they are set up on the ground.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely connect and operate a Ground Power Unit to service an aircraft.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Carry out pre-operational checks on equipment
• Operate the equipment
• Secure and store the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Ground Power Unit (Terminal)
  - Familiarisation
  - Power supply capacity
  - Aircraft servicing points
  - Pre-checks
  - Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Power cable connection, disconnection and storage
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to operate a Ground Power Unit (Terminal).

Prerequisites
The individuals are expected to possess good written and verbal English Language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 3

Duration: 1 day - 7 hours

Checklist:
- Classroom training
  - Ramp safety
  - Overview - Ground Power Unit (Terminal)
  - Familiarisation
  - Power supply capacity
  - Aircraft servicing points
  - Pre-checks
  - Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Power cable connection, disconnection and storage
  - Safety precautions
  - Practical test

Air Condition Unit

Course Code: GSEOT009

An Air Condition Unit is a mobile ground equipment used to supply conditioned air to aircraft cabin for passenger’s comfort and convenience. Some models are mounted on a self propelled heavy vehicle while others are towable in nature. This equipment is also used for aircraft wheel brake cooling.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely drive, connect and operate Air Condition Units to service an aircraft.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Carry out pre-operational checks on the equipment
• Operate the equipment
• Secure and store the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Air Condition Unit
  - Familiarisation
  - Capacity and limitation
  - Aircraft servicing points
  - Pre-checks
  - Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Energising and starting
  - Operate and shutdown
  - Hose connection, disconnection and storage
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to operate Air Condition Units.

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2

Duration: 4 days - 28 hours

Air Condition Unit
Pre-Conditioned Air (Terminal) is similar to that of an Air Condition Unit when it comes to function and purpose. The only difference with this equipment is that they are permanently fixed in an aerobridge. Some are called “Pop-up Pit” (underground pit system) as they are set up on the ground. The unit is effectively used when an aircraft is parked in the terminal building.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely connect and operate Pre-Conditioned Air (Terminal) from an underground pit system or aerobridge to service an aircraft.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
- Carry out pre-operational checks on the equipment
- Operate the equipment
- Secure and store the equipment

Programme Outline
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Pre-Conditioned Air (Terminal)
  - Familiarisation
  - Ground control panels
  - Capacity and limitation
  - Aircraft servicing points
  - Pre-checks
- Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Hose connection, disconnection and storage
  - Safety precautions
- Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to operate Pre-Conditioned Air (Terminal).

Prerequisites
The individuals are expected to possess good written and verbal English Language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 3

Duration: 1 day - 7 hours
Air Start Unit
Course Code: GSEOT019

Air Start Unit is a mobile unit used for supplying compressed air to start the aircraft main engine or for the operation of air conditioning packs. The unit delivers 408 ppm of bleed air at a pressure of 56 psi under standard atmospheric conditions (no installation losses). The unit is operated via a control panel that is mounted on the right maintenance access door.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely drive, connect and operate Air Start Unit.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Carry out pre-operation checks on the equipment
• Operate the equipment
• Secure and store the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Air Start Unit
  - Familiarisation
  - Control panels
  - Capacity and limitation
  - Aircraft servicing points
  - Pre-checks
  - Theory test
  - Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Electrical cable connection, disconnection and storage
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to operate an Air Start Unit.

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess excellent written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2
Duration: 3 days - 21 hours

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely drive, connect and operate an Aircraft Toilet Service Unit.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Carry out pre-operation checks on the equipment
• Operate the equipment
• Secure and store the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aircraft Toilet Servicing
  - Familiarisation
  - Hygiene requirements
  - Chemicals and mixing ratios
  - Capacity and limitation
  - Aircraft servicing points
  - Pre-checks
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Hose connection, disconnection and storage
  - Waste dumping
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to perform Aircraft Toilet Servicing.

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2
Duration: 2 days - 14 hours
Aircraft Potable Water Servicing

Course Code: GSEOT003

Aircraft Potable Water Servicing is a process to replenish chlorinated water to the aircraft water storage tanks using an aircraft water servicing unit.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge to safely drive and operate Aircraft Potable Water Service Units.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Carry out pre-operation checks on the equipment
• Operate the equipment
• Secure and store the equipment

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2

Duration: 2 days - 14 hours

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aircraft Potable Water Servicing
  - Familiarisation
  - Capacity and limitation
  - Pre-checks
  - Theory test
  - Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Safety precautions
  - Practical test
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Hose connection, disconnection and storage
  - Water tank hyper chlorinating
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to perform Aircraft Potable Water Servicing.

