

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Ground Handling Operations

Foundation Level



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference AV-AGO-F • Aviation Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	AV-AGO-F
AWARD	Certificate
ASSESSMENT	445 marks — 267 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Communication and Teamwork 4 chapters · 20 classes 65 marks	
• 1 Principles of Effective Communication in Ground Handling — 5 classes › 1.1 Understanding Communication Basics in Ground Handling › 1.2 Exploring Verbal and Non-Verbal Communication Techniques › 1.3 Recognizing Barriers to Effective Communication › 1.4 Implementing Feedback for Improved Communication › 1.5 Applying Teamwork Strategies in Ground Handling • 2 Understanding Roles and Team Dynamics in Ground Handling — 5 classes › 2.1 Identifying Key Roles in Ground Handling Teams › 2.2 Recognizing Team Dynamics and Their Impact on Ground Operations › 2.3 Developing Effective Communication Skills for Teamwork › 2.4 Practicing Conflict Resolution Strategies in Ground Handling › 2.5 Evaluating Team Performance and Continuous Improvement Initiatives	• 3 Communication Tools and Technologies in Airport Operations — 5 classes › 3.1 Understanding Airport Communication Essentials › 3.2 Exploring Key Communication Tools Used in Airports › 3.3 Mastering Radio Communication Protocols › 3.4 Employing Digital Technologies for Efficient Team Coordination › 3.5 Applying Communication Strategies in Real-World Scenarios • 4 Conflict Resolution and Collaborative Teamwork in High-Pressure Environments — 5 classes › 4.1 Understanding High-Pressure Team Dynamics › 4.2 Identifying Sources of Conflict in Team Settings › 4.3 Techniques to Resolve Conflict Informally and Formally › 4.4 Strategies for Building Collaborative Team Environments › 4.5 Applying Conflict Resolution Skills in Simulated Scenarios
2 Equipment Operation 4 chapters · 20 classes 45 marks	
• 1 Understanding Ground Handling Equipment — 5 classes › 1.1 Identifying Key Ground Handling Equipment › 1.2 Understanding the Functionality of Loading Equipment › 1.3 Exploring Safety Features of Ground Vehicles › 1.4 Operating Baggage Conveyors Safely › 1.5 Performing Pre-Operation Checks on Aircraft Towing Tractors • 2 Safety Protocols and Best Practices — 5 classes › 2.1 Understanding Ground Handling Safety Protocols › 2.2 Identifying and Mitigating Equipment Hazards › 2.3 Implementing Personal Protective Measures › 2.4 Conducting Equipment Safety Inspections › 2.5 Applying Best Practices in Equipment Operation	• 3 Operational Procedures for Equipment Use — 5 classes › 3.1 Understanding Equipment Checkout Protocols › 3.2 Identifying and Inspecting Equipment › 3.3 Operating Equipment Safely and Effectively › 3.4 Managing Equipment Malfunctions › 3.5 Conducting Post-Operation Procedures • 4 Maintenance and Troubleshooting Techniques — 5 classes › 4.1 Understanding Ground Handling Equipment Systems › 4.2 Identifying Common Maintenance Issues › 4.3 Performing Routine Equipment Inspections › 4.4 Implementing Basic Troubleshooting Steps › 4.5 Evaluating and Reporting Maintenance Solutions

3

Introduction to Ground Handling

4 chapters · 20 classes

65 marks

• 1 Overview of Airport Ground Handling Operations — 5 classes

- › 1.1 Understanding the Role of Ground Handling in Airports
- › 1.2 Identifying Key Ground Handling Services and Functions
- › 1.3 Exploring Safety and Security Measures in Ground Handling
- › 1.4 Examining the Equipment Used in Ground Handling Operations
- › 1.5 Analyzing the Impact of Ground Handling on Overall Airport Efficiency

• 2 Aircraft Servicing Procedures — 5 classes

- › 2.1 Understanding Aircraft Servicing Essentials
- › 2.2 Identifying and Using Servicing Equipment
- › 2.3 Executing Safe Fueling Procedures
- › 2.4 Conducting Routine Maintenance Checks
- › 2.5 Ensuring Compliance with Servicing Protocols

• 3 Baggage and Cargo Handling Systems — 5 classes

- › 3.1 Understanding Baggage Handling Systems
- › 3.2 Exploring Cargo Handling Operations
- › 3.3 Identifying Equipment in Baggage and Cargo Processing
- › 3.4 Analyzing Baggage and Cargo Flow Procedures
- › 3.5 Applying Safety and Efficiency Best Practices in Handling

• 4 Safety and Regulatory Compliance in Ground Handling — 5 classes

- › 4.1 Understanding Safety Regulations in Ground Handling
- › 4.2 Identifying Common Safety Hazards in Ground Handling Operations
- › 4.3 Implementing Safety Protocols for Ground Handling Crew
- › 4.4 Navigating Regulatory Compliance in Ground Handling
- › 4.5 Applying Industry Standards to Ensure Safety and Compliance

