



Airport Ramp Handling and Ground Support Equipment Management Training Course



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Introduction:

Airport ramp handling and ground support equipment management is the subject of this 5-day course for ramp supervisors, ground handling managers, equipment fleet leads and load control coordinators, ending with a Ramp and GSE Management Plan. Aircraft are delayed and damaged when turnaround tasks, loading, pushback and equipment availability are not coordinated on the ramp. Nominees already supervise or support ramp operations, and teaching is by inspection walkthrough of turnaround records, equipment logs and handling agreements. CoreConcept Training Center delivers this airport ramp handling course.

Course Objectives:

- Sequence turnaround tasks on a stand and brief the ramp team on responsibilities, timings and hand-offs
- Control baggage and cargo loading so that loading instructions match the load control data supplied to the flight crew
- Supervise pushback and fuelling operations against written safety controls and stop-work criteria
- Maintain a GSE fleet register with availability targets, inspection routines and defect tagging rules
- Investigate aircraft ground damage events and rank prevention actions by cost and delay impact
- Write handler service level measures and prepare a Ramp and GSE Management Plan for a case organisation

Target Audience:

- Supervisors responsible for aircraft turnaround tasks and ramp team deployment on stands
 - Managers accountable for ground handling contracts, service levels and handler performance reporting
 - Fleet managers who plan the availability, inspection and replacement of ramp vehicles and equipment
 - Coordinators who link ramp loading with load sheets, unit load device records and loading instructions
 - Maintenance planners who schedule servicing and repair of tow tractors, loaders and power units
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Course Outline:

Day 1: Ramp Operations Landscape and Turnaround Baseline

- Ramp Stakeholder Map Across Airline, Handler and Airport Responsibilities
- Standard Turnaround Task Chart From Chocks-On to Chocks-Off
- IATA Ground Operations Manual Structure and Ramp Procedure Hierarchy
- Ground Support Equipment Categories and Their Turnaround Roles
- Current Ramp Performance Baseline Using Delay Codes and Turnaround Logs

Day 2: Handling Agreements, Audit Standards and Load Control Interface

- IATA Standard Ground Handling Agreement Service Schedules and Service Levels
- Handler Scorecard Design With Measurable Ramp Service Indicators
- ISAGO Audit Areas and Ramp Evidence Preparation
- Load Control Interface Between Ramp Loading and Load Sheet Data
- Unit Load Device and Bulk Loading Instruction Verification Checklist

Day 3: Turnaround Coordination, Loading, Pushback and Fuelling

- Turnaround Coordinator Briefing and Task Sequencing on a Busy Stand
- Baggage and Cargo Loading Flow Using Belt Loaders and Dollies
- Pushback Procedure With Tow Tractor, Headset Communication and Wing Walkers
- Fuelling Safety Controls for Hydrant Dispensers and Refuelling Trucks
- Aircraft Marshalling and Stand Clearance Walk-Round Inspection

Day 4: GSE Fleet Control, Damage Prevention and Ramp Hazards

- GSE Fleet Register With Utilisation, Availability and Replacement Planning
- Preventive Maintenance Schedule and Defect Tagging for Ramp Vehicles
- Aircraft Ground Damage Reporting and Root Cause Trend Analysis
- Ramp Hazard Controls for Jet Blast, Vehicle Speed and Chock Placement
- Adverse Weather and De-Icing Equipment Readiness Planning

Day 5: Inspection Walkthrough and Ramp and GSE Management Plan

- Case Ramp Walkthrough Using a Turnaround Observation Checklist
 - Case GSE Fleet Audit and Availability Gap Review
 - Case Handler Scorecard Review Against Agreed Service Levels
 - Damage Prevention Action Ranking by Cost and Delay Impact
 - Ramp and GSE Management Plan Completion and Peer Challenge
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Skills You Will Gain:

- Turnaround Task Sequencing
- Ramp Team Briefing
- Load Instruction Verification
- Pushback Supervision
- Fuelling Safety Control
- GSE Fleet Register Keeping
- Ground Damage Analysis
- Handler Scorecard Design

Why Attend This Course:

- Deliver a Ramp and GSE Management Plan to the station manager, ground handling contract owner and equipment fleet lead
- Decide which equipment replacements, inspection changes and staffing adjustments will remove the most turnaround delay
- Avoid repeated aircraft ground damage, late pushbacks and equipment shortages that handler service levels do not cover
- Coach ramp teams on briefing routines, loading checks and defect tagging using the checklists built during the course

Conclusion:

Back at work, the participant presents the Ramp and GSE Management Plan to the station manager, the ground handling contract owner and the equipment fleet lead, who use it to set equipment priorities, service level measures and ramp supervision routines. Ramp teams apply its briefing sheet, loading checklist and defect tagging rules from the next shift. After the first full operating season, the unit should review turnaround delay, ground damage reports and equipment availability, then update the plan.

Frequently Asked Questions FAQ:

What should participants know before an airport ramp handling and GSE management course?

Participants should already supervise or support ramp work, such as turnaround tasks, loading or equipment control. Bringing anonymised turnaround logs, equipment records or handling agreement terms from their own station makes the walkthrough exercises more useful.

How does an airport ramp handling and GSE management course differ from a passenger services course?

It concentrates on the aircraft side of the ground handling process: loading, pushback, fuelling, equipment fleet and ramp damage. A passenger services course covers check-in, boarding and passenger care at the counter and gate instead.

Why does ground support equipment availability matter for aircraft turnaround?

Each turnaround task depends on a vehicle or unit being present and working, such as a loader, tow tractor or power unit. One missing item delays the whole task chain, so fleet registers and maintenance routines protect departure punctuality.

What do participants take back from the airport ramp handling and GSE management course?

Participants take back a Ramp and GSE Management Plan, plus a turnaround briefing sheet, a loading verification checklist, a handler scorecard template and a defect tagging procedure adaptable to their own station.