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2

Duration: 2 days - 14 hours

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aircraft Potable Water Servicing
  - Familiarisation
  - Hygiene requirements
  - Periodical cleaning and sanitation
  - Water sampling and chlorinating
  - Capacity and limitation
  - Aircraft servicing points
  - Pre-checks
  - Theory test
  - Practical training
  - Familiarisation
  - Pre-checks
  - Technical operating functions
  - Operate and shutdown
  - Hose connection, disconnection and storage
  - Water tank hyper chlorinating
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to perform Aircraft Potable Water Servicing.

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2

Duration: 1 day - 7 hours
Aircraft Tail Steady

**Course Code:** GSEOT015

An Aircraft Tail Steady is an equipment designed to support a freighter aircraft from tail tipping due to the shift in centre of gravity during the process of loading and unloading.

**Programme Aim**
The aim of this course is to provide individuals with the skills and knowledge to safely tow and install an Aircraft Tail Steady for a B747 freighter aircraft.

**Programme Objectives**
What will you learn?
At the end of this course, you will be able to:
- Conduct pre-operational checks on the equipment
- Couple the ladder and tow tractor
- Tow the ladder
- Position and remove the ladder to and from an aircraft
- Secure and store the equipment

**Programme Outline**
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Aircraft Tail Steady
  - Familiarisation
  - Dimension and capacity pre-checks
  - Pre-checks
- Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Manual operating functions
  - Raise and lower the ladder
  - Use of hand pump
  - Operate and shutdown
  - Safety precautions
- Practical test

**Delivery Method**
The delivery methods include classroom training, mock-up practice and on-the-job training.

**Target Audience**
This course will benefit those individuals who are expected to tow and operate an Aircraft Tail Steady.

**Prerequisites**
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess basic written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:**
Minimum 1 - Maximum 3

**Duration:**
1 day - 7 hours
Conventional Pushback Tractor

Course Code: AGMT1001

The push back operation is the last link in the service chain that prepares an aircraft for flight. A Conventional Pushback Tractor is identified as the operation performed by the use of a pushback tractor and a tow bar.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to safely drive and operate a Conventional Pushback Tractor.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct pre-operational checks on the equipment
• Drive and operate the equipment
• Park and secure the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Conventional Pushback Tractor
  - Familiarisation
  - Tips to avoid jack knife angle
  - Breaking torque/axial shear bolts
  - Emergency procedures
  - Pre-checks
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Connecting and disconnecting tow bar
  - Steering by pass pin
  - Park and secure
  - Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to drive and operate a Conventional Pushback Tractor.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 1

Duration: 12 days - 84 hours

The push back operation is the last link in the service chain that prepares an aircraft for flight. A Conventional Pushback Tractor is identified as the operation performed by the use of a pushback tractor and a tow bar.
Towbarless Pushback Tractor

Course Code: AGMT002

Technology has improved over the years after the conventional pushback tractor was put into operation and the Towbarless Pushback Tractor has taken over the limelight when it comes to pushback operation. The design of this equipment makes the operation simple and comprehensive.

Programme Aim
The aim of this course is to provide individuals with the skills and knowledge required to safely drive and operate a Towbarless Pushback Tractor.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Conduct pre-operational checks on the equipment
• Drive and operate the equipment
• Park and secure the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Towbarless Pushback Tractor
  - Familiarisation
  - Tips to avoid jack knife angle
  - Different tractor models (TBL280, TBL400 & TBL600)
  - Emergency procedures
• Pre-checks
  • Theory test
  • Practical training
  • Familiarisation
  • Pre-checks
  • Docking and undocking the cradle
  • Steering by-pass pin
• Theory test
  • Parking and pushback
  • Park and secure
  • Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training, mock-up practice and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to drive and operate a Towbarless Pushback Tractor.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 1
Duration: 12 days - 84 hours
**Aircraft Wheel Chocking**

**Course Code:** AHLT004

The aircraft stability when parked on the ramp is of utmost importance, and a device is required to be placed onto the aircraft wheels. Aircraft Wheel Chocking is the process of placing a chock that prevents the aircraft from unexpected movement due to inclined tarmac, the loading process or strong wind.

**Programme Aim**
The aim of this course is to provide individuals with the skills and knowledge required to safely position and remove aircraft wheel chocks in accordance with airline specific requirements.

