

# TURNROUND COORDINATOR

## // GROUND HANDLING

DURATION: 2 MONTHS

<b>Audience</b>	airlines, ground handling and other service providers, airport Authorities, ground-operation professionals at a supervisory level
<b>Duration</b>	2 months (on-job training included)
<b>Location</b>	theory: in training centre   practice: at airport
<b>Qualifications</b>	SC
<b>Beginning date of courses</b>	March and September
<b>Closing date for enrolment</b>	February and August

### AIM

At the end of this course, the participant will be able to

- Coordinate and direct all operational activities within turn round including loading, fuelling, aircraft servicing
- Ensure turn round activities are in compliance with safety, security, operational procedures and processes delivered within SLA standards of performance and compliance limits
- Handle aircraft documentation to crews, including flight plan, met folders, load sheets etc, checking that the documentation is for the appropriate flight date and aircraft

### COURSE CONTENT

#### General Information

- The Airport
- Air traffic
- Basics about aeronautics and aerodynamics.

#### Meteorology

- Weather conditions – air vs. ground temperature – air pressure – weather disturbances – hazardous events.

#### Human factors

- Self-knowledge – Managing stress – Communication: the basics – Collective work - Feedback.

#### Current IATA regulations

##### Traffic operations – initial level

- Loading bulk cargo hold
- Manual loading plan
- Aircraft weight & balance
- Types of messages

##### Traffic operations – advanced level

- Loading electric bulk cargo hold
- Specific messages
- Required servicing procedures
- Low-cost airlines & air charters

#### Loading procedures

- Priorities
- Preparation for the flight
- Cargo hold loading steps
- Loading limitations
- Fly-away kits
- Codes
- Masses

#### Cargo procedures

- Weighing of cargo
- Non-standard loads
- Special freights
- Separators

#### Flight management - practice

- Preparing a flight
- Hand-on the pre-flight planning package
- Coordination of the various tasks when landing
- Editing the manual loading plan
- The post-flight report

#### Dangerous goods

- Awareness training session about transport of dangerous goods (IATA Cat. 10)

#### Technical English

- Technical words about the airport
- Understanding & talking

#### Airport safety & security

- Prohibited items
- Verification of conformity at check-in and boarding
- Boarding cards
- Safety & security objectives
- Types of transit fares
- Performance measurement systems
- The importance of involving the team
- Reduction of costs in the long run

#### Co-activity

- Reminder of ramp regulation
- Traffic risks inside the airport zone
- Operators on the ground
- Precaution to be taken
- Rules to abide

#### Real Hand-On Practical

#### Handling several flights' operations at the airport

#### Additional courses

- Grooming
- Customer service