
GACAR PART 68 – CERTIFICATED AERODROMES GROUND SERVICES PERSONNEL

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GACAR PART 68 – CERTIFICATED AERODROMES GROUND SERVICES PERSONNEL

SUBPART A – GENERAL

§ 68.1 Applicability.

- (a) This part prescribes the qualifications and training requirements for persons who perform ground services functions within certificated aerodromes under GACAR Parts 139, 138, and 137.
- (b) This part also prescribes the responsibilities of aerodrome certificate holders to ensure that no person may perform any ground services functions unless that person satisfies the requirements of this part.
- (c) This part applies to ground services personnel who are employed on a full-time, part-time or seasonal basis by:
- (1) Ground service providers certificated under GACAR Part 151.
 - (2) “Self-handlers,” as defined in GACAR Part 151.1(d), operating at aerodromes certificated under GACAR Part 139, 138, and 137.

§ 68.3 Requirements for individuals performing ground services functions.

No person may perform any of the following job functions within a GACA certificated aerodrome under Part 139, 138 or 137 unless that person meets the requirements stipulated in this part.

- (a) Ground support equipment operation.
- (b) Aircraft marshalling.
- (c) Dangerous goods handling.
- (d) Load control
- (e) Loading supervision.
- (f) Passenger handling.
- (g) Ramp supervision/aircraft turnaround coordination.

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- (h) Headset operation.
- (i) Cargo handling.
- (j) Aircraft catering.
- (k) Into-plane fueling.
- (l) Baggage handling.
- (m) Baggage Reconciliation.
- (n) Passenger boarding bridge operations.
- (o) Aircraft Cleaning

§ 68.7 Training Requirements.

- (a) All personnel performing ground services within certificated aerodromes in KSA must present documentary evidence that they have successfully completed the formal training that is in compliance with this part and is specifically designed to qualify the personnel for the job function(s) for which the personnel are to be employed.
- (b) The documentary evidence must include Training in the specific job function(s) according to the ground operations training baseline requirements provided in Appendix A of this part.

§ 68.9 Knowledge Training & Attendance.

- (a) Attendance of knowledge training is mandatory for all students.
- (b) No ground service provider may require any student to attend knowledge training more than eight (8) hours in any day or more than forty (40) hours in any 7-day period.
- (c) Each knowledge training instruction unit period must not be less than forty-five (45) minutes in length excluding breaks.

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(d) The ground service provider must:

(1) Maintain for each knowledge training session a record of attendance, indicating at the end the students absent from the corresponding training session.

(2) Ensure that in the event a student is absent from a knowledge training session the organization delivers to that student the corresponding training, and such training is documented.

(e) The records of attendance must be made available for inspection upon request by the President and/or the Certificated Aerodrome.

§ 68.11 On-Job-Training (OJT) & Logbook.

(a) Each OJT training session must have a set of clearly defined learning objectives.

(b) Each OJT instruction unit period must not be less than sixty (60) minutes in length.

(c) No ground service provider may require any student to attend OJT training more than eight (8) hours in any day or more than forty (40) hours in any 7-day period.

(d) Each ground service provider shall maintain an OJT training log for each trainee.

(e) Each entry in the OJT training log must include the following information:

(1) Full name and national identification/passport number or Iqama of trainee.

(2) Full name of instructor.

(3) Airport location where the training activity was carried out.

(4) The date of the training activity.

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(5) Description of the activity performed, including:

- (i) The process, procedure, scenario, function or task implemented, distinguishing between normal operating, contingency and emergency cases;
- (ii) The prevailing or simulated conditions under which it was performed;
- (iii) The airline and type of aircraft served (where applicable);
- (iv) The volume of passengers served (where applicable);
- (v) Any other specifics deemed appropriate.

(f) The OJT training log must be always kept updated and made available for inspection upon Request by the President and/or the Certificated Aerodrome.

§ 68.13 Knowledge Examinations.

(a) Knowledge examinations conducted under this part must be held in an enclosed environment free of noise and distractions.

(b) Examinations can be held either:

(1) Separately for each training module of a training component, or.

(2) Collectively for all modules of the corresponding training component.

(c) Exams passed on mandatory training components may not be repeated for ground services staff who change their job function.

(d) Dangerous Goods (DG) exams must cover all topics and subtopics from the DG category applicable to the job function of the candidate in accordance with GACAR Part 109.

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(e) The database of examination questions must be reviewed, updated and enriched on an annual basis for all training relevant to the operations specifications of the certificate holder.

(f) Any student found during a knowledge examination to exhibit dishonest behavior, cheat or in possession of material pertaining to the examination subject, other than the authorized documentation, must be disqualified and not take any examination for at least six (6) calendar months after the date of the incident.

(g) Any examiner found during a knowledge examination to provide answers to exam questions to a student being examined, must be disqualified from acting as an examiner and the examination declared void.

§ 68.15 OJT Assessments.

(a) OJT assessments conducted under this part must:

(1) Take place at the end of the OJT training within one or multiple sessions.

(2) Cover all OJT training elements delivered pursuant to GACAR § 68.11, including the testing of normal, contingency and emergency procedures, functions or tasks and the operation of the associated ground support equipment, systems or means.

(3) Be carried out under real and diverse operating conditions.

(b) A pass mark can be granted when the OJT assessor is satisfied that the learning objectives of the OJT training delivered have been met, and the candidate has demonstrated the capability to successfully:

(1) Use and operate the relevant ground support equipment, systems or means without undue strain, and

(2) Satisfactorily discharge its duties and execute the corresponding ground handling procedures, functions or tasks associated with the learning objectives of the complete OJT training delivered on the subject.

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(c) A final assessment report must be prepared and signed by the assessor in the manner prescribed by the President, indicating the level of proficiency of the candidate as: FAIL or RETRAIN or PASS/GOOD or PASS/VERY GOOD.

(d) OJT assessments must be endorsed by the certificated ground service provider to be valid.

§ 68.17 Recency of Experience

For ground services personnel who have not performed their assigned job functions for more than three month, their employer must provide refresher training in accordance with Appendix A of this part designed to qualify the staff for the job function(s) for which the staff is employed.

§ 68.19 Obligations, Privileges and Limitations.

(a) Obligations– Each person performing a ground services job function under this part must–

- (1) Satisfy the requirements of this part at all times.
- (2) Comply with the policies, procedures and instructions of their employer and their sponsoring organization; and
- (3) Exercise their duties with due regard to safe operations and best practices.

(b) Privileges– Subject to compliance with the requirements specified in this part, the privileges of the qualified ground services personnel under this part are to provide the specific ground service for their employer in accordance with the job function(s).

(c) Limitations–

- (1) No person may perform any ground service function while under the influence of any psychoactive substance, because of which human performance is impaired.
- (2) No person may drive on the airside without a valid airside driving permit issued by the relevant aerodrome operator.

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**APPENDIX A TO GACAR PART 68 – GROUND OPERATIONS TRAINING (GOT)
BASELINE REQUIREMENTS**

The coming into-force date for the service providers' implementation is by 31 December 2025 for Appendix A to Part 68.

GACAR Part 68 - Appendix A



GROUND OPERATIONS TRAINING BASELINE REQUIREMENTS

Draft Edition: 2023/08

GENERAL TRAINING GUIDELINES

1. Purpose

This document provides general guidelines to Ground Service Providers (GSPs) and their associated training organizations for delivering comprehensive training and assessing their employees prior to being entrusted to exercise their duties and responsibilities in the context of GACAR Part 68.

2. Legal Basis

- GACAR Part 151, Subpart E,
- GACAR Part 68.7

3. Applicability

Certificated GSPs must ensure that their employees, exercising the duties and responsibilities of the Job Functions described in GACAR Part 68, are trained in accordance with the Master Training Curriculum presented in Table B of this document and the training syllabi of the respective Training Components.

4. Master Training Curriculum

- (a) The Master Training Curriculum (Table B) prescribes the Training Components required for each Job Function identified in GACAR Part 68.
- (b) A total of twenty (20) Training Components are defined, as follows:

TABLE A		
Training Components		
(1)	Regulatory Awareness	Mandatory
(2)	Airport/Airside Health & Safety	
(3)	Emergency Response Awareness	
(4)	Security Awareness	
(5)	Human Factors Awareness	
(6)	Aerodrome Familiarization	
(7)	Headset Operation	
(8)	Marshalling	
(9)	Load Control	
(10)	Loading Supervision	
(11)	Baggage Handling / Reconciliation	
(12)	Passenger Handling	
(13)	Cargo Handling	
(14)	Passenger Boarding Bridge Operation	
(15)	Airside Driving	

GENERAL TRAINING GUIDELINES

TABLE A	
Training Components	
(16)	Turnaround Coordination/Ramp Supervision
(17)	Ground Support Equipment (GSE) Operator:
	<ul style="list-style-type: none"> • Push-back • High-Loader • Cargo Loader • ULD-Transporter • Passenger/Crew Bus • Passenger Steps • Conveyor Belt • Catering Vehicle • Waste & Water Unit • Baggage Tractor • Air Starter Unit (ASU) • Ground Power Supply (GPU) • Air Condition Unit (ACU) • PRM Vehicle • De-/Anti Icing Equipment • Forklift • Fueling Bowser – Hydrant Dispenser
	GSE Modules
(18)	In-Flight Catering
(19)	Aircraft Cleaning

- (c) The six (6) first Training Components presented in Table A above are mandatory for all Job Functions.
- (d) Each Component Profile outlines the following items:
- (1) Knowledge Modules (KM), specifying the total minimum classroom training units required for all topics and subtopics included in the training modules.
 - (2) Additional Modules, referring to certain required Training Components or/and Modules which are delivered and assessed at a theoretical level only, i.e. they exclude On-Job-Training (OJT). In this context, the trainee cannot exercise the job function that corresponds to an “Additional Module” unless they are trained to the full extent of the corresponding syllabus (both theoretical and OJT) and are assessed accordingly.

GENERAL TRAINING GUIDELINES

- (3) On-Job-Training (OJT), identifying the required duration and conditions of supervised OJT.
 - (i) OJT duration is normally defined in terms of the minimum number of events that must be completed, e.g. number of push-backs, flights processed, number of arrivals or/and departures, etc. In some cases it may also be defined as the minimum duration required, i.e. in terms of working days of operation.
 - (ii) OJT conditions identify the aircraft type, i.e. wide/narrow body aircraft, and the conditions of operation, i.e. day/night, international or domestic flights, etc.
- (4) Qualification Criteria (QC), defining both the knowledge exam and OJT assessment requirements after the corresponding training is respectively completed. OJT assessment is provided in terms of duration, i.e. days or number of events that must be completed.
- (5) Component Recurrence (CR), describing the frequency and the extent of the content of recurrent training for each Training Component.

5. Knowledge Modules & Practical Training

- (a) The number of classroom training units indicated in the Component Profile or each Knowledge Module constitutes the minimum requirement.
- (b) A classroom training “unit” period cannot be less than 45 minutes.
- (c) Organizations may choose to deliver more knowledge and/or practical training appropriate to the level / knowledge / background of their trainees pursuant to a Training Needs Analysis (TNA).
- (d) The subtopics described under each topic (where applicable) are indicative and not exhaustive.
- (e) The material of each Training Module should include:
 - (1) List of Revisions
 - (2) Table of Contents
 - (3) Course Objective & Description
 - (4) List of References
- (f) Practical training can be delivered as a continuation or part of knowledge modules involving the actual implementation of the functions or tasks under simulated conditions and/or a mock-up, simulator or equivalent ground support equipment or system.

6. On-Job-Training

- (a) On-job-training refers to the actual implementation of the functions or tasks under real life conditions and the actual ground support equipment or system with the active and progressive participation of the trainee, so that they can ultimately perform on their own merits the corresponding functions or tasks under diverse conditions and multiple runs.
- (b) On-job-training can be conducted only after the completion of the associated knowledge modules and practical training, where applicable.

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- (c) The number of OJT events indicated in the Component Profile constitutes the minimum requirement.
- (d) OJT must be conducted on different aircraft types or scenarios and under different conditions to promote the acquisition of diverse experience.

7. Knowledge Qualification Criteria

- (a) The organization may choose to hold a dedicated exam for each Training Module or a comprehensive exam for the whole Training Component (i.e. merge training modules into one single exam).
- (b) Exams must cover all topics and subtopics indicated in the relevant training module(s).
- (c) Exams passed on the mandatory Training Components (e.g. regulatory awareness, airport/airside health & safety, security awareness, human factors, emergency response awareness and airport familiarization) or on identical Training Modules may not be repeated if employees change their Job Function.
- (d) Dangerous Goods (DG) exams must cover all topics from the DG Category applicable to the Job Function(s) of the staff, and comply with ICAO and IATA Dangerous Goods training requirements.

8. OJT Assessment

- (a) OJT assessments must be conducted on different aircraft types, scenarios, and under different conditions to the extent possible.
- (b) The assessor must indicate the level of proficiency of the candidate in the Final Assessment Report as follows:
 - (1) FAIL
 - (2) IMPROVE / RETRAIN
 - (3) PASS / GOOD
 - (4) PASS / VERY GOOD
- (c) All OJT, shadowing training, and OJT assessments must be documented, filed, and retained in accordance with GACAR Part-151, Subpart I.