**Programme Objectives**
- What will you learn?
  At the end of this course, you will be able to:
  - Conduct a pre-check on wheel chocks
  - Position wheel chocks
  - Remove and stow wheel chocks

**Programme Outline**
- What will it cover?
The topics will include:
  - Classroom training
    - Ramp safety
    - Overview - Aircraft Wheel Chocking
    - Hazards around the aircraft
    - Aircraft approach procedure
    - Pre-checks
    - Theory test
  - Practical training
    - Familiarisation
    - Pre-checks
    - Positioning and removal of chocks
    - Handling and storage
    - Safety precautions
  - Practical test

**Delivery Method**
The delivery methods include classroom training and practical demonstration.

**Target Audience**
This course will benefit those individuals who are expected to position and remove Aircraft Wheel Chocks.

**Prerequisites**
Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 - Maximum 4

**Duration:** 1 day - 7 hours

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**Ground Support Equipment Marshalling**

**Course Code:** AHLT011

The airport ramp area is a hazardous working environment because of the volume of vehicular and equipment activity. Equipment marshalling is a standard practice that assists and reduces the chances of aircraft and equipment damage or personal injury.

**Programme Aim**
The aim of this course is to provide individuals with the skills and knowledge required to safely perform Ground Support Equipment Marshalling.

**Programme Objectives**
- What will you learn?
  At the end of this course, you will be able to:
  - Describe the importance of marshalling
  - Identify proper positioning for effective marshalling
  - Recognise IATA standard hand signals

**Programme Outline**
- What will it cover?
The topics will include:
  - Classroom training
    - Ramp safety
    - Overview - Ground Support Equipment Marshalling
    - Hazards around the aircraft
    - Action in case of emergency
  - Theory test
  - Practical training
    - Familiarisation
    - Pre-checks
    - Position of marshaller
    - IATA standard hand signals
    - Safety precautions
    - Practical test

**Delivery Method**
The delivery methods include classroom training and practical demonstration.

**Target Audience**
This course will benefit those individuals who are expected to perform Ground Support Equipment Marshalling functions.

**Prerequisites**
Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 - Maximum 4

**Duration:** 1 day - 3 hours
AIRCRAFT Arrival and Departure

Safety Cone Placement (Aircraft)

Course Code: AHLT010

The airport ramp area is a dangerous and confusing working environment, involving different operational activities. Placement of safety cones around specific areas under a parked aircraft on the stand provides additional safety precautions to prevent unwanted accidents.

Programme Aim
To provide participants with the skills and knowledge required to perform Safety Cone Placement around a parked aircraft on a stand.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
- Conduct a pre-check of availability and the condition of safety cones
- Position safety cones
- Remove and stow safety cones

Programme Outline
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Safety Cone Placement
  - Hazards around the aircraft
  - General procedure of placing safety cones
  - Airline specific requirement
- Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Handling of the safety cones
  - Positioning the safety cones
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to perform the function of Safety Cone Placement (Aircraft).

Prerequisites
Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 4

Duration: 1 day - 7 hours

Ground to Cockpit Communication

Course Code: GSEOT017

Aircraft ramp operation that involves a pushback or towing operation requires precise communication from ground personnel to cockpit crew. Standard words or phrases are used to ensure that communication from ground to cockpit is understood clearly and effectively.

Programme Aim
To provide participants with the skills and knowledge to perform Ground to Cockpit Communication with flight deck crew.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
- Perform proper communication with flight deck crew
- Use standard abbreviations, numerology and terminology

Programme Outline
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Ground to Cockpit Communication
  - Hazards around the aircraft
  - Types of GTC communication
  - General procedure for arrival and departure of flight
  - Emergency procedure - aircraft engine fire and aircraft hydraulic failure
- Theory test
- Practical training
  - Familiarisation
  - Pre-checks
  - Transmitting techniques using a headset
  - Emergency procedure - headset failure, tow truck and tow bar failure
  - Standard aircraft hand signals
  - Taxi way layout familiarisation
  - Safety precautions
  - Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to perform Ground to Cockpit Communication.

Prerequisites
The individuals nominated are expected to possess excellent written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 3

Duration: 3 days - 21 hours
Aircraft Cleaning Operation

Course Code: FT002

Aircraft cabin cleaning is a necessary process which involves carrying out interior cabin cleaning using the correct materials and procedures to maintain a high level of cabin hygiene and appearance to satisfy passenger comfort.

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to perform Aircraft Cabin Cleaning tasks.

Prerequisites
The individuals nominated are expected to possess basic written and verbal English language skills. Knowledge on basic Ramp Safety will be an advantage.