4

Operational Challenges

4 chapters · 20 classes

65 marks

• 1 Understanding the Airport Ground Operations Environment — 5 classes

- › 1.1 Exploring Airport Ground Operations: Roles and Responsibilities
- › 1.2 Identifying Key Components of Ground Support Equipment
- › 1.3 Recognizing Safety Protocols in Ground Handling
- › 1.4 Analyzing Challenges in Baggage Handling and Logistics
- › 1.5 Applying Solutions to Common Ground Operations Issues

• 2 Navigating Operational Procedures and Safety Protocols — 5 classes

- › 2.1 Understanding Ground Handling Operational Procedures
- › 2.2 Identifying and Mitigating Safety Hazards
- › 2.3 Practicing Proper Communication Protocols
- › 2.4 Implementing Safety Protocols in Daily Operations
- › 2.5 Evaluating and Improving Safety Procedures

• 3 Identifying and Mitigating Common Operational Challenges — 5 classes

- › 3.1 Understanding Common Operational Challenges in Ground Handling
- › 3.2 Recognizing Safety Hazards and Risk Factors
- › 3.3 Analyzing Cost and Efficiency Impacts on Ground Operations
- › 3.4 Implementing Strategies to Mitigate Operational Disruptions
- › 3.5 Evaluating the Effectiveness of Mitigation Plans

• 4 Enhancing Efficiency and Customer Satisfaction in Ground Operations — 5 classes

- › 4.1 Understanding Key Challenges in Ground Operations
- › 4.2 Analyzing the Impact of Delays on Customer Satisfaction
- › 4.3 Strategies for Streamlining Ground Handling Processes
- › 4.4 Implementing Effective Communication Techniques with Customers
- › 4.5 Evaluating and Improving Efficiency in Service Delivery

5

Regulations and Compliance

4 chapters · 20 classes

115 marks

• 1 Understanding Regulatory Frameworks in Aviation — 5 classes

- › 1.1 Exploring Global Aviation Regulatory Bodies
- › 1.2 Understanding Key Aviation Legislation
- › 1.3 Examining Safety and Security Compliance Requirements
- › 1.4 Analyzing Environmental Regulations in Aviation
- › 1.5 Applying Regulatory Knowledge to Ground Handling Operations

• 2 Key Compliance Requirements for Ground Operations — 5 classes

- › 2.1 Understanding Ground Handling Regulations
- › 2.2 Examining Mandatory Compliance Standards
- › 2.3 Identifying Key Regulatory Bodies and Their Roles
- › 2.4 Applying Operational Procedures for Compliance
- › 2.5 Evaluating Compliance Through Case Studies

• 3 Operational Procedures and Standards — 5 classes

- › 3.1 Understanding Ground Handling Operational Procedures
- › 3.2 Identifying Key Compliance Standards in Ground Handling
- › 3.3 Examining Safety Regulations in Ground Operations
- › 3.4 Implementing Best Practices for Operational Efficiency
- › 3.5 Applying Compliance Checklists in Daily Operations

• 4 Auditing and Regulatory Documentation — 5 classes

- › 4.1 Understanding the Role of Auditing in Ground Handling Operations
- › 4.2 Identifying Key Regulatory Documents Essential for Compliance
- › 4.3 Examining Standards and Guidelines for Effective Audits
- › 4.4 Analyzing Audit Findings and Their Implications on Operations
- › 4.5 Implementing Corrective Actions Based on Audit Results

• 1 Understanding Safety Protocols in Ground Handling — 5 classes

- › 1.1 Recognizing Key Safety Protocols in Ground Handling
- › 1.2 Analyzing Common Ground Handling Risks
- › 1.3 Implementing Effective Safety Checks
- › 1.4 Responding to Safety Hazards in Real-Time
- › 1.5 Evaluating Incident Reports to Improve Protocols

• 2 Hazard Identification and Risk Assessment Techniques — 5 classes

- › 2.1 Understanding Hazard Identification: Concepts and Principles
- › 2.2 Recognizing Common Hazards in Ground Handling Operations
- › 2.3 Employing Risk Assessment Models and Tools
- › 2.4 Analyzing Risk: Evaluating Likelihood and Impact
- › 2.5 Applying Hazard and Risk Management Strategies

• 3 Implementing Safety Measures and Emergency Procedures — 5 classes

- › 3.1 Understanding Safety Protocols in Ground Handling
- › 3.2 Identifying and Assessing Potential Hazards
- › 3.3 Implementing Effective Safety Measures
- › 3.4 Developing Emergency Response Plans
- › 3.5 Conducting Safety Drills and Evaluations

• 4 Continuous Improvement and Safety Culture in Ground Operations — 5 classes

- › 4.1 Understanding the Principles of Continuous Improvement in Safety
- › 4.2 Identifying and Analyzing Risks in Ground Operations
- › 4.3 Implementing Safety Protocols and Procedures
- › 4.4 Promoting a Safety-First Culture Among Ground Staff
- › 4.5 Evaluating and Enhancing Safety Measures Continuously