9. Recurrent Training

- (a) Recurrent training must cover all relevant topics of the corresponding Training Component.
- (b) The frequency and content/duration of recurrent training are defined in the Component Profile.
- (c) During recurrent training, emphasis must be given on operational and regulatory updates, as well as new information, methods, or techniques relevant to the topics covered in the corresponding Training Modules.

10. Recency Training

When an employee is absent for a period of time, the certificated organization must ensure that the following recency training is provided:


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Absence Period	Obligations of Employer
3 – 6 months	<ul style="list-style-type: none"> • Provide documented briefing on any new procedural, organizational or equipment and infrastructure changes. • Employee works under documented supervision/On-Job-Training for at least 1 day.
6 – 12 months	<ul style="list-style-type: none"> • Provide documented briefing on any new procedural, organizational or equipment and infrastructure changes. • Employee works under documented supervision/On-Job-Training for at least 2 days.
12 – 18 months	<ul style="list-style-type: none"> • Provide documented “condensed” recurrent training including a briefing on any new procedural, organizational or equipment and infrastructure changes. • Employee works under documented supervision/On-Job-Training for at least 3 days. • Conduct and document an OJT assessment of competence as per initial training requirements.
18 – 24 months	<ul style="list-style-type: none"> • Provide documented full recurrent training course including an update on new procedural, organizational or equipment and infrastructure changes. • Employee works under documented supervision/OJT for at least 4 days. • Conduct and document an OJT assessment of competence as per initial training requirements.
Over 24 months	<ul style="list-style-type: none"> • Provide and document the full initial knowledge and On-Job-Training course, including knowledge examination and OJT assessment of competence.

GENERAL TRAINING GUIDELINES

TABLE B


MASTER TRAINING CURRICULUM																			
M = Mandatory Component	M[x] = Mandatory Module(s)/Component						P = Provisional Module(s)/Component						M = Main Job Function Component						
GACAR Part-68 Job Functions	Training Components																		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Ground Support Equipment Operator																			
• Pushback Tractor	M	M	M	M	M	M	M	M									M		M1
• High-loader	M	M	M	M	M	M											M		M2
• Cargo Loader	M	M	M	M	M	M			M5-6	M1-3							M		M3
• ULD Transporter	M	M	M	M	M	M			M5								M		M4
• Passenger / Crew Bus	M	M	M	M	M	M											M		M5
• Passenger Steps	M	M	M	M	M	M											M		M6
• Conveyor Belt	M	M	M	M	M	M			M4	M1							M		M7
• Catering Vehicle	M	M	M	M	M	M											M		M8
• Waster / Water Unit	M	M	M	M	M	M											M		M9
• Baggage Tractor	M	M	M	M	M	M											M		M10
• Air Starter Unit (ASU)	M	M	M	M	M	M											M		M11
• Ground Power Unit (GPU)	M	M	M	M	M	M											M		M12
• Air Conditioning Unit (ACU)	M	M	M	M	M	M											M		M13
• PRM Vehicle	M	M	M	M	M	M											M		M14
• De -/ Anti-icing	M	M	M	M	M	M											M		M15
• Other (Forklift)	M	M	M	M	M	M											M		M16
• Fueling Bowser / Hydrant Dispenser	M	M	M	M	M	M											M		M17
Aircraft Marshalling	M	M	M	M	M	M		M											
Load Control	M	M	M	M	M	M			M										
Loading Supervision	M	M	M	M	M	M			M1-6	M	P								
Passenger Handling	M	M	M	M	M	M						M							
Turnaround Coordination / Ramp Sup.	M	M	M	M	M	M	M	M	M2&9	M	P	M1-3,6			M	M			
Headset Operation	M	M	M	M	M	M	M												
Cargo Handling	M	M	M	M	M	M							M						
In-Flight Catering (Facilities)	M	M	M	M	M	M													M
Baggage Handling	M	M	M	M	M	M					M								
Baggage Reconciliation	M	M	M	M	M	M					M2-5								
Pax Boarding Bridge Operation	M	M	M	M	M	M								M					
Aircraft Cleaning	M	M	M	M	M	M													M

 GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 1	REGULATORY AWARENESS


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	8 units			
	(b) On-Job-Training: (duration or events)	N/A			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: N/A			
3.	Component Recurrence:	36 months, up to 50% reduced units			

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	GACAR Part-151 Key Points				
		(a) 151.1 Applicability			
		(b) 151.3 Requirement for Certificate			
		(c) 151.5 Technical and Operational Standards			
		(d) 151.9 Subcontracted Activities			
		(e) 151.11 Inspections			
		(f) 151.25 Issue of Certificate			
		(g) 151.27 Contents of Operations Specifications			
		(h) 151.31 Validity of Certificate & Operations Specifications			
		(i) 151.43 Management Personnel Requirements			
		(j) 151.45 Management Personnel Resp/ties			
		(k) 151.47 Supervisory Personnel Requirements			
		(l) 151.73 Training Manual Contents			
		(m) 151.75 Dangerous Goods Training			
		(n) 151.77 Recency			
		(o) 151.83 Motorized & Non-Motorized GSE			
		(p) 151.85 Maintaining GSE			
		(q) 151.87 Personal Protective Equipment (PPE)			
		(r) 151.93 Personnel Duty Period Limitations & Rest Requirements.			
		(s) 151.101 Quality Assurance /Compliance			
(t) 151.113 Personnel Records					
(u) 151.115 Training Records					
(v) 151.117 Occurrence Reporting					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 1	REGULATORY AWARENESS


No	Knowledge Modules	Topics / Subtopics	S	I	M
2.	GACAR Part 68 Key Points				
		(a) 68.1 Applicability			
		(b) 68.3 Requirements on individuals performing ground services functions			
		(c) 68.7 Training Requirements			
		(d) 68.9 Obligations, Privileges, and Limitations			
		(e) 68.17 Recency of Experience			
		(f) 68.23 Offences Involving Psychoactive Substances			
3.	Introduction to Other GACARs				
		(a) Passenger Rights in the KSA			
		(b) GACAR Part 5			
		(c) GACAR Part 7			
		(d) GACAR Part 91.29			
		(e) GACAR Part 13			
		(f) GACAR Part 109			
4.	Introduction to International Regulations				
		(a) ICAO framework			
		(b) IATA/AHM/IGOM framework			
		(c) HACCP/IFSA/IFCA/WHO framework (for Catering Companies)			
		(d) JIG framework (for Fueling Companies)			
		(e) IATA CHM/DGR (for Cargo Companies)			

 GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 2	AIRPORT/AIRSIDE HEALTH & SAFETY


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	16 units			
	(b) On-Job-Training: (duration or events)	N/A			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: N/A			
3.	Component Recurrence:	36 months, up to 50% reduced units			


No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Introduction to SMS				
		(a) Safety Philosophy			
		(b) Safety Management System (SMS) - General			
		Safety Functions & Responsibilities			
		Safety Policy			
		Safety Risk Assessment			
		Safety Assurance			
		Safety Promotion			
2.	Safety Awareness				
		(a) Corporate Policies & Commitment			
		(d) Safety Supervision & Coordination			
		(e) Workload Management			
		(f) Decision Making			
		(g) FOD Prevention			
		(h) Fire Prevention - General			
		Causes of Fire & Spread			
		Fire Ratings			
		Fire Extinguishers Classification, Types & Usage			
		Emergency Response – General			
		Fire Extinction / General Firefighting			
		Fire Prevention			
(i) Accidents, Incidents, & Near Misses					
Damage to Aircraft, GSE, & Facilities					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 2	AIRPORT/AIRSIDE HEALTH & SAFETY

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Actions Required			
		Cost of Accidents & Incidents			
		(j) Mandatory Occurrence Reporting			
		(k) Voluntary Occurrence & Hazard Reporting			
		(l) Case Studies / Exercises			
		Analysis of Airside Accidents			
3.	Airport Safety Hazards				
		(a) Vehicle Movement - General			
		Introduction to Airside Markings & Signage			
		Speed Limits & Airside Regulations			
		Right of Way			
		Parking/Staging of GSE			
		(b) GSE Operation & Serviceability			
		(c) Pedestrian Movement			
		(d) Aircraft Movements (Arrival & Departure)			
		(e) Jet Engines			
		(f) Propeller Driven Aircraft & Helicopters			
		(g) Aircraft Antennae Protrusions			
		(h) Aircraft Fueling Operation & Spills			
		(i) Adverse Weather Precautions			
		Slippery / Contaminated Apron Conditions			
		Thunderstorms / Lightning			
		High Wind Conditions & Activity Table			
		Low Visibility Procedures			
		Sandstorms			
		Intense Heat			
		(j) Night Operations			
		(k) Introduction to Dangerous Goods (inc. Lithium Batteries)			
		(l) Runway Incursions			
4.	Personal Protection				
		(a) Personal Protection and Equipment (PPE)			
		(b) Safe Working & Operating Practices			
		Health & Safety Principles			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 2	AIRPORT/AIRSIDE HEALTH & SAFETY


No	Knowledge Modules	Topics / Subtopics	S	I	M
		Responsibilities of Employer			
		Occupational Health Program			
		Responsibilities of Employee			
		(c) Infectious & Transferable Diseases/Viruses			
		Common Self Protection Measures			
		(d) Accidents & Incident Prevention			
		Musculoskeletal Injury Prevention			
		Working at Heights			
		Trips, Slips, & Falls			
		Noise			
		Case Studies - Accidents in Workplace			
		(e) First Aid			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 3	EMERGENCY RESPONSE AWARENESS

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	4 units			
	(b) On-Job-Training: (duration or events)	N/A			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: N/A			
3.	Component Recurrence:	36 months, up to 50% reduced units			

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Emergency Awareness				
		(a) Introduction to Airport Emergency Plan (AEP)			
		Definitions			
		Responsibilities/Accountabilities			
		Airport Emergency Chart			
		(b) General Interfaces with Airport's AEP Cases (where applicable)			
		Aircraft Local Standby			
		Aircraft Full Emergency			
		Aircraft Accident on Airport			
		Aircraft Accident off Airport			
		Airport Structural Fire			
		Bomb Threat			
		Dangerous Goods Accident			
		Large Fuel Spills - Fuel Shut-off Valves			
		Unlawful Interference (including hijacking).			
		Contagious Diseases / Pandemic			
		National Disaster			
		(c) Building/Terminal Evacuation			
		Emergency Exits			
		Assembly Points (Airside/Landside)			
		General Involvement & Actions			
		(d) Response to General Emergencies			
		Emergencies Codes & Alarms (where applicable)			
Responsibilities – Line of Command					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 3	EMERGENCY RESPONSE AWARENESS

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Response to Structural Fire			
		Response to Injuries (staff or passenger)			
		Response to other Ground Accidents			
		Response to Spillages (fuel, hydraulics, other)			
		(e) Triage Process			
		(f) Emergency Communication & Reporting			
		(g) Emergency Case Studies			


COMPONENT 4

SECURITY AWARENESS

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	4 units			
	(b) On-Job-Training: (duration or events)	N/A			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: N/A			
3.	Component Recurrence:	36 months, up to 50% reduced units			


No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Airport Security Awareness				
		(a) Introduction to Aviation / Airport Security			
		International Regulations			
		National Regulations			
		Airport Rules & Regulations			
		(b) Authorities, Roles & Responsibilities			
		(c) Security Prohibited Areas / Restricted Areas			
		(d) Access Control			
		(e) Security Threats to Aviation			
		Security Alert Stages			
		(f) Suspicious Behavior			
		Passengers			
		Staff			
		(g) Prevention of Baggage Pilferage			
		(h) Data & Document Protection			
		(i) Basic Identification of Explosives & Devices			
		(j) Security-related Emergencies			
Bomb Threat to Aircraft or Facilities					
Unattended Bag					
Active Shooter					
Security-related Contingencies					
(i) Security Case Studies					

 GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 5	HUMAN FACTORS AWARENESS


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Modules:	8 units				
	(b) On-Job-Training: (duration or events)	N/A				
2.	Qualification Criteria:	Written Exam:	Min. 70% per exam			
		Practical Assessment:	N/A			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Human Factors				
		(a) Safety Policy			
		(b) Procedural Compliance			
		(c) Culture & Behaviors			
		Safety Culture			
		Organizational Culture			
		Local Culture			
		Human Behavior			
		Motivation & Attitude			
		Positive Communication			
		Teamwork			
		(d) Human Errors & Factors			
		“Dirty Dozen”			
		Human Performance Limitations			
		Environmental Considerations			
		Error Prevention			
		Tools & Task Sign-off Practices			
		Planning for Tasks & Equipment			
		Professionalism & Integrity			
		Shift & Task Turnover			
Fitness for Duty					
Effects of Psychoactive Substances					
Ergonomics					
Situational Awareness					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 5	HUMAN FACTORS AWARENESS