Batch Size: Minimum 4 - Maximum 6

Duration: 8 days - 56 hours

Programme Aim
To provide participants with the skills and knowledge required to perform cabin cleaning tasks for different types of aircraft.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Prepare cleaning tasks and materials
• Carry out aircraft interior cabin cleaning
• Clean and store cleaning materials

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aircraft Cleaning Operation
  - Grooming awareness
  - Types and purpose of the different cleaning materials and equipment
  - Types of cleaning
  - Cleaning precautions for transit flight
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Carpet vacuum cleaning
  - Tray tables and window cleaning
  - Seat pocket and overhead storage cleaning
  - Cockpit cleaning
  - Galley and toilet cleaning
  - Safety precautions
• Practical test

AIRCRAFT Appearance
Aircraft Appearance Team Leader

Course Code: FT003

Programme Aim
To provide participants with the skills and knowledge required to delegate and oversee individual cleaning tasks among team members.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Prepare team members to perform aircraft cleaning activities
• Supervise the cleaning operations of an aircraft
• Complete post-cleaning duties

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aircraft Appearance Team Leader
  - Behavioural Indicators
  - Leadership
  - Team work
  - Conflict resolution
  - Communication skills
  - Assertiveness
  - Delegating task
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Supervision of cleaning task on:
    - Cockpit / Flight Deck
    - Toilet cleaning
    - Galley cleaning, panels and hat rack
    - Meal trays, seat and seat pockets, carpet floor, crew rest compartment
• Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to lead a team to perform aircraft cabin cleaning tasks.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country and possess excellent written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory. In addition, participants should have at least 12 months experience in Aircraft Cleaning Operations.

Batch Size: Minimum 2 - Maximum 4
Duration: 7 days - 49 hours

Programme Aim
To provide participants with the skills and knowledge required to delegate and oversee individual cleaning tasks among team members.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Prepare team members to perform aircraft cleaning activities
• Supervise the cleaning operations of an aircraft
• Complete post-cleaning duties

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aircraft Appearance Team Leader
  - Behavioural Indicators
  - Delegating task
  - Planning and organising
  - Leadership
  - Team work
  - Conflict resolution
  - Communication skills
  - Assertiveness
• Theory test
• Practical training
  - Familiarisation
  - Pre-checks
  - Spot check on specified areas:
    - Cockpit / flight deck
    - Toilet and galley
    - Panels and hat rack
    - Meal tray
    - Seat and seat pockets
    - Carpet / floor
    - Crew Rest Compartment
• Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to lead a team to perform aircraft cabin cleaning tasks.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country and possess excellent written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory. In addition, participants should have at least 12 months experience as an Aircraft Appearance Team Leader.

Batch Size: Minimum 1 - Maximum 4
Duration: 7 days - 49 hours

Every customer airline demands that their passengers experience an excellent cabin environment. An Aircraft Appearance Team Leader is required to monitor, audit and analyse aircraft cabin appearance activities along with passenger facilities and functionality.
Aircraft Exterior Washing

Course Code: FT006

The aircraft external appearance resembles the brand of an airline. Aircraft Exterior Washing is a process to remove accumulated dirt, oil traces, stains and carbon deposits from the external areas of the aircraft and provide the aircraft with a clean appearance.

Programme Aim
To provide participants with the skills and knowledge required to identify and collect chemicals, materials and equipment to wash the external parts of an aircraft on the ramp and in the hangar.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Prepare for external aircraft washing
• Perform aircraft washing process
• Complete aircraft washing activities

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Aircraft Exterior Washing
  - Identification and classification of materials
  - Types of aircraft wash
  - Emergency procedures
  - Pre-checks
  - Theory test
• Practical training
  - Familiarisation
  - Operation of fluid spray nozzle
  - Positioning and removal of washing equipment
  - Safety precautions

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to perform exterior washing of an aircraft.

Prerequisites
The individuals are expected to possess good written and verbal English Language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size: Minimum 1 - Maximum 2

Duration: 2 days - 14 hours
Aircraft Washing Unit Operation

Course Code: GSEOT006

Cleaning elevated surface areas of an aircraft and performing cleaning activities is a complex task. In order to achieve this, an Aircraft Washing Unit Operation is the needed function. The function consists of operating the extendable arm with a rotating base of the equipment for easy manoeuvrability and cleaning operations.

Programme Aim
To provide participants with the different techniques and methods associated with washing of an aircraft’s external surface.

