1.0 Introduction to Airport Ramp Services
   1.1 The World of Airport Ramp Services
      1.1.1 What are Airport Ramp Services
      1.1.2 Types of Jobs
      1.1.3 Suppliers of Airport Ramp Services
      1.1.4 Role of Airport Ramp Services
   1.2 Understanding the context
      1.2.1 The Changing Environment: Historical Context
      1.2.2 Economic and Social Impact of the Airline Industry
      1.2.3 Deregulation and its Impact
   1.3 The Airline Industry Today
      1.3.1 The Airline Industry
      1.3.2 Main Characteristics of the Airline Industry
      1.3.3 Types of Airline Service for Passenger Transport
      1.3.4 Air Cargo Transport

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2.0 How an Airport Works
   2.1 Introduction to Airport
      2.1.1 What is an Airport?
      2.1.2 Airport Ownership
      2.1.3 Airport Codes and Names
      2.1.4 Physical Layout of an Airport
      2.1.5 Landside
      2.1.6 Terminal
      2.1.7 Airside
      2.1.8 Close-up on the Ramp
   2.2 Airport Personnel
      2.2.1 Airport Personnel
         2.2.1.1 Airport Ramp Services
         2.2.1.2 Load control and Dispatch
         2.2.1.3 Operations and Crewing
         2.2.1.4 Ticket Desk
         2.2.1.5 Passenger check-in
         2.2.1.6 Passenger Handling
         2.2.1.7 Flight Deck Crew
         2.2.1.8 Cabin Crew
         2.2.1.9 Aircraft Engineers
         2.2.1.10 Security Staff
2.2.1.11 Fuel Company Personnel
2.2.1.12 Air Traffic Control
2.2.1.13 Control Authorities
2.2.1.14 The Airport Company
2.2.1.15 The National Aviation Authority
2.2.2 Airport Ramp Services: Structure and Roles
2.2.3 Schedules and Shifts
2.3 Processing Passenger and Baggage
  2.3.1 Processing of Departing Passenger
    2.3.1.1 The journey begins….  
  2.3.2 Processing of Arriving Passenger
  2.3.3 Processing Interline Passenger
2.4 Freight
  2.4.1 Freight
    2.4.1.1 Outbound Freight Processing
    2.4.1.2 Inbound Freight Processing
  2.4.2 Dangerous Goods

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3.0 Aircraft Ground Handling
  3.1 About the Aircraft
    3.1.1 Main Part of the Airplane
      3.1.1.1 Wings
      3.1.1.2 Fuselage
      3.1.1.3 Tail Assembly
      3.1.1.4 Landing Gear
      3.1.1.5 Engine
    3.1.2 Basic Terminology: Starter List
  3.2 Aircraft Turnaround Plan
    3.2.1 Aircraft Turnaround
    3.2.2 The Turnaround Plan
  3.3 Ground Service Equipment
  3.4 Aircraft turnaround Process
    3.4.1 Preparation for Arrival
    3.4.2 Arrival Procedures
    3.4.3 Turnaround
    3.4.4 Aircraft Departure

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4.0 Aircraft Loading and Unloading
  4.1 Principles of Weight and Balance
    4.1.1 Weight
    4.1.2 Balance
      4.1.2.1 Centre of Gravity
  4.2 Load Planning
    4.2.1 The Loading Instruction Report
    4.2.2 Consequences of Poor Loading
    4.2.3 Danger of Aircraft Tipping
  4.3 Loading and Unloading
  4.4 Narrow Body Aircraft
    4.4.1 Sequence of Loading
    4.4.2 Positioning Belt Loader
    4.4.3 Positioning Baggage Trailers

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5.0 Wide-bodied, Containerized Aircraft and Dangerous Goods
  5.1 Loading Wide-Bodies Aircraft
    5.1.1 Main Differences and Similarities
    5.1.2 Unit Load Device (ULD) Types
    5.1.3 Positioning and Maneuvering ULD Dollies
    5.1.4 Sequence of Loading and Unloading the Forward and Aft Holds
  5.2 Handling Dangerous Goods
    5.2.1 What are Dangerous Goods?
    5.2.2 Identifying DGR Labels
    5.2.3 Handling Labels
    5.2.4 Incompatible Dangerous Goods