No	Knowledge Modules	Topics / Subtopics	S	I	M
		(e) Fatigue/Alertness Management			
		Fatigue Concepts & Awareness			
		Stress Management			
		Time Pressure			
		Peer/Management Pressure			
		(f) Case Studies			
		Occurrences due to Human Factors			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 6	AERODROME FAMILIARIZATION


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	8 units			
	(b) On-Job-Training: (duration or events)	N/A			
2.	Qualification Criteria:	Written Exam:			
		Practical Assessment:			
3.	Component Recurrence:	N/A			

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Airport Environment				
		(a) Aerodrome Layout			
		Landside			
		Airside & Aircraft Stand Numbering			
		(b) Airport Rules & Regulations			
		Airport Safety Specifics			
		Airport Security Specifics			
		Relevant Standard Operating Procedures			
		Violations & Penalties			
		(c) Staff Access & Access Control System			
		(d) Location of Company Offices			
		(e) Location of Stakeholders			
		Airport Authority / Operator & Functions			
		Police			
		Immigration			
		Customs			
		Airlines / AOC / AUC			
		Medical Centre / First Aid			
		Veterinary			
		Other Ancillary Facilities & Organizations			
		(f) Emergency Response Concept			
		General Introduction of Airport ERP Planning			
		Emergency Assembly Points & Locations			
Emergency Contacts					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 6	AERODROME FAMILIARIZATION


No	Knowledge Modules	Topics / Subtopics	S	I	M
2.	Airport Tour				
		(a) Airport Walkabout			
		Terminal & Airside Staff Access Points			
		Landside / Curbside / Staff Parking			
		Airside / Aircraft Stands			
		Ancillary Facilities			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 7	HEADSET OPERATION


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Modules:	16 units				
	(b) On-Job-Training: (duration or events)	Headset Operation:	60 a/c turnarounds <ul style="list-style-type: none"> • Narrow & wide body a/c • National & international airlines, where possible • Day & night operations 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		ICAO Level 3 or equivalent	Passing grade (or certificate)			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				


No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Headset Operations				
		(a) Headset Coordination - General			
		Duties & Responsibilities			
		Phonetic Alphabet			
		Phraseology with Cockpit Crew			
		Coordination with Pushback Driver			
		Coordination with Wing Walkers			
		Coordination for Towing			
		(b) Equipment Overview			
		(c) Aircraft Arrival Procedure			
		Stand Walk Around & FOD Check			
		Arrival Sequence & Connection			
		Dialogue Initiation			
		Arrival Procedure Communication			
		(d) Aircraft Exterior Systems			
		Aircraft Doors & Numbering			
		Panels, Latches & Components			
		Engine Numbering			
		Probes & Exterior Systems			
(e) Aircraft Pre-departure Procedure					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 7	HEADSET OPERATION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Aircraft Walk-around & Checks			
		Departure Procedure Communication			
		(f) Aircraft Engines Start-up			
		Safety Precautions			
		Start-up Procedure & Communication			
		(g) Push-back & Towing			
		Push-back Instructions & Sequence			
		Aircraft Positioning			
		Contingencies (e.g. intercom failure)			
		Push-back Standard & Emergency Hand Signals			
		Connection / Disconnection			
		Shear Pins			
		Parking Brake			
		Tug Capabilities/Categorization			
		(h) Marshalling Signals & Techniques for Aircraft			
		Standard Hand Signals to Flight Deck			
		Ground to Flight Deck Emergency Hand Signals			
		Wide Body Aircraft Specifics			
		Narrow Body Aircraft Specifics			
		Stopping Guidance			
		Day & Night Operations			
		(i) Marshalling Signals for GSE			
		Emergency Hand Signals to GSE			
		GSE Positioning & Reversing Hand Signals			
		(j) Wingman/Wing-walker Task Specifics			
		Responsibilities			
		Proper Positioning			
		Hand Signals			
		(k) Adverse Weather Implications			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 7	HEADSET OPERATION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Thunderstorm / Lighting			
2.	Emergency Procedures				
		(a) Communications with Cockpit & Actions			
		Large Fuel Spill / Fuel Shut Off Valve			
		Fire GSE on the Ramp			
		Aircraft Evacuation on the Ramp			
		Servicing Aircraft Under Threat (Bomb Threat, Illegal Aircraft Seizure)			
		Incoming Aircraft with Local Standby			
		Incoming Aircraft with Full Emergency			
		Gate / Terminal Fire			
		Terminal Evacuation on the Ramp			
		Accident with Dangerous Goods			
		Coordination & Promulgation of Information			
		(b) Emergency Case Studies			
		Emergency Communications & Response			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 8	MARSHALLING

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	8 units			
	(b) On-Job-Training: (duration or events)	Marshalling (Hand Signals): 30 arrivals • Narrow & wide body a/c • Day & night operations			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: 3 flights			
3.	Component Recurrence:	36 Months, up to 50% reduced units			

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	General				
		(a) General			
		Apron Stands Sizing / Categorization			
		Apron, Stand Markings & Stop Bars			
		Equipment Restricted Area (ERA)			
		Visual Docking Guidance System (VDGS)			
		Annex-14 Aircraft Wingtip Clearances			
		TWY/RWY Incursion Avoidance			
		Aircraft Engine Numbering			
		(b) Marshalling Equipment			
		Types & Use During Day & Night			
		Visual Docking Guidance System (VDGS) & Serviceability			
		(c) Practical Hand Signals for GSE			
		Emergency Hand Signals to GSE			
		Push-back Hand Signals			
GSE Positioning & Reversing Hand Signals					
2.	Aircraft Marshalling	(d) Aircraft Pre-arrival Actions			
		Stand Walk Around & FOD Check			
		Expected GSE Docking Sequence			
		(e) Marshalling Signals & Techniques for Aircraft			
		Standard Hand Signals to Flight Deck			
		Ground to Flight Deck Emergency Hand Signals			

COMPONENT 8

MARSHALLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Wide Body Aircraft Specifics			
		Narrow Body Aircraft Specifics			
		Stopping Guidance			
		Day & Night Operations			
		Overview of Marshaling Hazards & Risks			
		(f) Marshalling Signals & Techniques for Helicopters			
		Helipad/Heliport Operations			
		(g) Wingman/Wing-walker Task Specifics			
		Responsibilities			
		Proper Positioning			
		Hand Signals			
		(h) Adverse Weather Implications			
		Precipitation			
		Thunderstorms / Lightning			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Intense Heat Visual Distortion at Distance			
		(i) Practical Exercises			
3.	Emergency Procedures				
		(a) Response & Actions			
		Large Fuel Spill / Fuel Shut Off Valve			
		Fire GSE on the Ramp			
		Aircraft Evacuation on the Ramp			
		Gate/Terminal Fire			
		Terminal Evacuation on the Ramp			
		Accident with Dangerous Goods			
		(b) Emergency Case Studies			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 9	LOAD CONTROL

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Modules:	40 units				
	(b) Aircraft Specific:	Aircraft & system specific training, as appropriate				
	(c) Additional Module:	Dangerous Goods:	Cat 10			
	(d) On-Job-Training: (duration or events)	Load Control:	50 flights per aircraft type <ul style="list-style-type: none"> Narrow & wide body a/c 70% Electronic & 30% Manual Load-sheet 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	<ul style="list-style-type: none"> 2 flights electronically 1 flight manually 			
3.	Component Recurrence:	24 months, up to 50% reduced units				

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Aviation Basics				
		(a) Introduction			
		Terminology			
		Definitions			
		Abbreviations			
		Aviation Phonetic Alphabet			
		Universal Time Control Zone (UTC)			
		Airport Codes			
		IATA & ICAO Codes			
2.	Theory of Aircraft Balance				
		(a) Theory of Flight			
		Mean Aerodynamic Chord (MAC)			
		Reference Chord (RC)			
		Safe Range of MAC/RC			
		Aircraft Center of Gravity (CG) & CG Movement			
		Aircraft Center of Pressure (CP)			
		Aircraft Flight Controls			
		(b) Weight & Balance Principles			
		Theory of Flight			
		Principles of Balance			

COMPONENT 9	LOAD CONTROL
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No	Knowledge Modules	Topics / Subtopics	S	I	M
		Weight & Balance Abbreviations			
		Basic Aircraft Weight			
		Dry Aircraft Operating Weight			
		Aircraft Operating Weight			
		Payload			
		Stab Trim Settings			
		Drop Line Trim Chart			
		Consequences of Aircraft Overloading & Unbalancing			
		(c) Structural Weights			
		Maximum Zero Fuel Weight			
		Maximum Taxi Weight			
		Maximum Take-off Weight			
		Maximum Landing Weight			
		Maximum Weight Restrictions			
		(d) Fuel Weights			
		Contingency Fuel			
		Alternate Fuel			
		Landing Fuel			
		Fuel Loading			
		Taxi Fuel			
		Take-off Fuel			
		Trip Fuel			
		Ballast Fuel			
		(e) Exercises			
3.	Load Planning				
		(a) Aircraft Type Specific Instructions			
		(b) Carrier Specific Instructions			
		(c) Aircraft Loading Principles			
		Preparation Before Loading			
		Cargo Hold Doors – General Introduction			
		Anti-Tipping Procedure			
		Bulk Load & Bulk Loaded Aircraft			
		Containerized Aircraft			

COMPONENT 9	LOAD CONTROL
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No	Knowledge Modules	Topics / Subtopics	S	I	M
		Off-Load Operations			
		On-Load Operations			
		Seat Loading			
		ULD Loading			
		Load Categories			
		Loading & Off-loading Priorities			
		Special Loads			
		Optimum Trim			
		Multi-Leg Flights			
4.	Aircraft Structural Strength & Loading Limitations				
		(a) Aircraft Structure			
		Terminology			
		General Design Limits			
		Fuselage Limits			
		Floor Structure			
		Aircraft Cabin and Bays			
		Aircraft Locations & Holds/Compartments			
		Cargo Doors Dimensions			
		Height Limitations			
		Contour Limitation			
		(b) Aircraft Structural Loading Limitations			
		Area Load Limitations			
		Cumulative Load Limitations			
		Combined Load Limitations			
		Hold Limitations			
		Compartment Limitations			
		Asymmetrical Load Limitations			
		(c) Floor Loading Limitations			
		Contact Load Limitations			
		Point Load Limitations			
		Running Load Limitations			
		Load/Weight Spreading Tables			
(d) Decompression Panels					
General Awareness					

COMPONENT 9 **LOAD CONTROL**


No	Knowledge Modules	Topics / Subtopics	S	I	M
5.	ULD Familiarization				
		(a) Aircraft Familiarization			
		Aircraft Types & Annex-14 Categories			
		Size/Dimensions			
		Configurations			
		(b) ULD Familiarization			
		Definitions			
		IATA ULD Identification Standards			
		ULD De-coding			
		ULD Types			
		Base Dimensions			
		Maximum Weights of ULD			
		ULD Testing & Certification			
		Certified & Noncertified ULDs			
		Flight Safety Requirements & Compatibility			
		ULD Unserviceable Features (airworthiness)			
		Handling of ULDs Found Unserviceable.			
		(c) Tagging			
		Documentation			
Labeling & Markings					
6.	Loading Instruction Report (LIR)				
		(a) LIR Layout			
		(b) Load Codes			
		(c) Minimum Information Required As per IATA AHM.			
		(d) LIR Preparation & Release			
		(e) Loading Instructions			
		Loading & Offloading Instructions			
		Communication of Instructions			
		(f) Responsibilities & Signatures			
		(g) Finalization of LIR			
		Input of Deviations			
		Processing of Deviations			
		Acknowledgement of Deviations			

COMPONENT 9 **LOAD CONTROL**

No	Knowledge Modules	Topics / Subtopics	S	I	M
7.	Load & Trim Sheet				
		(a) General Principles			
		(b) Load & Trim Sheet Lay-out			
		(c) Manual Load & Trim Sheet			
		(d) ACARS Load & Trim Sheet			
		(e) Loadsheet Issuance			
		Communications			
		Issuance			
		Checking (electronic & manual modes)			
		Signatures			
		(f) LMC Procedures			
		(g) Load Sheet/LIR Cross-Check			
		(h) Load Distribution Message			
(i) Load Spreading Theory & Tables					
(j) Exercises					
8.	Aircraft & System Specific Training	[Over & above the total minimum required units]			
		(a) Aircraft Type Specifics EDP & Trim Sheet			
		(b) Aircraft Type Practical Exercises			
9.	Documentation & Messaging				
		(a) Messaging			
		Reading & Sending Standard Messages			
		Movement Messages (MVT)			
		Load Messages (LDM)			
		Container Pallet Message (CPM)			
		ULD Message (UCM)			
		Carrier Specific Messages			
		Statistical Loading Summary			
		(b) Documentation			
		File Filling (Mandatory Filling Items & Period)			
		Operational Flight Plan			
		Notice to Captain (NOTOC)			
		Specific Requirements & Manuals			
		Cargo Documentation			
Baggage Documentation					