Programme Objectives
At the end of this course, you will be able to:
• Prepare for external Aircraft Polishing
• Perform Aircraft Polishing processes
• Complete Aircraft Polishing activities

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  • Ramp safety
  • Overview - Aircraft Polishing
  • Identification and classification of materials and chemicals
  • Stages of Aircraft Polishing
  • Method of Aircraft Polishing
  • Personal safety
  • Pre-checks
  • Theory test
  • Practical training
  • Familiarisation
  • Usage of docking system
  • Usage of scissor lift
  • Use of proper polishing techniques
  • Safety precautions
  • Practical test
• Theory test
• Practical training
• Familiarisation
• Heater operation
• Aerial device (boom and bucket) operation
• Water and detergent spray nozzle operation
• Positioning and removal of equipment
• Safety precautions
• Practical test

Programme Aim
To provide participants with the skills and knowledge to safely drive and operate an Aircraft Washing Unit in order to wash high, external areas of an aircraft on the ramp and in the hangar.

Programme Objectives
At the end of this course, you will be able to:
• Carry out pre-operational checks on the equipment
• Drive the equipment
• Position the equipment around aircraft
• Operate and manoeuvre the boom from the service bucket
• Remove, secure and park the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  • Ramp safety
  • Overview - Aircraft Polishing
  • Identification and classification of materials and chemicals
  • Stages of Aircraft Polishing
  • Method of Aircraft Polishing
  • Personal safety
  • Pre-checks
• Theory test
• Practical training
• Familiarisation
• Heater operation
• Aerial device (boom and bucket) operation
• Water and detergent spray nozzle operation
• Positioning and removal of equipment
• Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to operate Aircraft Washing Units.

Prerequisites
The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

Batch Size:
Minimum 1 - Maximum 1

Duration:
2 days - 14 hours

Aircraft Polishing

Course Code: FT007

A clean, sparkling outward appearance of an aircraft enhances an airlines brand image and creates a strong impression with existing and potential passengers alike. The process of Aircraft Polishing is therefore of particular importance as it enhances the appearance of the external surface of an aircraft for all to see.

Programme Aim
To provide participants with the different techniques and methods associated with polishing of an aircraft’s external surface.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Perform Aircraft Polishing processes
• Complete Aircraft Polishing activities

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  • Ramp safety
  • Overview - Aircraft Polishing
  • Identification and classification of materials and chemicals
  • Stages of Aircraft Polishing
  • Method of Aircraft Polishing
  • Personal safety
  • Pre-checks
  • Theory test
  • Practical training
  • Familiarisation
  • Usage of docking system
  • Usage of scissor lift
  • Use of proper polishing techniques
  • Safety precautions
  • Practical test
• Theory test
• Practical training
• Familiarisation
• Heater operation
• Aerial device (boom and bucket) operation
• Water and detergent spray nozzle operation
• Positioning and removal of equipment
• Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to perform aircraft polishing.

Prerequisites
The individuals nominated are expected to possess basic written and verbal English language skills. Knowledge on basic Ramp Safety will be an advantage.

Batch Size:
Minimum 1 - Maximum 2

Duration:
2 days - 14 hours
**Course Code: GSEOT011**

**Water Bowser (Aircraft External Wash)**

A Water Bowser (Aircraft External Wash) is an equipment mainly used to assist cleaning activities by dispensing water to lower parts of an aircraft. This includes the under-carriage or belly and landing gears of the aircraft.

**Programme Aim**

To provide participants with the skills and knowledge to safely drive and operate a Water Bowser (Aircraft External Wash) to wash lower external areas of an aircraft on the ramp and in the hangar.

**Programme Objectives**

What will you learn?

At the end of this course, you will be able to:

- Carry out pre-operational checks on the equipment
- Drive the equipment
- Operate the equipment
- Secure and store the equipment

**Programme Outline**

What will it cover?

The topics will include:

- Classroom training
  - Ramp safety
  - Overview - Water Bowser (Aircraft External Wash)
  - Parts and components
  - Manoeuvring precautions near the aircraft
  - Personal safety
- Practical training
  - Familiarisation
  - Water and chemical filling
  - Prochem machine operation
  - Raising and lowering the lift platform
  - Pre-checks
  - Theory test
  - Practical test
- Theory test
- Practical test

**Delivery Method**

The delivery methods include classroom training and practical demonstration.

**Target Audience**

This course will benefit those individuals who are expected to perform carpet cleaning tasks on an aircraft.

**Prerequisites**

The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 - Maximum 2

**Duration:** 2 days - 14 hours

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**Course Code: GSEOT004**

**Carpet Cleaning Unit Operation**

Carpet Cleaning Unit Operation is a function that utilises a specialised equipment to perform carpet shampooing inside an aircraft. The unit is a self-propelled vehicle with an elevated lift for easy access into the interior cabin of an aircraft.

**Programme Aim**

To provide participants with skills and knowledge to safely drive and operate Carpet Cleaning Unit to service the aircraft cabin interior flooring.

**Programme Objectives**

What will you learn?

