

Ground Operations Management

Control and supervise an airline station in a self-handled or outsourced environment.

What you will learn

Upon completion of this course you will have the skills to:

- • Monitoring and supervision of an airline station in a self-handled or outsourced environment
- • Use of Ground Handling and Service Level Agreements (SLA) to suit your needs Stations handling, reduce costs and provide quality services
- • Prevention of fraud by being knowledgeable about current methods used by fraudsters to dilute the revenue airlines
- • Implementation of a Safety Management System and Station Security in accordance with industry standards and recommended practices

Incentives to staff and to effectively monitor their performance

Use and work with the latest version of the Airport IATA Handling Manual (AHM), which is included in the course.

Duration: 2 months and 2.5 hours for the examination time

Prerequisites: Participants should have at least two (2) years of professional experience in all functions handling.

Basic Education

- • The importance of operational and health and safety training
- • Risk management and components of the Emergency Response Plans (ERPs)
- • Use SGHA contracts and Service Level Agreements
- • Functional specifications manual handling Airport IATA (AHM)
- • The latest trends in passenger / baggage handling and catering

❖ **With Harvard Management Education: More information's : info@atc.com.gr**

Who Should Attend?

This course is recommended for:

- • Airlines, ground handling and other service providers
- • Airport authorities
- • Functions soil professionals supervisory level
- • This course is a step towards earning a diploma in IATA:
- • IATA Diploma in Aviation Studies (Distance Learning)

Additional Information

Contents (pdf): <http://www.iata.org/training/courses/Documents/ground-ops-mnat-toc.pdf>

The course IATA Ground Operations Management covers the many aspects of soil functions for which IATA has developed standards and procedures recommended industry, as detailed in Airport IATA Handling Manual (AHM). Therefore, the AHM included in the kit study as it is a necessary publication field will be referred to throughout this process and in your day-to-day tasks.

The value of the study kit includes:

- The course book Ground Operations Management
- The latest IATA Airport Handling Manual on USB key and IATA Ground Operations Manual (IGOM) *
 - Learn more about the Airport Handling Manual
- The AHM on USB Key represents a value of \$ 699 is included in the price of the course!



AIRLINE TRAINING CENTER GR-AIR

ATHENS : Stadiou & 2 Karageorgi Servias str . 105 62 , Syntagma Tel.+30 210 3731 800 Fax.+30 210 3731 702

THESSALONIKI : 2 Venizelou str , 546 24 ,Center Tel.+30 2310 250 710 Fax.+30 2310 279 690

Mail: info@atc.com.gr Url: www.atc.com.gr Facebook : www.facebook.com/ATC.com.gr

For IATA/UFTAA Foundation Course graduates and students who wish to obtain Cambridge Diploma:

CLASSROOM COURSES

- Location Athens : Ground Operation Management (EUR2100.00)**
- Location Thessaloniki : Ground Operation Management (EUR2600.00)**

E-LEARNING COURSES

- Ground Operation Management (EUR2600.00)**

Family Name: _____ **First Name:** _____ **Mr. o Mrs. o Ms. o**

Mailing/Shipping Address: _____

City/State: _____ Country: _____ Postal Code: _____

Telephone Number **(Mandatory)** _____ Fax Number _____

Country Code: _____ City Code: _____ No.: _____ City Code: _____ No.: _____

E-mail **(please print):** _____ **Mobile phone:** _____

Settlement of course fees. All fees are non-refundable/non-transferable and are subject to change without prior notice. Those paying by credit card and bank transfer may **fax** (+30 2310 279 690) their application form.

Course Code		METHODS OF PAYMENT:
		<input type="radio"/> EUROCARD/MASTERCARD <input type="radio"/> VISA
Course Fee:		Cardholder's name:
Taxes:		Card no.: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(Canadian residents only) Please include applicable GST and PST.		Expiry date: MONTH: _____ YEAR: _____
		Signature/date: _____
Total:		

IMPORTANT NOTICE

Your application will be processed following receipt and clearance of your payment by A.T.C back in Greece. From the date of this payment clearance, please allow 4-6 weeks for delivery of kit. The amount for kit and registration fee are NON-refundable.

Date: _____ **Signature:** _____

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