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COMPONENT 9	LOAD CONTROL

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(c) IMP (Interchange Message Procedures)			
		(d) Exercises			
10.	Emergency Procedures				
		(a) Miss-calculations Reporting			
		Notifying Aircraft Affected			
		(b) Aircraft Accidents/Incidents			
		Coordination and Promulgation of Information			
		(c) Case Studies			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 10	LOADING SUPERVISION

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	24 units			
	(b) Additional Modules:	Tr. Component 9: Modules 1-6			
		Dangerous Goods: Cat 10			
(c) On-Job-Training: (duration or events)	Loading Supervision:	50 flights <ul style="list-style-type: none"> • Loading & Unloading • Narrow & wide body a/c • Day & night operations 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam		
		OJT Assessment:	3 flights		
3.	Component Recurrence:	24 months, up to 50% reduced units			

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Aircraft & Cargo Doors				
		(a) Aircraft Familiarization			
		Aircraft Types & Annex-14 Categories			
		Size/Dimensions			
		Configurations			
		(b) Aircraft Cargo Doors Operation			
		Aircraft Cargo Door Types (Hold/Bulk)			
		Cargo Hold Door Controls			
		Operation of Cargo Hold Doors			
		Opening & Closing Bulk Cargo Doors			
		Cargo Compartment Safety Nets			
		Safety Precautions			
		Malfunctions & Reporting			
		Aircraft Type Specifics			
(c) Practice on Actual Cargo Doors					
2.	Unit Load Devices & Pallets				
		(a) ULD Detailed Handling Instructions			
		ULD Pre-use			
		ULD Inspection			
		Breakdown			

COMPONENT 10

LOADING SUPERVISION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Loading & Unloading			
		Moving & Storing			
		Netting & Strapping			
		(b) Cargo Build-Up			
		Rules			
		Cargo Weights			
		Measurement			
		Center of Gravity			
		Odd Sized Cargo			
		Gross Weight Limitations			
		Tare Weight			
		(c) Tagging			
		Documentation			
		Labeling & Markings			
3.	Aircraft Loading & Restraining				
		(a) General Principles			
		General Rules & Load Securing			
		Ground Stability			
		Ballast			
		Hold Door Netting			
		(b) Securing Load Through Other Load			
		(c) Positioning & Operation of Loading GSE			
		General Safety Rules & Precautions			
		General Operating Principles			
		(d) Aircraft Cargo Loading System (CLS)			
		CLS Controls & Operation			
		CLS Limitations			
		(e) Bulk Load			
		General			
		Gate Checked-in Items			
		(f) ULD Restraint System			
		Missing / Inoperative Restraints			
		Restraining and Securing Load in ULDs			
		Pallets			

COMPONENT 10


LOADING SUPERVISION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Containers			
		(g) Tie-down			
		Tie-down Equipment			
		Rules and Principles			
		General Lashing			
		Standard Lashing			
		Cabin Loading and Lashing (Pax Aircraft)			
		(h) Special Loads & Lashing			
		Dealing with Special Loads			
		Perishables			
		Human Organs			
		Vehicles			
		Human Remains			
		Wheelchairs			
		(i) Loading Dangerous Goods			
		(j) Load Damages & Spillages			
		(k) Loading Incompatibilities			
		(l) Manual Handling of Loads			
		(m) Adverse Weather Operations & Supervision			
		Expected Delays & Reprioritization of Activities			
		Slippery / Contaminated Apron Conditions			
		Thunderstorms / Lightning implications & Precautions			
		High Wind Conditions & Activity Table			
		Low Visibility Procedures Implementation			
		Sandstorms Implications & Precautions			
		Intense Heat Implications & Precautions			
		(n) Case Studies			
		Examples & Videos			
4.	Loadsheet & Trim Sheet Comprehension				
		(a) General Principles			
		(b) Load & Trim Sheet Lay-out			
		(c) Manual Load & Trim Sheet			


COMPONENT 10

LOADING SUPERVISION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(d) EDP Load & Trim Sheet			
		(e) Loadsheet Handling			
		Communications			
		Issuance & Signatures			
		(f) LMC Procedures			
		(g) Load Sheet/LIR Cross-Check			
		(h) Load Distribution Message			
		(i) Exercises			
5.	Loading Supervision				
		(a) Loading Supervision Duties / Responsibilities			
		(b) Aircraft Load Management - General			
		Coordination with Load Control			
		Coordination with Cargo Operations			
		Coordination with Turnaround Coordinator			
		Workload Management			
		Performance Monitoring			
		Decision Making			
		(c) Operation of Loading GSE – General			
		(d) Ramp Operations Interfaces			
		Coordination of Airside Activities			
		(e) Case Studies			
		Ramp Supervision & Mistake Avoidance			
6.	Live Animal Regulations - General				
		(a) Rules & Regulations			
		IATA			
		Government			
		Airline Specific			
		(b) Live Animals Classification			
		(c) Documentation Required			
		Shipper's Certification & NOTOC			
		(d) Packaging and Markings			
		(e) Special Shipping Procedures			
		(f) Load Planning & Procedures			

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COMPONENT 10	LOADING SUPERVISION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(g) Case studies			
7.	Emergency Procedures				
		(a) Response & Actions			
		Large Fuel Spill / Fuel Shut Off Valve			
		Fire GSE on the Ramp			
		Aircraft Evacuation on the Ramp			
		Servicing Aircraft Under Threat (Bomb Threat, Illegal Aircraft Seizure)			
		Actions During Aircraft Local Standby			
		Actions During Aircraft Full Emergency			
		Actions During Gate / Terminal Fire			
		Actions During Terminal Evacuation on the Ramp			
		Accident with Dangerous Goods			
		Coordination & Promulgation of Information			
		(b) Emergency Case Studies			
		Aircraft Accidents/Incidents			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 11	BAGGAGE HANDLING / RECONCILIATION


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Modules:	16 units				
	(b) Additional Module:	Dangerous Goods:	Cat 8			
	(c) On-Job-Training: (duration or events)	Baggage Handling:	10 departures & arrivals			
Manual BRS		10 departures				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				


No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Baggage Handling Operations				
		(a) General			
		Airport & Airline Designator Codes			
		Baggage Types / IATA Out of Gauge (OOG)			
		(b) Introduction to Baggage Handling System (BHS)			
		Flows, Processes, & Procedures			
		Automated Sortation Principles			
		BHS Baggage Constraints (Size, Weight, etc.)			
		(c) Introduction to Hold Baggage Screening (HBS)			
		Hold Baggage Screening / Security Levels			
		Physical Pax/Baggage Reconciliation			
		Baggage-related Threat at Baggage Hall			
		(d) Contingency Procedures			
		BHS Breakdown / Manual Sortation			
		Physical Passenger & Bag Reconciliation			
		(e) Communication Procedures			
		Load Control Coordination			
		Loading Supervisor Coordination			
Passenger & Customer Service Coordination					
Communication to Customer Airlines					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 11	BAGGAGE HANDLING / RECONCILIATION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Communication to Authorities & Airport Operator			
		(f) Baggage Tagging			
		First, Business & Short/Long Connection Bags			
		Early Bags			
		Rush bags			
		Manual Baggage Coding			
		Lost Bags & Tracking Procedures			
		(g) Baggage Messaging			
		(h) Delivery of Baggage to Passenger			
		(i) Health & Safety Precautions in Baggage Hall			
		Driving Rules Inside Baggage Hall			
		Cart Connection / Disconnection			
		Cart Parking & Loading			
		Handling Baggage & OOG			
		ULD Handling & Loading			
		(j) Supervision of Baggage Hall Operations			
		Duties & Responsibilities			
		Management of BHS Space & Priorities			
		Workload Management			
		Performance Monitoring			
		Decision Making			
		(k) Adverse Weather Implications			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation & baggage protection			
		Thunderstorm / Lighting			
2.	Baggage Pilferage				
		(a) General Awareness			
		(b) Prevention			
		(c) Case Studies			
3.	Baggage Reconciliation System (BRS)				
		(a) Baggage Reconciliation Process (BRS)			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 11	BAGGAGE HANDLING / RECONCILIATION

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Automated System			
		Manual Process (Bingo)			
		(b) Exercises Using Manual Processing (Bingo)			
4.	BHS Tour				
		(a) Walkthrough of Baggage Handling Hall			
		Introduction to All Areas & Systems			
		Observation of All Processes			
5.	Emergency Procedures				
		(a) Response & Actions			
		Security Alert / Bomb Threat			
		Baggage Hall Evacuation			
		Baggage Hall Fire			
		Dangerous Goods Spillage & Damages			
		Emergency Communication & Coordination with Airport Operator			

 GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 12	PASSENGER HANDLING

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M	
1.	(a) Knowledge Modules	64 units				
	(b) System Specific	Training by customer airline/system provider				
	(c) Additional Module:	Dangerous Goods: Cat 9				
	(d) On-Job-Training: (duration or events)	Check-in:	40 flights	Wide & narrow body aircraft		
		Departure/Gate:	40 flights			
		Arrival:	40 flights			
Connection:		20 flights				
	CRS/Sales:	5 days (where foreseen)				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	Check-in/Boarding: 4 flights CRS/Sales: ½ day			
3.	Component Recurrence:	<ul style="list-style-type: none"> • 36 months • Up to 50% reduced units 				

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Departure Logistics				
		(a) Departure Processes & Flows			
		(b) Preparation of Resources & Equipment			
		Pre-flight Preparation			
		Check-in Desk Setup			
		Queue Management			
		(c) Advance Passenger Information (API) & Passenger Name Record (PNR)			
		(d) Types of Passports & VISAs			
		(e) Fraudulent Documents			
		(f) Passenger Check-in & Processing			
		General Policies & Procedures			
		Required Documents			
		Passenger Information Vetting			
		Watch List			
		Passenger Assessment & Acceptance			
Cabin Seating/Zone					

COMPONENT 12


PASSENGER HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Supernumerary Crew			
		Jump Seat Occupancy			
		Carry-on Bags			
		Live Animals (Pets in Cabin)			
		Non-revenue Passenger Handling			
		Special Service Request (SSR)			
		Passenger Direction & Information			
		Prohibited & Security Items			
		Check-in/Flight Closure (Final figures)			
		Departure Paperwork & Coordination			
		Load Control Aspects & Communication			
		Collection of Fees			
		(g) Baggage Check-in & Processing			
		IATA Baggage Descriptions/Definitions			
		Weight Restrictions			
		Excess Weight			
		Non-standard Loads (Out of Gauge/OOG, Musical Equipment, Sporting Equipment, Medical Equipment, etc.)			
		Restrictive Baggage			
		Baggage Drop-off			
		Liquid (Zam-Zam) Baggage			
		Live Animals (Cargo Compartment)			
		Baggage Tagging			
		Permanent Tags & Locator Devices			
		Rush Baggage			
		In-bond Baggage			
		Early & Standby Baggage			
		Connecting / Transfer & Transit Baggage			
		Interline Baggage			
		Customs & Regulatory Requirements			
		(h) Check-in Contingency Procedures			

COMPONENT 12

PASSENGER HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		DCS Failure/Manual Check-in			
		Online/Mobile Check-in			
		Seat plan/Check-in Sheet			
		Passenger Manifest			
		Coordination with Other Units			
		(i) Irregular Operations			
		Denied Boarding			
		Elevated Security Level/Threat			
		Flight Delays (Technical, Weather, Other)			
		Flight Cancellations			
		Flight Diversions			
		(j) Passenger Boarding			
		Gate Preparation			
		Gate Management & Security			
		Passenger ID Check			
		Use of PBB Vs Steps			
		Critical Actions/Timeframes			
		Missing Passengers Procedure			
		Aircraft/Gate Changes			
		Coordination with Dispatcher			
		Gate-tagged & Checked-in Items			
		Delivery at Aircraft (DAA) - Provisions for Connecting Passengers			
		No-shows			
		Total On-board/Boarding Closure			
		(k) Public Announcements			
		Principles & Policies			
		General Announcements and at Gate			
		(l) Post Flight Requirements			
		Messages			
		Government Vetting			
		Documentation & Filing			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 12	PASSENGER HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Reports			
		Inventory Management & Secure Disposal			
		(m) Case Studies (Special Cases & Incidents)			
2.	Arrival Logistics				
		(a) Arrival Processes & Flows			
		Pre-arrival Preparations			
		Disembarkation Procedures (PBB/Steps)			
		Security Requirements			
		Immigration & Customs Requirements			
		Arrival Paperwork & Coordination			
		(b) Transfer/Connecting, & Transit Passengers			
		Gate Check-in & Transfer			
		Boarding of Transit & Connecting Passengers			
		Missed Connections			
		Missing Transfer Passengers			
		Communication / Coordination for Transit and Connecting Baggage			
(c) Case Studies (Transfer/Transit Passengers)					
3.	Aircraft Cabin Doors				
		(a) Overview of Aircraft Door Types			
		(b) Procedure & Safety Precautions			
		Provisional (d) Opening/Closing Aircraft Cabin Doors from Outside			
		Provisional (e) Practice on Actual Aircraft Doors			
4.	Baggage Irregularities				
		(a) Baggage Claims & Settlement			
		Introduction to Baggage Handling System (BHS)			
		Damaged Baggage			
		Delayed Baggage			
		Missing Baggage			
		Lost & Found / Baggage Tracing			
		Pilfered Baggage			
Baggage Storage					

