

Ground Operations Management

Duration

4 Days (32 hours)

Target Audience

- Airline station managers
- Station representatives
- Ground operations managers
- Duty managers

Methodology

- Classroom
- Case studies
- Group discussions
- Experience sharing

Certificate Awarded

- A Jardine Aviation Academy certificate is awarded upon successful completion of the course

This 4-day ground operations management training program aims to reinforce as well as to enhance the participant's competency in managing ground operations functions safely, securely and efficiently. The program specifically emphasizes on the principles of airport handling and application in conjunction with the most current international ground operations standards and industry best practices.

Objectives

Upon completion of the course, participants will:

- Enhance personal ground operations knowledge, functional management and implementation skills
- Familiar with the most current ground operations standards, airport handling requirements and industry best practices
- Be competent to perform station management and ground operations functions safely, securely and efficiently
- Be capable to manage risk and handle emergency situation

Course Outline

- Cooperation with airport authorities and GSP
- Duties of station manager and ground operations Manager
- Standard ground handling and service level agreement
- Safety, security, quality and risk management systems
- ISAGO and internal audits
- Passenger, baggage, cargo and ULD handling
- Human resources and GSE management
- Load control and aircraft handling
- Aircraft turnaround coordination
- Emergency response planning and service recovery preparation
- Case studies and experience sharing with subject matter experts



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课程期间
4天 (32小时)

课程对象

- 航空公司航站经理
- 航空公司代表
- 地面服务公司经理
- 值班经理

教学方式

- 课堂培训
- 个案研究
- 小组讨论
- 经验分享

获颁证书

学员顺利完成课程后，
将获颁怡中航空培训学院培训证书

这为期4天的航站地面操作管理培训课程，是为增强参培者对航站服务原则的认知，和提升地面操作管理能力而设，目标是令参培者可以安全和有效率地执行航站操作管理工作。课程特别参考最新的国际机场操作标准，和业界所应用的最佳操作管理模式。

培训目标

学员完成课程后将能:

- 提升个人对航站地面操作管理的知识和执行技巧
- 熟习最新的航站和地面服务的国际标准，及业界最佳操作模式
- 拥有安全和有效率执行地面操作管理的能力
- 发挥风险管理及应急事故的领导才能

课程内容

- 认识机场管理局及地面服务提供商的合作模式
- 航站经理和地面服务操作经理的职能及其扮演的角色
- 标准地面服务协议和服务水平协议的功能
- 安全、保安、质量和风险管理系统
- 国际航协地面服务安全审计认证和内部审计
- 旅客、行李，货运服务及集装运输操作管理
- 人力资源及地面服务设备管理
- 航班平衡配载及装卸操作
- 航班转场协调
- 紧急应变和服务恢复前的准备
- 个案研究及与专家分享处理经验



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