At the end of this course, you will be able to:

- Carry out pre-operational checks on the equipment
- Drive the equipment
- Operate the equipment
- Secure and store the equipment

**Programme Outline**

What will it cover?

The topics will include:

- Classroom training
  - Ramp safety
  - Overview - Carpet Cleaning Unit Operation
  - Identification and classification of materials and chemicals
  - Parts and function of the equipment
  - Personal safety
- Practical training
  - Familiarisation
  - Water and chemical filling
  - Prochem machine operation
  - Raising and lowering the lift platform
  - Pre-checks
- Theory test
- Practical test

**Delivery Method**

The delivery methods include classroom training and practical demonstration.

**Target Audience**

This course will benefit those individuals who are expected to perform carpet cleaning tasks on an aircraft.

**Prerequisites**

The individuals nominated are expected to hold a valid heavy vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge of Ramp Safety awareness is mandatory.

**Batch Size:** Minimum 1 - Maximum 2

**Duration:** 2 days - 14 hours
CARGO AND WAREHOUSE
A forklift, also called a lift truck, is a powered industrial truck used to lift, transport and stack heavy materials. In an airport environment, the use of a forklift is restricted to cargo warehouse operations and some specified areas at airside.

Programme Aim
To provide participants with the skills and knowledge to safely drive and operate a forklift in a cargo warehouse environment.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Carry out pre-operational checks on a forklift
• Drive a forklift
• Operate mechanical function of a forklift
• Park and secure a forklift

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Forklift Operation
  - Parts and components
  - Control and capabilities
  - Maneuvering precautions
  - Centre of gravity
  - Personal safety
  - Pre-checks
• Theory test
• Practical training
  - Familiarization
  - Picking up load
  - Depositing load at ground level
  - Stacking and de-stacking of load
  - Stacking and retrieving of load
  - Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to drive and operate a forklift.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge on basic Ramp Safety will be an advantage.

Batch Size: Minimum 1 - Maximum 2
Duration: 4 days - 28 hours
**Floor Transfer Vehicle**

Course Code: CMHT001

A Floor Transfer Vehicle is an electronically driven equipment designed to move cargo on to pallets or containers within the warehouse environment. With its state-of-the-art electronic and user friendly system, the equipment can be easily and safely operated.

**Programme Aim**
To provide participants with the skills and knowledge to safely drive and operate a Floor Transfer Vehicle in a cargo warehouse environment.

**Programme Objectives**
What will you learn?
- Carry out pre-operational checks on the equipment
- Drive the equipment
- Operate mechanical functions of the equipment
- Park and secure the equipment

**Programme Outline**
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Floor Transfer Vehicle
  - Parts and components
  - Maneuvering precautions
  - Personal safety
  - Pre-checks
- Theory test
- Practical training
  - Familiarisation
  - Positioning and removal of ULDs
  - Operation of control panel
  - On-screen monitor operation
  - Safety precautions
  - Practical test

**Delivery Method**
The delivery methods include classroom training and practical demonstration.

**Target Audience**
This course will benefit those individuals who are expected to drive and operate a Floor Transfer Vehicle.

**Prerequisites**
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge on basic Ramp Safety will be an advantage.

**Batch Size:** Minimum 1 - Maximum 2

**Duration:** 2 days - 14 hours

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**Slave Pallet Mover**

Course Code: CMHT003

A Slave Pallet Mover is a battery operated equipment capable of handling the transfer of ULDs with base plate sizes up to 10ft (125” x 96”) from floor locations towards stationary ULD handling equipment inside the cargo warehouse environment.

**Programme Aim**
To provide participants with the skills and knowledge to safely drive, operate and transfer loads using Slave Pallet Movers.

**Programme Objectives**
What will you learn?
- Carry out pre-operational checks on the equipment
- Drive the equipment
- Operate mechanical functions of the equipment
- Park and secure the equipment

**Programme Outline**
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Slave Pallet Mover
  - Parts and components
  - Maneuvering precautions
  - Personal safety
  - Pre-checks
- Theory test
- Practical training
  - Familiarisation
  - Picking up a load
  - Handling and transfer of a load
  - Safety precautions
  - Practical test

**Delivery Method**
The delivery methods include classroom training and practical demonstration.

**Target Audience**
This course will benefit those individuals who are expected to drive and operate a Slave Pallet Mover.

**Prerequisites**
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge on basic Ramp Safety will be an advantage.

**Batch Size:** Minimum 1 - Maximum 4

**Duration:** 2 days - 14 hours
An Electric Floor Truck is a battery operated mobile equipment that is used to assist in shifting and stacking load in the warehouse environment.