COMPONENT 12

PASSENGER HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Airline Liability (Montreal & Warsaw Conventions & Tariffs)			
		Claim Settlement			
		Insurance Responsibility			
		Fraudulent /Duplicate Reporting			
		Report / File Processing			
		(b) Tour of Airport BHS area			
6.	Special Passenger Procedures				
		(a) Special Passenger Categories			
		Applicable Codes			
		Regulatory Requirements			
		Inadmissible Passengers			
		Deportees			
		Passengers with Firearms / Enforcement Officers / Sky Marshal			
		Passenger Under Influence of Psychoactive Substances			
		Disruptive Passengers			
		(b) Special Passenger Processes			
		Meet & Assist (MAAS)			
		Unaccompanied Minor (UM)			
		Infants			
		Expectant Mothers			
		Departure/Check-in Processing & Coordination			
		Arrival Processing & Coordination			
		Transfer Processing & Coordination			
		(c) Passengers with Disabilities			
		Disabled Passengers Regulatory Framework			
		Types of Disabilities & Codes			
		Medical & Non-medical Cases			
		Medical Clearance Requirement			
		Medical Devices & Equipment – General (Landside / Airside)			

COMPONENT 12


PASSENGER HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Airport Accessibility & Seating - General			
		Physical, Sensory, Hidden & Learning Disabilities			
		Mental Health Issues			
		Cognitive Impairments			
		Passengers with Reduce Mobility (PRM) & Lifting Kinetics			
		Mobility Aids & Wheelchairs (WCH) with Non-spillable, Spillable and Lithium Batteries			
		Personal Oxygen Cylinders			
		Impaired Hearing or Deaf			
		Blind or Partially Sighted			
		Deafblind			
		Impaired Speech			
		Passengers Requiring Escort / Attendance & Role of Escort Assistants			
		Passengers Travelling with Service Animal & Role and Needs of Service Animal			
		Allergies			
		Passengers of Size			
		(d) Case Studies			
7.	Airline / System Specific Training	[Over & above the total minimum required units]			
		(a) Common Use Terminal Equipment (CUTE)			
		(b) Departure Control System (DCS)			
		Customer Airlines DCS			
		Local DCS (were available)			
		(c) Computer Reservation System (CRS)			
		Specific to Customer Airlines			
8.	Customer Service				
		(a) Customer Service principles			
		Greetings & Salutations			
		Customer Expectations			
		First Impressions			
		(b) Communication Skills			

COMPONENT 12

PASSENGER HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Positive Behavior & Attitude			
		Body Language			
		Listening Techniques & Open Questioning			
		Assertive / Aggressive Behavior			
		Quick Wins			
		Acknowledgement & Apologies			
		Personal Service & Empathy			
		(c) Unruly passengers			
		Warning & Danger Signs			
		Human Brain & Psychology			
		(d) Conflict Resolution			
		Defusing Situations			
		Support, Intervention & Assistance			
		Reporting & Follow up			
		(e) Customer Complaints			
		Processing & Reporting			
		Follow up			
		(f) Sales Best Practices			
		(g) Case Studies (Examples / Videos)			
9.	Emergency Procedures				
		(a) Response & Actions			
		Coordination with Airport Operator & Airlines			
		Telecommunications/IT Failure			
		Terminal Evacuation			
		Passengers/Flight Quarantine			
		Epidemic/Pandemic			
		Passenger Reception Area			
		Terminal Area Isolation			
		Emergency Information Center			
		(b) Emergency Case Studies			

 GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 13	CARGO / WAREHOUSE HANDLING

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	32 units			
	(b) Additional Module:	Dangerous Goods: Cat 6			
	(c) On-Job-Training: (duration or events)	Cargo Administration: 20 flights			
		Cargo Warehouse: 20 flights			
		<ul style="list-style-type: none"> Narrow & wide body a/c Day & night operations 			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: <ul style="list-style-type: none"> 2 import flights 2 export flights 			
3.	Component Recurrence:	36 months, up to 50% reduced units			

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Cargo Processes & Administration				
		(a) Terminology & Abbreviations			
		(b) Customs Regulations			
		Import & Export Documentation			
		Customs Procedures			
		(c) Cargo Screening			
		Local & International Security Requirements			
		(d) Cargo Import Procedures			
		Acceptance / Delivery of Shipments (with or without FFM)			
		Damages & Irregularities			
		Transfer Cargo			
		Cargo Messaging			
		Processing Changes & Invoicing			
		(e) Import Document Handling			
		Document Flows & Processes			
		Delivery/Pickup			
		Messages			
Data Input					
Amendments					
Invoicing & Delivery					

COMPONENT 13

CARGO / WAREHOUSE HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(f) Cargo Export Procedures			
		Export Cargo Acceptance			
		Air Waybills Handling			
		Acceptance of Mail Shipments			
		Damages & Irregularities			
		Freight Booked List (FBL)			
		Messaging			
		Manifest & Pre-manifest Functions			
		ULD Handling			
		(g) Export Document Handling			
		Document Flows & Processes			
		Messages			
		Data Input			
		Manifests & Pre-manifests			
		Issuance of ADR (UN treaty on Transnational transport of Hazardous Material)			
		NOTOC			
		Preparation of Flight Folder			
		(h) Air waybill			
		Completion & Processing			
		Contract of Carriage			
		Distribution			
		Numbering & Check Digit			
		Not Negotiable Term			
		Tact Tariff Reference			
2.	Cargo Handling Warehouse				
		(a) Export Build-up			
		Flows & Physical Handling Processes			
		Aircraft Categories & Types			
		ULD Contour			
		Special Cargo			
		DG Loading Requirements			
		Tie-down (Strapping)			

COMPONENT 13


CARGO / WAREHOUSE HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Special Loads			
		Floor Load Capacity			
		(b) Import Break-down			
		Flows & Physical Handling Processes			
		Preparation for Flight			
		Cargo Manifest			
		Documentation			
		Messages			
		Special Handling Codes			
		Transfer Shipments			
		Irregularities			
		Cargo Locating			
		ULD Verification & Storage			
		Post Breakdown Procedures			
		Import Delivery			
		(c) Valuable Shipment Handling			
		Definitions			
		Policies			
		Acceptance & Delivery			
		Secure Storage			
		Import & Export Handling			
		Escorting			
		Irregularities			
		Standard Operating Procedures			
		(d) Live Animals Handling			
		Animal Behavior			
		Container Requirements			
		Air Waybill			
		CITES (Convention on International Trade in Endangered Species)			
		Health Certificate			
		Acceptance Procedure			
		Marking & Labeling			
		Handling Procedures			

COMPONENT 13

CARGO / WAREHOUSE HANDLING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(e) Perishables Handling			
		Definition / List			
		Responsibilities			
		Cool Chain Process			
		Basic Requirements			
		Documentation			
		Labeling			
		Handling Procedures			
		(f) Temperature Control Regulations			
		Standard Operating Procedures			
		Pharmaceuticals			
		(g) Human Remains			
		(h) Slave Pallets			
		Pre-use Checks			
		Standard Operating Procedures			
		Loading / Offloading			
		Weights (Lade/Un-laden)			
		Health & Safety Requirements			
		Stacking / De-stacking from Pallet Stack			
		(i) Cargo Warehouse Familiarization			
		Complete Tour of Facilities			
3.	Emergency Procedures				
		(a) Response & Actions			
		Fire Wardens Responsibilities			
		Cargo Warehouse Fire			
		Dangerous Goods Accidents			
		Cargo / Warehouse Terminal Evacuation Plan			
		Coordination & Promulgation of Information			
		Effects on the Airside			
		(b) Emergency Case Studies			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 14	PASSENGER BOARDING BRIDGE (PBB)

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	16 units			
	(b) On-Job-Training: (duration or events)	PBB Operation: <ul style="list-style-type: none"> 40 arrivals & 40 departures Docking & Undocking Narrow & wide body a/c Day & night operations 			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: 3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units			

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	PBBs & Procedures				
		(a) Types of PBBs			
		Fixed Tunnel			
		Telescopic Tunnels			
		Dual Boarding Bridge			
		Rotunda			
		PBB Cabin & Canopy			
		Interdependency with GSE (GPU/PCA, etc.) attached to PBB			
		(b) Standard Procedures			
		Aircraft Recognition			
		PBB Stand Area Layout			
		Pre-arrival Positioning			
		Pre-movement Actions			
		A/c door Knocking Procedure & Signals			
		Passenger Guidance & Surveillance			
		Unattended Docked Aircraft & Overnight Procedure			
		Aircraft Fueling with Pax On Board Procedure			
		Post-departure Parking			
		Special Wind Deployment & Retraction Procedure			
		Night Operation & Lighting			
Reporting of Accidents/Incidents					

COMPONENT 14

PASSENGER BOARDING BRIDGE (PBB)

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(c) Adverse Weather Operations			
		Wet & Dry Tarmac Operations & Turning			
		Low Visibility Procedures (Sandstorm, Fog, etc.)			
2.	Operation & Troubleshooting				
		(a) Original Equipment Manufacturer (OEM) Operating Manual			
		PBB Operational Controls - Console			
		Operational Limitations			
		Safety Features & Engagement			
		Floor Auto Leveling System			
		Aircraft Docking			
		Retraction from Aircraft			
		(b) PBB Special Procedures			
		PBB Out of Limits Procedure			
		PBB Technical Troubleshooting			
		(c) Practical Training			
3.	Emergency Procedures				
		(a) Response & Actions			
		PBB Collision with Aircraft or GSE			
		PBB Fire (Inside or on GSE attached)			
		Fire on the Ramp			
		Aircraft Emergency Slide Deployment			
		Aircraft Fire & Evacuation			
		Terminal Evacuation			
		Passengers / Flight Quarantine			
		Epidemic / Pandemic			
		(b) Emergency Case Studies			
		Operating Occurrences (incidents & accidents)			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 15	AIRSIDE DRIVING

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Modules:	12 units + Basic Telecom (where applicable)				
	(b) On-Job-Training: (duration or events)	Airside Driving:	3 units of complete airside driving tour (all areas & stands)			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	<ul style="list-style-type: none"> Airside Driving Test by GSP Airside Driving Test by Airport Operator 			
3.	Component Recurrence:	36 months, up to 50% reduced units (Unless otherwise defined by the Airport Operator)				

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Airside Environment				
		(a) Layout of Aerodrome & Apron Stands			
		Location and Numbering of Apron Stands			
		(b) Airside Signs & Markings			
		Airside Signs & Markings – General			
		Aircraft Stand Envelope/ERA & Markings			
		Apron Service Roads			
		Apron Taxiways & Crossing			
		Taxiways & Crossing			
		Runways & Runway Crossing			
		GSE Preferred Airside Routes / Service Roads			
		(c) Light Signals to Vehicles			
		(d) Runway/Taxiway Incursion Avoidance			
		(e) Practical Airside Familiarization (Local Airside Familiarization / Stand Numbering)			
2.	Rules & Regulations				
		(a) Fitness to Drive – KSA Regulations			
		Influence of Drugs, Illnesses, & Psychoactive Substances			
		(b) Responsibilities of Operator			
		Pre-use Mandatory Inspection			
		Use of Personal Protective Equipment (PPE)			


COMPONENT 15

AIRSIDE DRIVING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Smoking Restrictions			
		F.O.D Prevention			
		Night Driving			
		Adverse Weather Conditions			
		Communication & Reporting			
		(c) Vehicles Serviceability			
		Introduction to Maintenance Principles			
		Company Insignia Display			
		Airside Vehicle Permit Requirements			
		Daily Inspection of Vehicle			
		Technical Fault Reporting & Actions			
		(d) Local Airport Rules & Regulations			
		Obstruction Lights / Beacons			
		Airside Speed Limits			
		Right of Way			
		Safe Distances from Moving Aircraft			
		Safe Clearances from Parked Aircraft			
		Prohibited Areas			
		Designated Parking			
		Vehicle Reversing			
		Vehicle Towing Restrictions			
		(e) Dissemination of Information to Drivers			
		(f) Low Visibility Procedures (LVP)			
		(g) Hand Signals to Vehicles - General			
		(h) Spill Procedure (fuel, hydraulics, oil)			
3.	Airside Safety & Driving Hazards				
		(a) Hazard Identification			
		Airport Dangerous Zones			
		Aircraft Refueling / Fuel Safety Zone			
		Jet Blast Precautions			
		Engine Suction/Ingestion			
		Propellers			
		Aircraft Beacons			
		Fuel Pits			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 15	AIRSIDE DRIVING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Pedestrian Walkways			
		Works in Progress			
		Ramp Congestion/Aircraft Servicing			
		(b) Case Studies			
		Incidents & Accidents			
		(c) Practical Training			
4.	Basic Telecom (provisional)				
		(a) ATC Terminology			
		(b) Failure of Radio Telecommunication			
		(c) Examples			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 16	TURNAROUND COORDINATION / RAMP SUP.