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6.0 Catering
  6.1 Catering Services
    6.1.1 What Are Aircraft Catering Services?
    6.1.2 Food Preparation and Packaging at the Catering Unit
    6.1.3 Facilities Within the Aircraft
  6.2 Procedures for Delivery
    6.2.1 Ground service Equipment (GSE)
    6.2.2 Delivery to the Aircraft
  6.3 De-catering and Catering Aircraft
    6.3.1 Basic Terms
    6.3.2 De-Catering and Re-Catering the Aircraft

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7.0 Other Ground Handling Services

7.1 Types of Aircraft Cleaning
7.1.1 Transit Clean
7.1.2 Turnaround Clean
7.1.3 Night Stop Clean
7.1.4 Deep Clean

7.2 Cabin Cleaning
7.2.1 Cleaning Units
7.2.2 Good Working Practices
7.2.3 Cleaning Materials
7.2.4 Cleaning Methods

7.3 Potable Water Servicing
7.3.1 Quality of Drinking Water
7.3.2 Sanitary Regulations (AHM440)

7.4 Lavatory Servicing
7.4.1 Using Ground Service Equipment (GSE)
7.4.2 Servicing Procedures

7.5 Exterior Cleaning of Aircraft
7.5.1 Basic Procedures
7.5.2 Environmental considerations

7.6 De-Icing
7.6.1 The Need for De-icing
7.6.2 De-Icing Operations

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8.0 Airside Safety

8.1 Safety Airside
8.1.1 The Threats to Airside Safety
8.1.2 Safety management Systems
8.1.3 Airport Design

8.2 Your Safety
8.2.1 Basic Health and Safety Instruction
8.2.2 Your Safety Personal Protective Equipment (P.P.E.)
8.2.3 Your Role in Airside Safety
8.2.4 Manual Handling Techniques

8.3 Safety Precautions
8.3.1 Checking Ground Service Equipment for Safety
8.3.2 Around Aircraft
8.3.3 Risks on and near Aircraft
8.3.4 Adverse Weather conditions
8.3.5 Aircraft Refueling
8.3.5.1 Fuelling with Passenger on Board
8.4 Emergency Situations
   8.4.1 Being Prepared: Emergency Responses
   8.4.2 Airport Fire Training
   8.4.3 Collisions and Accidents

8.5 Aircraft Damage Reporting
   8.5.1 “No Blame” Culture
   8.5.2 Damage Reporting
   8.5.3 In Your Pocket

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9.0 Security
   9.1 Airport Security
      9.1.1 Security Requirement
      9.1.2 Security Awareness
      9.1.3 Securing Unattended Aircraft
      9.1.4 Bomb Threat Awareness
   9.2 Security Procedures
      9.2.1 Passenger Screening and Questioning
         9.2.1.1 Advanced Passenger Information (API)
      9.2.2 Baggage Security
         9.2.2.1 Prohibited Items in Checked Baggage
         9.2.2.2 Dangerous Goods
         9.2.2.3 Hand Baggage and Passenger Personal Search Screening
      9.2.3 Access to Restricted Areas
      9.2.4 Baggage Screening
         9.2.4.1 “Accounting and Authorising for the Carriage of Baggage by Air”
         9.2.4.2 Baggage Security After Check-in
      9.2.5 Enhanced Security
      9.2.6 Cargo Security

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10.0 Future in the Industry
   10.1 Air Ramp Services: Future Trends
      10.1.1 Passenger control
         10.1.1.1 Check-in
         10.1.1.2 Border Control
      10.1.2 Baggage Control
         10.1.2.1 Baggage Reconciliation System (BRS) by Wi-Fi
         10.1.2.2 Radio Frequency Identification (RFID)
         10.1.2.3 Automated Baggage Handling and Tracing
10.1.3 IATA E-Freight
10.1.4 Satellite Geo-Reference Systems (GRS) for GSE Allocation
10.1.5 The Business

10.2 Your Future: Landing a Job in Aviation
10.2.1 Why Choose a Career in the Airline Industry?
10.2.2 Career Opportunities in the Airline Industry
10.2.3 Where to Look for Job Opportunities
10.2.4 Your CV or Resume
10.2.5 What an Employer Will Be Looking For!
10.2.6 Preparing for the Interview

Module Summary