Programme Aim
To provide participants with the skills and knowledge to safely operate Electric Floor Trucks in a warehouse environment.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Carry out pre-operational checks on the equipment
• Operate the equipment
• Handle load transfer using the equipment
• Retract and store the equipment

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Electric Floor Truck
  - Parts and components
  - Control and capabilities
  - Maneuvering precautions
  - Personal safety
  - Pre-checks
• Theory test
• Practical training
  - Familiarisation
  - Picking up a load
  - Handling and transfer of a load
  - Safety precautions
• Practical test

Delivery Method
The delivery methods include classroom training and practical demonstration.

Target Audience
This course will benefit those individuals who are expected to operate Electric Floor Trucks.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess good written and verbal English language skills. Knowledge on basic Ramp Safety will be an advantage.

Batch Size: Minimum 1 - Maximum 4

Duration: 2 days - 14 hours
A Ramp Operations Team Leader (ROTL) is the person responsible to carry out aircraft loading and unloading activities such as baggage, cargo, dangerous goods, etc. The ROTL manages a team of loaders and equipment operators in performing this task safely and according to given instructions.

Programme Aim
This programme provides the skills and knowledge required to manage and oversee the safe loading and unloading activities of a passenger and freighter aircraft.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
• Prepare team members for the loading and unloading of an aircraft
• Supervise unloading operations of an aircraft
• Supervise loading operations of an aircraft
• Complete post loading and post unloading activities

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - Ramp safety
  - Overview - Ramp Operations Team Leader
  - Leadership and communication skills
  - Documentation (CPM, LDM, LIRF, UWS, BRS, FHR)
• Theory test
• Practical training
  - Familiarisation
  - Safety Team briefing
  - Loading/Unloading narrow body aircraft
  - Loading/Unloading wide body aircraft
  - Post flight completion (Documentation)
• Practical test

Delivery Method
The delivery methods include classroom training, practical field training and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to perform loading and unloading activities on narrow and wide bodied passenger aircraft.

Prerequisites
The individuals nominated are expected to have knowledge of Ramp Safety awareness, Dangerous Goods Handling, Airside Load Management and Equipment Marshalling. In addition, the individuals are expected to possess excellent written and verbal English language skills.

Batch Size: Minimum 4 - Maximum 6
Duration: 16 days - 112 hours
Aircraft Turnaround Coordinator

Course Code: ATC001

Aircraft turnaround activities are under the overall supervision of the Aircraft Turnaround Coordinator. He or she is to plan, monitor and expedite all facets of aircraft turnaround, liaising closely with all Group Sections, Government Departments and outside agencies in order to achieve a safe, legal, punctual departure while ensuring that the highest possible level of customer service is delivered to Customer Airlines.

Programme Aim
This program involves the skills and knowledge to manage and oversee the safe loading and unloading activities, passenger boarding and disembarkation activities, catering retrieval and replenish, aircraft appearance and safe positioning and removal of Passenger Loading Bridge.

Programme Objectives
What will you learn?
At the end of this course, you will be able to:
- Use appropriate behaviours when completing tasks
- Contribute to on-time performance
- Identify and minimise potential causes of delays
- Take action in the event of unavoidable delays

Programme Outline
What will it cover?
The topics will include:
- Classroom training
  - Ramp safety
  - Overview - Aircraft Turnaround Coordinator
  - Leadership and communication skills
  - Problem solving and assertion skills
  - Time management
  - Documentation (CPA, LDM, LRIF, UWS, BRS, FHR, Flight Dispatch Card)
- Theory test
- Practical training
  - Familiarisation
  - Safety Team briefing
  - Arrival flights handling
  - Departure flights handling
  - Transit flights handling
  - Post-flight completion (Documentation)
- Practical test

Delivery Method
The delivery of this training programme includes classroom training, practical field training and on-the-job training.

Target Audience
This course will benefit those individuals who are expected to manage and oversee aircraft turnaround activities.

Prerequisites
The individuals nominated are expected to hold a valid light vehicle driving license in the operating country. In addition, the individuals are expected to possess excellent written and verbal English language skills. Knowledge on basic Ramp Safety, Dangerous Goods Handling, Advance Load Control, Aviation Security, Aerobridge Operation, Ramp Operations Team Leader, will be an advantage.

Batch Size: Minimum 4 - Maximum 6
Duration: 25 days - 175 hrs
English Language Skills - Level 3 (Pre-Intermediate)

Course Code: ELT003

English has become the global language within the Aviation industry and beyond. A knowledge and understanding of English through listening, reading, writing and speaking is therefore of utmost importance in a wide range of routine and non-routine situations.