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M	
1.	(a) Knowledge Modules:	16 units				
	(b) Additional Modules:	Tr. Component 7:	Modules All			
		Tr. Component 8:	Modules All			
		Tr. Component 9:	Modules 2 & 9			
		Tr. Component 10:	Modules All			
		Tr. Component 12:	Modules 1-3 & 6			
		Tr. Component 15:	Modules All			
		Dangerous Goods:	Cat 10			
(c) On-Job-Training: (duration or events)	Aircraft Turnarounds:	50 turnarounds • Narrow & wide body a/c • Day & night operations				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	Arrival: 3 flights			
			Departure: 3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	GSE Operations - General				
		(a) General			
		Apron Stand Profile / Equipment Restricted Area (ERA)			
		Aircraft Turnaround Environment Challenges (Overview of GSE)			
		Pre-operational / Servicing Checks			
		Aircraft Areas Inclined to Damages			
		Aircraft Connection Points - General			
		GSE Aircraft Approach Procedure & Removal			
		Connection & Disconnection with Aircraft			
		Aircraft Ground Time Requirements (Min/Max)			
		(b) Safety & Operational Fundamentals of GSE			
		Ground Power Unit (GPU)			
		Air Condition Unit (ACU)			
		Air Starter Unit (ASU)			

COMPONENT 16

TURNAROUND COORDINATION / RAMP SUP.

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Potable Water Unit			
		Waste Water Unit			
		Conveyor/Belt Loader			
		Cargo / ULD Loader			
		Pushback Tractor (Tow-bar & Towbarless)			
		Passenger & Crew Bus			
		Hight Loader (Catering Truck)			
		Passenger Steps			
		PRM Vehicle			
		Passenger Boarding Bridge			
		Fuel Dispenser			
		Fuel Bowser			
		De-Anti/Icing Equipment			
		Transporter			
2.	Ramp Services				
		(a) Aircraft Arrival			
		Roles & Responsibilities on Arrival			
		ETA & Preparation of Resources (Stand & Gate)			
		Visual Guidance Docking System Basics			
		Marshalling Requirements			
		Pre-arrival Actions / Securing ERA			
		Aircraft Arrival Actions (Aircraft Beacons, Chocking, Coning, Cockpit Communication)			
		Positioning of GSE (Safety Precautions & Sequence of Activities)			
		GSE Connections			
		Passenger Disembarkation & Supervision			
		Securing Passenger Flows & Routes			
		(b) Aircraft Departure			
		Roles & Responsibilities on Departure			
		General Safety Precautions			
		Passenger Embarkation & Supervision			
		Pre-departure Actions			
		GSE Disconnections			

COMPONENT 16


TURNAROUND COORDINATION / RAMP SUP.

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Service Roads Closure (where appropriate)			
		Engine Air Starting			
		Taxi-through Apron Procedure			
		Power-back Procedure (theory)			
		Taxi-out Departure			
		Post-Departure Actions			
		(c) Aircraft Pushback			
		Pushback Roles & Responsibilities			
		Airport Stand Manual (Rules & Requirements)			
		Coordination Principles			
		Pre-pushback Actions			
		Steering Bypass System for Aircraft (Aircraft Specifics)			
		Conventional Pushback Tractor Procedure (Tow-bar connection/disconnection)			
		Tow-baseless Tractor Pushback Procedure			
		Main Gear Tractor Pushback Procedure			
		(d) Adverse Weather Operations & Supervision			
		Expected Delays & Reprioritization of Activities			
		Slippery / Contaminated Apron Conditions			
		Thunderstorms / Lightning implications & Precautions			
		High Wind Conditions & Activity Table			
		Low Visibility Procedures Implementation			
		Sandstorms Implications & Precautions			
		Intense Heat Implications & Precautions			
3.	Aircraft Towing / Stand Repositioning				
		(a) Towing Basics			
		Towing Roles & Responsibilities			
		Pre-towing Actions			
		Communication with ATC / Follow-me			
		Coordination for Stand Repositioning			
		Towing Procedure (Speed, Communication)			
		Movement in/out of Hangar			
		Flight Deck Brake Riding			

COMPONENT 16

TURNAROUND COORDINATION / RAMP SUP.


No	Knowledge Modules	Topics / Subtopics	S	I	M
		Post-towing Actions			
		(b) Examples Based on Airport Layout			
4.	Special & Emergency Procedures				
		(a) Special Procedures			
		Servicing High Risk Flights			
		Medical Emergency on Arrival			
		Aircraft Hot Brakes on Arrival			
		Reporting GSE Damages to Aircraft			
		Aircraft Oil or Hydraulic Leaks			
		Vehicle Oil or Hydraulic Leaks			
		(b) Emergency Procedures			
		Large Fuel Spill / Fuel Shut Off Valve			
		Fire GSE on the Ramp			
		Aircraft Evacuation on the Ramp			
		Servicing Aircraft Under Threat (Bomb Threat, Illegal Aircraft Seizure)			
		Actions During Aircraft Local Standby			
		Actions During Aircraft Full Emergency			
		Actions During Gate / Terminal Fire			
		Actions During Terminal Evacuation on the Ramp			
		Accident with Dangerous Goods			
		(c) Case Studies			
		Special & Emergency Cases			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M1</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Pushback Tractor </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M	
1.	(a) Knowledge Module:	16 units				
	(b) Additional Modules:	Tr. Component 7:	All Modules			
		Tr. Component 8:	All Modules			
		Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	(i) A/c Push-back:	50 flights per type of pushback tractor <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 			
(ii) A/c Towing:		10 flights per type of tractor used at (i) above <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		Pushback OJT Assessment:	3 flights			
		Towing OJT Assessment:	2 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				


No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Push-back Tractor Operations				
		(a) Pushback Tug Types			
		Main Characteristics (Towbar, Towbarless, Main Gear)			
		Key Operating Differences Between Tractors (Towbar, Towbarless, Main Gear)			
		(b) Tow-bars			
		Layout & Types of Tow-bar Heads			
		Shear-pin & Shear-pin Failure			
		Tow-bar Inspection			
		Bypass-pin Location, Operation, & Switches			
		Tow-bar Storage			
		Personal Protection in Handling Tow-bars			
		(c) Original Equipment Manufacturer (OEM) Operating Instructions			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M1	GROUND SUPPORT EQUIPMENT OPERATOR Pushback Tractor

No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Limitations			
		Preemptive Steering			
		Tug Capability Chart			
		Troubleshooting			
		(d) Equipment Practical Training			
		(e) Pushback Operating Procedures			
		Responsibilities of Involved Job Functions			
		Coordination with Ground Staff (Mechanic, Headset, Turnaround Coordinator)			
		Hand Signals / Marshaling Guidance for Vehicles			
		Pre-use Safety Checks			
		Positioning to / Removing from Aircraft			
		Tow-bar Connection & Disconnection Sequence with Aircraft/Tractor			
		Engagement / Disengagement of Cradle (Towbarless)			
		Day & Night Operations			
		Wide & Narrow Body Aircraft Specifics			
		ATC Terminology / Phraseology			
		Aircraft Engine Numbering			
		Radio Test & Transmission Technique (where applicable)			
		Radio Failure & ATC Light Signals			
		(f) Case Studies of Pushback & Towing Occurrences			
		(g) Wingman/Wing-walker Task Specifics			
		Responsibilities			
		Proper Positioning			
		Hand Signals			
		(h) Weather Implications			
		Wet & Dry Tarmac Operations & Turning			
		Low Visibility Pushback & Towing			
		(i) Towing Operating Procedure			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M1	GROUND SUPPORT EQUIPMENT OPERATOR Pushback Tractor


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Coordination with Cockpit Crew/Engineer			
		Instructions & Phraseology			
		Follow-me Guidance			
		(j) Aerodrome Specifics			
		Aircraft Stand Size / Categories			
		Aircraft Wingtip Clearances			
		Taxiway Holding Points			
		Aircraft Stand Pushback Lines			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(k) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participation in a declared Full Emergency (Coordination, Rendezvous Point/RVP)			
		Disabled Aircraft Removal			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M2</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR High Loader </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
	Note: High-Loaders include “Scissor-lifts” and “Man-lifts”					
1.	(a) Knowledge Module:	16 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	High-Loader Operation:	30 flights • Narrow & wide body a/c • Day & night operation			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodules	Topics / Subtopics	S	I	M
1.	High Loader Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Emergency Descent			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Aircraft Cargo Doors Operation			
		Aircraft Cargo Door Types (Hold/Bulk)			
		Cargo Hold Door Controls			
		Operation of Cargo Hold Doors			
		Opening & Closing Bulk Cargo Doors			
		Cargo Compartment Safety Nets			
		Safety Precautions			
		Malfunctions & Reporting			
		Aircraft Type Specifics			
(d) Practice on Actual Cargo Doors					
(e) Aircraft Docking Procedure					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M2	GROUND SUPPORT EQUIPMENT OPERATOR High Loader


No	Knowledge Submodules	Topics / Subtopics	S	I	M
		Hand Signals / Marshaling Guidance for Vehicles			
		Pre-use Safety Checks			
		Positioning to / Removing from Aircraft			
		Day & Night Operations			
		Wide & Narrow Body Aircraft Specifics			
		Securing Equipment			
		(f) Loading & Unloading Procedure			
		(g) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(h) Adverse Weather Implications			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		(i) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participating in a declared Full Emergency (Coordination, Rendezvous Point/RVP)			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			
2.	Aircraft Cabin Doors (Provisional)				
		(a) Passenger Aircraft Door Operation			
		Overview of Aircraft Door Types			
		Procedure & Safety Precautions			
		Opening/Closing Aircraft Cabin Doors from Outside			
		(b) Practice on Actual Cabin Doors			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M3</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Cargo Loader </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M	
1.	(a) Knowledge Module:	16 units				
	(b) Additional Modules:	Tr. Component 9:	Modules 5 & 6			
		Tr. Component 10:	Modules 1-3			
		Tr. Component 15:	All Modules			
		Dangerous Goods:	Cat 8			
(c) On-Job-Training: (duration or events)	Cargo Loading:	30 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Cargo Loader Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Securing Load			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Aircraft Docking Procedure			
		Hand Signals / Marshaling Guidance for Vehicles			
		Pre-use Safety Checks			
		Positioning to / Removing from Aircraft			
		Day & Night Operations			
		Wide & Narrow Body Aircraft Specifics			
		Securing Equipment			
		(d) Cargo Loading & Unloading Procedure			
(e) Aerodrome Specifics					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M3	GROUND SUPPORT EQUIPMENT OPERATOR Cargo Loader


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(f) Adverse Weather Implications			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		(g) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participating in a declared Full Emergency (Rendezvous Point/RVP)			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M4</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR ULD Transporter </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M	
1.	(a) Knowledge Module:	8 units				
	(b) Additional Modules:	Tr. Component 9:	Module 5			
		Tr. Component 15:	All Modules			
		Dangerous Goods:	Cat 8			
(c) On-Job-Training: (duration or events)	ULD Transporter Operation:	10 flights				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	2 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	ULD Transporter Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Limitations			
		Load Locking Mechanism / Securing Load			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Docking Procedure with Cargo Loader			
		Hand Signals / Marshaling Guidance for Vehicles			
		Pre-use Safety Checks			
		Day & Night Operations			
		Wide & Narrow Body Aircraft Specifics			
		(d) Cargo Loading & Unloading Procedure			
		Loading of different types of ULD / Pallets			
		(e) Aerodrome Specifics			
		GSE-specific Preferred Routes			
GSE-specific Staging Areas & Parking					
(f) Adverse Weather Implications					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M4	GROUND SUPPORT EQUIPMENT OPERATOR ULD Transporter


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		(g) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participation in a declared Full Emergency (Coordination, Rendezvous Point-RVP)			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			

 GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M5	GROUND SUPPORT EQUIPMENT OPERATOR Passenger / Crew Bus


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Module:	8 units			
	(b) Additional Modules:	Tr. Component 15: All Modules			
	(c) On-Job-Training: (duration or events)	Pax Bus Operations: 20 flights			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: 3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units			

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Passenger / Crew Bus Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Limitations (Capacity, Weight, Turning Radius)			
		Loading Passengers with Reduced Mobility			
		Emergency / Stop Push Buttons			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Pax Boarding/Disembarking Procedure			
		Hand Signals / Marshaling Guidance for Vehicles			
		Pre-use Safety Checks			
		Positioning to / Removing from Aircraft Stand			
		Vehicle Breaking			
		Reversing Requirements/Safety Features			
		Safeguarding Passenger Routes			
		Passengers Airside Supervision			
Security Concerns					
Checks after Disembarkation of Passengers					
Day & Night Operations					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M5	GROUND SUPPORT EQUIPMENT OPERATOR Passenger / Crew Bus


