



Station Operations Control

Classroom and In-Company Course (4 days/32 hours)

Essential training for operations officers at the control centers of Ground Service Providers and self-handling airlines. Gain practical knowledge of Station Control to run efficient and safe Ground Operations. Learn operational aspects to perform quick turnarounds and minimize delays.

Objectives

- Understand the basic principles of flight related to aircraft weight and balance
- Coordinate aircraft handling operations
- Plan for ground staff recourses and GSE
- Handle communications in response to emergency situations
- Manage standard messaging
- Support cockpit crew before departure
- Complete basic slot requests
- Support airline operations for fast turnarounds

Target audience

- Station Operations Controllers
- Ground Service Provider Supervisors
- Station Management Assistants
- Airline Representatives
- Airline Ground Staff

Certificate awarded

An **IATA Certificate** is awarded upon successful completion of the course and final examination.

This course can be applied toward an **IATA Diploma**:

- Ground Operations

Key topics

- Practical Overview
 - Aircraft and airport characteristics
 - Aircraft and airport codes
 - GSE equipment characteristics
 - Weight and balance principles
 - Basic meteorology (METAR/TAF/Enroute)
- Communications
 - IATA standard messaging (AHM7XX)
 - Introduction to EMD/EDM (Electronic Miscellaneous Document)
 - Air to ground radiotelephony
 - SLOT messaging, basic SLOT requests
- Operations
 - Ramp services (AHM631)
 - Ground operations manuals and their maintenance
 - Passenger and cargo handling overview
 - Turn around coordination (AHM021, 615, 616)
 - Station Control role in CDM (Collaborative Decision Making)
 - Flight documentation
 - Presentation of AIP
 - Security awareness
 - Emergency response procedures (including AHM633)

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