

Airport Ramp Services

 Distance Learning course (Print or eBook format)

The aircraft servicing and ground handling basics you need to start a career on the ramp.

Ramp handling services ensure the efficient turnaround of aircraft so that flights stay on schedule. This course offers an introduction to ramp services as well as the ground handling standards and safety requirements you need to know to work safely on the ramp.

Whether you are new to the industry or a recent recruit, this course provides a solid foundation for further professional development in the field of ground operations.

Objectives

This course gives you an understanding of:

- The ground operations working environment
- Standard ramp operations terminology
- The departments of an airport and how they work together
- Basic safety and security for efficient operations
- Procedures for key aircraft ground servicing tasks
- IATA Airport Handling Manual and IATA Ground Operations Manual standards

Key topics

- Introduction to the airside environment and airport ramp services
- Aircraft characteristics and turnaround plan
- Cleaning, catering and other services
- Ground service equipment
- Standard operating procedures
- Airside safety
- Ramp security awareness
- Future developments in the sector of ramp services

Target audience

- Anyone interested in pursuing a career with an airline or ground service provider
- Recently recruited airline, airport and ground handling staff

Completing this course

- This course requires about 40 hours of study plus a mandatory final exam
- An IATA Certificate is awarded upon successful completion of the final exam
- This course is part of the IATA Diploma in Aviation Studies (Distance Learning)

Available course formats

Order [online](#) to receive self-study course materials in either:

- Printed format
- CD-ROM (eBook) format

Enrol at an [Airline Training Center](#) to study these materials with the help of a local trainer.

Airport Ramp Services

Table of Contents

1.0 Introduction to airport ramp services

- 1.1 The world of airport ramp services
- 1.2 Understanding the context
- 1.3 The airline industry today

2.0 How an airport works

- 2.1 Introduction to airport
- 2.2 Airport personnel
- 2.3 Processing passenger and baggage
- 2.4 Freight

3.0 Aircraft ground handling

- 3.1 About the aircraft
- 3.2 Aircraft turnaround plan
- 3.3 Ground service equipment
- 3.4 Aircraft turnaround process

4.0 Aircraft loading and unloading

- 4.1 Principles of weight and balance
- 4.2 Load planning
- 4.3 Loading and unloading
- 4.4 Narrow body aircraft

5.0 Wide-bodied, containerized aircraft and dangerous goods

- 5.1 Loading wide-bodies aircraft
- 5.2 Handling dangerous goods

6.0 Catering

- 6.1 Catering services
- 6.2 Procedures for delivery
- 6.3 De-catering and catering aircraft

7.0 Other ground handling services

- 7.1 Types of aircraft cleaning
- 7.2 Cabin cleaning
- 7.3 Potable water servicing
- 7.4 Lavatory servicing
- 7.5 Exterior cleaning of aircraft
- 7.6 De-icing

8.0 Airside safety

- 8.1 Safety airside
- 8.2 Your safety
- 8.3 Safety precautions
- 8.4 Emergency situations
- 8.5 Aircraft damage reporting

9.0 Security

- 9.1 Airport security
- 9.2 Security procedures

10.0 Future in the industry

- 10.1 Air ramp services: future trends
- 10.2 Your future: landing a job in aviation