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Wide & Narrow Body Aircraft Specifics			
		(d) Aerodrome Specifics			
		Local Arrival Bus Gates Numbering			
		Local Departure Bus Gates Numbering			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(e) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		High Wind Operations & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(f) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participating in a declared Full Emergency (Coordination, Rendezvous Point/RVP)			
		Passenger Reception Area (PRA)			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			
		Actions during Contagious Diseases / Pandemic			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M6</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Passenger Steps </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Module:	8 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	Steps Operations:	30 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Passenger (Pax) Steps Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Types of Steps (Motorized, non-Motorized)			
		Dimensions & Clearances			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Limitations (Capacity, Weight, Strong Winds)			
		Stability Features			
		Passengers with Reduced Mobility			
		Emergency / Stop Push Buttons			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Pax Boarding/Disembarking Procedure			
		Positioning to / Removing from Aircraft Stand			
		Extending & Lowering Height			
		Chocking & Stabilization			
		Pre-use Safety Checks			
		Surface Contamination			
Hand Signals / Marshaling Guidance for Vehicles					
Safeguarding Passenger Routes					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M6	GROUND SUPPORT EQUIPMENT OPERATOR Passenger Steps


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Passengers Airside Supervision			
		Security Concerns			
		Day & Night Operations/Illumination			
		Wide & Narrow Body Aircraft Specifics			
		(d) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(e) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(f) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participating in a declared Full Emergency (Coordination, Rendezvous Point/RVP)			
		Aircraft Evacuation on the Ramp			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M7</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Conveyor Belt </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M	
1.	(a) Knowledge Module:	8 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
		Dangerous Goods:	Cat 8			
(c) On-Job-Training: (duration or events)	Conveyor Belt Operation:	30 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Conveyor Belt Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Types of Steps (Motorized, non-Motorized)			
		Dimensions & Clearances			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Limitations (Capacity, Weight, Strong Winds)			
		Stability Features			
		Use of Safety Rails			
		Emergency / Stop Push Buttons			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Aircraft Cargo Doors Operation			
		Aircraft Cargo Door Types (Hold/Bulk)			
		Cargo Hold Door Controls			
		Operation of Cargo Hold Doors			
		Opening & Closing Bulk Cargo Doors			
		Cargo Compartment Safety Nets			
Safety Precautions					
Malfunctions & Reporting					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M7	GROUND SUPPORT EQUIPMENT OPERATOR Conveyor Belt

No	Knowledge Submodule	Topics / Subtopics	S	I	M
		(d) Loading & Loading Procedure			
		Positioning to / Removing from			
		Chocking & Stabilization			
		Pre-use Safety Checks			
		Surface Contamination			
		Hand Signals / Marshaling Guidance for Vehicles			
		Day & Night Operations/Illumination			
		Wide & Narrow Body Aircraft Specifics			
		(e) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(f) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(g) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation on the Ramp			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 – M8</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Catering Vehicle </p>

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Module:	16 units			
	(b) Additional Modules:	Tr. Component 15: All Modules			
	(c) On-Job-Training: (duration or events)	Catering Operations: 30 flights • Narrow & wide body a/c • Day & night operation			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: 3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units			

No	Knowledge Submodules	Topics / Subtopics	S	I	M
1.	In-Flight Catering Facility & Transportation				
		(a) Catering Facility Familiarization			
		Walkthrough of the Main Areas			
		(b) Catering Transportation			
		Safety & Sanitization in Transportation			
		Security Procedures in the Transportation of Catering Trolleys			
2.	Catering Vehicle Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Loading Bridge Extension /Safety Rails			
		Proximity Sensors			
		Emergency Descent			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
(d) Aircraft Docking Procedure					


COMPONENT 17 – M8

**GROUND SUPPORT EQUIPMENT OPERATOR
| Catering Vehicle |**

No	Knowledge Submodules	Topics / Subtopics	S	I	M
		Hand Signals / Marshaling Guidance for Vehicles			
		Pre-use Safety Checks			
		Positioning to / Removing from Aircraft			
		Securing Equipment			
		Day & Night Operations			
		Wide & Narrow Body Aircraft Specifics			
		(e) Catering Loading & Unloading Procedure			
		Catering Carts & Boxes			
		Security Seals Check			
		(f) Aircraft Galleys			
		Coordination with Cabin Crew			
		Types of Galleys (Wide & Narrow Body Aircraft)			
		Types of Food Storage Trolleys			
		Safety Features			
		Galley Time Management			
		Loading Catering Trolleys to Aircraft			
		Unloading & Segregating Returned Trolleys from Aircraft			
		(g) Adverse Weather Implications			
		Strong Wind Conditions & Operability			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lightning			
		(h) Emergency Procedures			
		Catering Vehicle Fire			
		Aircraft External Fire			
		Aircraft Galley Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 – M8	GROUND SUPPORT EQUIPMENT OPERATOR Catering Vehicle


No	Knowledge Submodules	Topics / Subtopics	S	I	M
		Pandemic / Epidemic			
3.	Aircraft Cabin Doors (Provisional)				
		(a) Passenger Aircraft Door Operation			
		Overview of Aircraft Door Types			
		Procedure & Safety Precautions			
		Opening / Closing Aircraft Cabin Doors from Outside			
		(b) Practice on Actual Aircraft Doors			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M9</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Waste / Water Unit </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Module:	8 units			
	(b) Additional Modules:	Tr. Component 15: All Modules			
	(c) On-Job-Training: (duration or events)	<ul style="list-style-type: none"> • Potable Water Unit: 20 flights • Waste Water Unit: 20 flights • Narrow & wide body a/c • Day & night operation 			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment:			
		Potable Water Unit 3 flights			
		Waste Water Unit 3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units			

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Waste & Water Units Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls, Operation, & Gauges			
		Pre-use & Post-use Inspections			
		Limitations			
		Emergency / Stop Push Buttons			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) IATA Regulations for Safety & Hygiene			
		Operation of Potable & Waste Water Units			
		(d) Potable & Waste Water Operations			
		Aircraft Service Panels & Operation			
		Wide & Narrow Body Aircraft Specifics			
		Connection / Disconnection			
		Water Replenishment			
		Testing & Sterilization			
Waste Disposal					
Response to Leaks					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M9	GROUND SUPPORT EQUIPMENT OPERATOR Waste / Water Unit


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Positioning to / Removing from			
		Chocking & Stabilization			
		Pre-use Safety Checks			
		Hand Signals / Marshaling Guidance for Vehicles			
		Day & Night Operations/Illumination			
		(e) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(f) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(g) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation on the Ramp			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M10</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Baggage Tractor </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M	
1.	(a) Knowledge Module:	6 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
		Dangerous Goods:	Cat 8			
(c) On-Job-Training: (duration or events)	Baggage Tractor:	20 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	2 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Baggage Tractor Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Towing Limitations			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Docking Procedure with Cargo Loader			
		Types of Dollies & Carts			
		Loading / Unloading of Different types of ULD / Pallets			
		Load Locking Mechanism / Securing Load			
		Stationary Racks Operation			
		Maneuvering Around Aircraft & Positioning			
		Rules & Speed Limits on Towing			
		Hand Signals / Marshaling Guidance for Vehicles			
		Day & Night Operations			
Wide & Narrow Body Aircraft Specifics					
Pre-use Safety Checks					
Cart / Dollies Brakes (Secure Position)					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M10	GROUND SUPPORT EQUIPMENT OPERATOR Baggage Tractor


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		FOD Prevention			
		(d) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(e) Adverse Weather Implications			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		(f) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participation in a declared Full Emergency (Coordination, Rendezvous Point/RVP)			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M11</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Air Starter Unit (ASU) </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Module:	8 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	Air Starter Unit Operation:	20 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Air Starter Unit (ASU) Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Motorized & Non-motorized ASU Types			
		Aircraft Compatibility			
		Pre-use & Post-use Inspections			
		Limitations			
		Emergency / Stop Push Buttons			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Engine Air Start Operations			
		Aircraft Service Panels & Operation			
		Wide & Narrow Body Aircraft Specifics			
		Impact of Aircraft Orientation Towards Winds			
		Pre-use Safety Checks			
		Connection / Disconnection			
		Engine Start-up Procedure			
		Positioning to / Removing from			
		Chocking & Stabilization			
		Hand Signals / Marshaling Guidance for Vehicles			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M11	GROUND SUPPORT EQUIPMENT OPERATOR Air Starter Unit (ASU)


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Day & Night Operations			
		(d) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(e) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(f) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation on the Ramp			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M12</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Ground Power Unit (GPU) </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Module:	8 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	Ground Power Unit:	20 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Ground Power Unit (GPU) Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Motorized & Non-motorized GPU Types			
		Aircraft Compatibility			
		Pre-use & Post-use Inspections			
		Limitations			
		Emergency / Stop Push Buttons			
		Faults & Tripping / Harmonics			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Ground Power Unit Operations			
		Aircraft Service Panels & Operation			
		Wide & Narrow Body Aircraft Requirements			
		Pre-use Safety Checks			
		Positioning to / Removing from			
		Chocking & Stabilization			
		Connection / Disconnection			
		Operation During Aircraft Fueling			
Hand Signals / Marshaling Guidance for Vehicles					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M12	GROUND SUPPORT EQUIPMENT OPERATOR Ground Power Unit (GPU)


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Day & Night Operations			
		(d) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(e) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(f) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation on the Ramp			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M13</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Air Condition Unit (ACU) </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Module:	8 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	Air Condition Unit:	20 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Air Condition Unit (ACU) Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Motorized & Non-motorized ACU Types			
		Aircraft Compatibility			
		Pre-use & Post-use Inspections			
		Limitations			
		Emergency/Stop Push Buttons			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Air Condition Unit Operations			
		Aircraft Service Panels & Operation			
		Wide & Narrow Body Aircraft Requirements			
		Pre-use Safety Checks			
		Positioning to / Removing from			
		Chocking & Stabilization			
		Connection / Disconnection			
		Operation During Aircraft Fueling			
		Hand Signals / Marshaling Guidance for Vehicles			
Day & Night Operations					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M13	GROUND SUPPORT EQUIPMENT OPERATOR Air Condition Unit (ACU)


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		(d) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(e) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(f) Emergency Procedures			
		Accidental Pressurization (doors closed)			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation on the Ramp			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M14</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR PRM Vehicle </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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A.	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Module:	8 units			
	(b) Additional Modules:	Tr. Component 15: All Modules			
	(c) On-Job-Training: (duration or events)	PRM Operations: 30 flights • Narrow & wide body a/c • Day & night operation			
2.	Qualification Criteria:	Written Exam: Min: 70% per exam			
		OJT Assessment: 3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units			

B.	Knowledge Submodule	Topics / Subtopics	S	I	M		
1.	PRM Vehicle Operations	(a) Original Equipment Manufacturer (OEM) Operating Instructions					
		Controls & Operation					
		Pre-use & Post-use Inspections					
		Stability & Limitations					
		Loading Bridge Extension /Safety Rails					
		Proximity Sensors					
		Emergency Descent					
		Troubleshooting					
		(b) Equipment Practical Training					
		(c) Aircraft Docking Procedure					
		Hand Signals / Marshaling Guidance for Vehicles					
		Pre-use Safety Checks					
		Positioning to / Removing from Aircraft					
		Securing Equipment					
		Day & Night Operations					
		Wide & Narrow Body Aircraft Specifics					
		(d) PRM Loading & Unloading Procedure					
		(e) Aerodrome Specifics					
				GSE-specific Preferred Routes			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M14	GROUND SUPPORT EQUIPMENT OPERATOR PRM Vehicle


B.	Knowledge Submodule	Topics / Subtopics	S	I	M
		GSE-specific Staging Areas & Parking			
		(f) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(g) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Participating in a declared Full Emergency (Rendezvous Point/RVP)			
		Aircraft Evacuation			
		Actions During Terminal Evacuation on the Ramp			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M15</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR De/Anti-Icing Vehicle </p>


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Module:	16 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	De/Anti Icing Operation:	30 flights <ul style="list-style-type: none"> Narrow & wide body a/c Day & night operation 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	De/Anti-Icing Vehicle Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Arm Extension			
		Proximity Sensors			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) De/Anti-icing Fluid Types			
		Special Fluids & Specifications			
		Holdover Times			
		Liquid Temperature			
		(d) De/Anti-Icing Procedure			
		Aircraft Critical Surfaces			
		Treatment & Spraying Distances.			
		Wide & Narrow Body Aircraft Specifics			
Pre-use Safety Checks					
Positioning to / Removing from Aircraft					
Hand Signals / Marshaling Guidance for Vehicles					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M15	GROUND SUPPORT EQUIPMENT OPERATOR De/Anti-Icing Vehicle


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Day & Night Operations			
		Securing Equipment			
		(e) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(f) Adverse Weather Implications			
		Low Visibility Operations			
		Strong Wind Conditions & Operability			
		Precipitation / Sandstorm			
		(g) Emergency Procedures			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation			
		Actions During Terminal Evacuation on the Ramp			

 الهيئة العامة للطيران المدني General Authority of Civil Aviation	GROUND OPERATIONS TRAINING Baseline Requirements Version 2020.02	
	COMPONENT 17 - M16	