Programme Aim
To enhance participants English language knowledge and skills in order to communicate effectively in a range of common, everyday situations.

Programme Objectives
What will you learn?
• Interact and communicate with reasonable ease in simple, routine situations and short conversations
• Demonstrate an awareness of high frequency level and specific grammar points found within short simple texts
• Write short, simple formulaic sentences incorporating level specific grammar points
• Demonstrate an understanding of phrases and expressions related to level specific grammar areas

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - General interest topics
  - English language skills practice
  - Past and future tense forms
  - Countable and uncountable nouns
  - Comparative and superlatives
  - Offers and requests
  - Theory test

Delivery Method
This training programme is classroom based.

Target Audience
This course will benefit those individuals who require English language skills for the workplace or those who simply wish to enhance their everyday English skills.

Prerequisites
The individuals nominated are expected to have an Elementary level of English which corresponds to Council of Europe (CEF) level A1.

Batch Size: Minimum 5 - Maximum 8

Duration: 15 days (1.5 hours per day) - 22.5 hours

Programme Aim
To enhance participants English language knowledge and skills in order to communicate effectively in a range of common, everyday situations.

Programme Objectives
What will you learn?
• Communicate with a degree of confidence and use a wide range of simple language in conversation
• Demonstrate an awareness of high frequency level and specific grammar points found within specific reading texts and sources
• Write straightforward descriptions on a range of familiar topics incorporating level specific grammar points

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - General interest topics
  - English language skills practice
  - Past and future tense forms
  - Countable and uncountable nouns
  - Comparative and superlatives

Delivery Method
This training programme is classroom based.

Target Audience
This course will benefit those individuals who require English language skills for the workplace or those who simply wish to enhance their everyday English skills.

Prerequisites
The individuals nominated are expected to have Pre-Intermediate level of English which corresponds to Council of Europe (CEF) level A2.

Batch Size: Minimum 5 - Maximum 8

Duration: 15 days (1.5 hours per day) - 22.5 hours

English Language Skills - Level 4 (Intermediate)

Course Code: ELT004

The importance of listening, reading, writing and speaking skills in English, in a range of routine and non-routine situations, cannot be overstated; English knowledge and understanding has become a pre-requisite within the Aviation industry and beyond.

Programme Aim
To enhance participants English language knowledge and skills in order to communicate effectively in a range of common, everyday situations.

Programme Objectives
What will you learn?
• Communicate with reasonable ease in simple, routine situations and short conversations
• Demonstrate an awareness of high frequency level and specific grammar points found within specific reading texts and sources
• Write straightforward descriptions on a range of familiar topics incorporating level specific grammar points

Programme Outline
What will it cover?
The topics will include:
• Classroom training
  - General interest topics
  - English language skills practice
  - Past tense forms, present tense forms and future forms
  - Conditional forms
  - Permission, obligation and prohibition
  - Theory test

Delivery Method
This training programme is classroom based.

Target Audience
This course will benefit those individuals who require English language skills for the workplace or those who simply wish to enhance their everyday English skills.

Prerequisites
The individuals nominated are expected to have Intermediate level of English which corresponds to Council of Europe (CEF) level B1.

Batch Size: Minimum 5 - Maximum 8

Duration: 15 days (1.5 hours per day) - 22.5 hours
English Language Skills - Level 5 (Upper Intermediate)

The Aviation industry has adopted English as its language of communication and with it, the importance of having listening, reading, writing and speaking skills to communicate in a range of situations is critical.

Programme Aim
To enhance participants English language knowledge and skills in order to communicate effectively in a range of common, everyday situations.

Programme Objectives
At the end of this course, you will be able to:
- Interact and communicate with relative ease in everyday conversations on a range of general interest topics.
- Demonstrate an understanding of level specific grammar points found in specific reading texts and sources.
- Convey news and views effectively in written form on a range of general interest topics.

Programme Outline
What will it cover?
The topics will include:
- Classroom training
  - General interest topics
  - English language skills practice
  - Grammar points on verb structures and conditional forms
  - Past simple, past continuous and past perfect tenses
  - Future forms
  - Expressing and responding to opinions
- Theory test

Delivery Method
This training programme is classroom based.

Target Audience
Participants who require English language skills for the workplace or those who simply wish to enhance their everyday English skills.

Prerequisites
Participants should have an Intermediate level of English which corresponds to Council of Europe (CEF) level B1.

Batch Size: Minimum 5 - Maximum 8

Duration: 15 days (1.5 hours per day) - 22.5 hours