S = Satisfactory or N/A	I = Incomplete	M = Missing
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A.	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Module:	6 units				
	(b) Additional Modules:	Tr. Component 15:	All Modules			
	(c) On-Job-Training: (duration or events)	Forklift Operation:	3 working days of integrated operations (loading / unloading)			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 hours of integrated operations			
3.	Component Recurrence:	36 months, up to 50% reduced units				

B.	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Forklift Operations				
		(a) Original Equipment Manufacturer (OEM) Operating Instructions			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Emergency Descent			
		Troubleshooting			
		(b) Equipment Practical Training			
		(c) Warehouse Operations			
		Warehouse & Racks Familiarization			
		Hand Signals / Marshaling Guidance for Vehicles			
		Driving Characteristics & Speeds			
		Day & Night Operations (warehouse / ramp)			
		Warehouse Safety Considerations & Rules			
		Securing Equipment			
		(d) Balance & Tipping			
		Balancing Principles			
Safe Loading & Unloading Practices					
(e) Adverse Weather Implications					

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements Version 2020.02</p>
<p>COMPONENT 17 - M16</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Forklift </p>


B.	Knowledge Submodule	Topics / Subtopics	S	I	M
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		(f) Aerodrome Specifics			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(g) Emergency Procedures			
		Ground Support Equipment Fire			
		Facilities Fire			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
<p>COMPONENT 17 - M17</p>	<p>GROUND SUPPORT EQUIPMENT OPERATOR Fueling Bowser / Hydrant Dispenser </p>

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements	S	I	M
1.	(a) Knowledge Modules:	48 units			
	(b) Additional Modules:	Tr. Component 15: All Modules			
	(c) On-Job-Training: (duration or events)	Aircraft Fueling Operations: 30 flights • Narrow & wide body a/c • Day & night operations			
2.	Qualification Criteria:	Written Exam: Min: 80% per exam			
		OJT Assessment: 3 flights			
3.	Component Recurrence:	36 months, no less than 16 units			

No	Knowledge Submodules	Topics / Subtopics	S	I	M
1.	Fuel Safety				
		(a) Overview of Safety			
		(b) Aerodrome Specifics			
		Local Aircraft Stand Envelope & Markings			
		Emergency Shut-off (Airport EFSO)			
		Example of Airport Stand Plan			
		Aircraft Stand / Pit Numbering			
		Opening of Fuel Pits			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		(c) Environmental Conditions & Safety			
		(d) Spill Prevention			
		(e) Classes of Fire			
		(f) Fire Extinguishing Agents & Devices			
(g) Personal Protective Equipment (PPE)					
(h) FOD Prevention					
(i) Reporting Problems					
(j) Lost Time Incident Form					
2.	Quality Control Aspects				
		(a) Overview of Quality Control			
		(b) Essential Technical Specifications			


 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M17	GROUND SUPPORT EQUIPMENT OPERATOR Fueling Bowser / Hydrant Dispenser

No	Knowledge Submodules	Topics / Subtopics	S	I	M
		(c) Factors Affecting Jet Fuel Specifications (d) Supply Reliability, Availability, & Contamination Fuel Quality Check & Sampling Procedures Documentation / Records of Inspection Fuel Pit Contamination (e) Jet Fuel Filtration (f) Fuel Grade Confirmation (g) Milipore Testing (h) Differential Pressure (i) Field Tests & Quality Control Activities Hydrant Dispense Fuel Bowser (j) Providing Density of Fuel (k) Unit Conversion (Kilos, Pounds, Litters, Gallons)			
3.	Fuel Dispenser / Bowser Operations	(a) Refuel Sheet Reading (b) Introduction to Aircraft Fueling Types of Fueling Equipment Operating Principles of Refuelers & Dispensers IATA Levels of Service (c) Original Equipment Manufacturer (OEM) Operating Instructions Fueling Vehicle Details Fueling System & Instruments Control & Interlock Systems Deadman Control Hoses, Pumps, Nozzles, Couplers, Coupling Sampling Points & Slop Tank Pre-use & Post-use Inspections Raising and Lowering Platform Safety Sensors & Systems			


COMPONENT 17 - M17

**GROUND SUPPORT EQUIPMENT OPERATOR
 | Fueling Bowser / Hydrant Dispenser |**


No	Knowledge Submodules	Topics / Subtopics	S	I	M
		Stability & Limitations			
		Troubleshooting			
		Emergency Features (Engine Kill & Fuel Shut-off)			
		Override / Seals			
		Daily & Weekly Checks			
		Flight Information System			
		(d) Equipment Practical Training			
		(e) Fueler Loading			
		Loading Order			
		Access to Fuel Load Terminal			
		Bonding			
		Fuel Loading Procedure & Monitoring			
		Fuel Settling & Sampling			
		Leaving the Fueling Terminal			
		Recording Fuel Meter Quantity			
		(f) Equipment Positioning Procedure			
		Aircraft Type Vs Equipment to be Used			
		Hand Signals / Marshaling Guidance for Vehicles			
		Pre-use Operational Safety Checks			
		Safe Positioning Under Aircraft / Removing from Aircraft			
		Emergency Egress / Clear Exit			
		Securing Equipment			
		Day & Night Operations			
		(g) Adverse Weather Implications			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning (Electric Storms)			
		Intense Heat			
4.	Maintenance & Equipment				

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M17	GROUND SUPPORT EQUIPMENT OPERATOR Fueling Bowser / Hydrant Dispenser

No	Knowledge Submodules	Topics / Subtopics	S	I	M
	Testing Aspects	(a) Routine Test Frequencies (b) Variance Approval Certificate (c) Soak Testing Procedures (d) Filtration Equipment Routine Maintenance & Checks (e) Hose Inspection & Testing Procedures (f) Pressure Control System & Deadman Control Valves (g) Equipment Calibration Program			
5.	Aircraft Fueling Procedures	(a) Aircraft Fueling Systems Wide & Narrow Body Aircraft - General Aircraft Fuel Tanks Vents & Monitoring Aircraft Fuel Panels, Gauges & Control Switches (Aircraft Specific) Automatic Fueling Mode (Aircraft Specific) Fueling from Both Wings & Coordination (2 fueling vehicles) (b) Communication with Aircraft Mechanic (c) Aircraft Fueling Procedure (JIG 1) IATA Baseline Pre-Use Check Grounding / Bonding (Connection & Disconnection) Connecting / Disconnecting to Fuel Pit Connecting / Disconnecting to Aircraft Safety Measures Quality Check / Fuel Sampling at 1000 lt. & Post Refueling Fuel Leak Check Monitoring of Gauges & Fueling Process (d) Special Fueling Procedures Fueling with Passengers on Board Fueling with APU in operation			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 17 - M17	GROUND SUPPORT EQUIPMENT OPERATOR Fueling Bowser / Hydrant Dispenser


No	Knowledge Submodules	Topics / Subtopics	S	I	M
		Fueling with GPU in operation			
		Fueling with ACU in operation			
		Fueling with one Engine Running			
		Fueling with Inoperative Hydrant EFSO			
		Overwing Refueling			
		Fueling in Hangars			
6.	Aircraft Defueling Procedures				
		(a) Defueling Safety Precautions & Rules			
		(b) Jet Fuel Request for Defuel Form			
		(c) Communication with Aircraft Mechanic			
		(d) Defueling Operation			
		By Aircraft Pump			
		By Refueler Pump			
		(e) Monitoring Fuel Level in Refueler Tank			
		(f) Determination of Defuel Quantity			
7.	Emergency Procedures				
		(a) Response & Actions			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill			
		Aircraft Evacuation on the Ramp			
		Actions During Terminal Evacuation on the Ramp			
		Coordination with Airport Operator			
		Fueling of Hijacked Aircraft			
		(b) Emergency Case Studies			
8.	Provisional IATA Levels 3 and 4 (For Fueling Companies Applying for IATA Level 3 and Level 4 Services)				
		(a) Level 3: Routine Fueling – Distribution Required & Discrepancy Checking			
		As per IATA Level 3 & JIG-1 App. A11 Items			
		(b) Level 4: Non-Routine Fueling			
		As per IATA Level 4 & JIG-1 App. A11 Items			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 18	IN-FLIGHT CATERING


S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Modules:	12 units				
	(b) On-Job-Training: (duration or events)	Catering Operations:	30 flights transferring, loading & unloading			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	2 flights transferring, loading & unloading			
3.	Component Recurrence:	36 months, up to 50% reduced units				

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	International Food Safety Regulations				
		(a) World Health Organization			
		In-flight Catering Hygiene & Sanitation Standards			
		(b) HACCP (Hazard Analysis & Critical Control Points)			
		General Principles			
		(c) IFSA (International Flight Catering Association)			
		Safety Guidelines for Airline Catering			
		(d) Food Safety Management Systems			
		General			
		Food Preparation Principles			
		Food Storage & Packaging			
		Water & Ice Procedures			
		Dry Ice Procedures			
		Reheating Food (oven, microwave, hot pot)			
		Tray & Trolley Planning			
		Dish Cleaning Procedures			
		(e) Emergency Procedures			
Catering Facility Fire					
Catering Facility Evacuation					
Pandemic/Epidemic					
2.	In Flight Catering Facility				
		(a) Introduction to all Catering Processes			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 18	IN-FLIGHT CATERING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(b) Security Aspects			
		(c) Comprehensive Walkthrough of Catering Facility			

 <p>GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p>GROUND OPERATIONS TRAINING Baseline Requirements</p>
COMPONENT 19	AIRCRAFT CLEANING

S = Satisfactory or N/A	I = Incomplete	M = Missing
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No	Component Profile	Minimum Duration / Requirements		S	I	M
1.	(a) Knowledge Modules:	16 Units				
	(b) On-Job-Training: (duration or events)	Interior or Exterior Aircraft Cleaning:	10 flights <ul style="list-style-type: none"> • 5 x Exterior cleaning • 5 x Interior cleaning • Wide & Narrow Body a/c • Night-stop cleaning 			
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	3 flights <ul style="list-style-type: none"> • 2 x external cleaning • 1 x internal cleaning 			
3.	Component Recurrence:	36 months, no less than 16 units				

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	Interior/Cabin Cleaning				
		(a) Personal Protection / PPE			
		(b) Damaged/Faulty On Board Equipment			
		(c) Security Checks			
		(d) Planning & Preparation of Cabin Cleaning Operation			
		(e) Short Vs Long Turnaround Requirements			
		(f) Cabin Areas to be Cleaned			
		(g) Cleaning Equipment & Agents			
		(h) Hazards & Risks			
		(i) Left-behind Items			
		(j) Cabin Cleaning Techniques			
		Detailed Checklists			
		(k) Deep Cleaning Aspects & Techniques			
		(l) Cockpit Cleaning – Special Precautions			
		(m) Reporting of Abnormalities or Damaged Parts			
		(n) Removal of Cleaning Equipment			
		(o) Removal of Waste			
(p) Storage of Equipment					
(q) Documentation & Sign Off					
(r) Night-stop Cleaning Specifics					

COMPONENT 19

AIRCRAFT CLEANING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(s) Case Studies of Incidents			
		(t) Interior Cleaning Practical Training			
2.	Exterior Aircraft Cleaning				
		(a) Planning & Preparation of Exterior Aircraft Cleaning Operation			
		(b) Cleaning Equipment & Agents			
		(c) Environmental Concerns			
		(d) External Hazards & Risks			
		(e) Aircraft Sensitive Areas & Probes			
		(f) External Areas to be Cleaned			
		(g) Cleaning Equipment & Agents			
		(h) Installing Safety Covers Prior to Cleaning			
		(i) Removing Safety Covers After Cleaning			
		(j) Post-cleaning Inspection by Supervisor			
		(k) Post-cleaning Inspection by Part-66 Aircraft Mechanic			
		(l) Reporting of Abnormalities/Damaged Parts			
		(m) Exterior Aircraft Cleaning Techniques			
		Detailed Checklists			
		(n) Storage of Equipment			
		(o) Documentation & Sign off			
		(p) Case Studies of Accidents/Incidents Attributed to Exterior Aircraft Cleaning			
		(q) Exterior Cleaning Practical Training			
3.	Emergency Procedures				
		(a) Response & Actions			
		Ground Support Equipment Fire			
		Causing Aircraft Damage			
		Spill Inside Aircraft (Chemicals)			
		Large Outside Spill (Chemicals, Aircraft Fluids)			
		Coordination with Airport Operator / Customer Airline			
4.	Aircraft Cabin Doors (Provisional)				
		(a) Passenger Aircraft Door Operation			
		Overview of Aircraft Door Types			

 <p>GACA المهنة العامة للطيران المدني General Authority of Civil Aviation</p>	GROUND OPERATIONS TRAINING Baseline Requirements
COMPONENT 19	AIRCRAFT CLEANING

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Procedure & Safety Precautions			
		Opening / Closing Aircraft Cabin Doors from Outside			
		(b) Practice on Actual Aircraft Doors			