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**GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT**

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**TABLE OF CONTENTS**

**Part 68 - Ground Services Personnel Work Permit**

**SUBPART A - GENERAL**

§ 68.1 Applicability. ....	2
§ 68.3 Work Permit Required. ....	2
§ 68.5 Eligibility Requirements. ....	3
§ 68.7 Training Requirements. ....	3
§ 68.9 Knowledge Training & Attendance ....	4
§ 68.11 On-Job-Training (OJT) & Logbook ....	6
§ 68.13 Knowledge Examinations ....	8
§ 68.15 OJT Assessments ....	10
§ 68.17 Recency of Experience. ....	11
§ 68.19 Obligations, Privileges and Limitations. ....	11
§ 68.21 Display and Inspection of Work Permit. ....	11

**SUBPART B - ISSUANCE OF WORK PERMITS**

§ 68.23 Application for and Issuance of a Work Permit (Initial or Renewal). ....	13
§ 68.25 Duration of Work Permit. ....	14
§ 68.27 Offenses Involving Psychoactive Substances. ....	14
§ 68.29 Suspension or Revocation of Work Permit. ....	15
§ 68.31 Change of Name. ....	15
§ 68.33 Change of Work Permit Privileges. ....	16
§ 68.35 Replacement of Lost or Destroyed Work Permit. ....	16
§ 68.37 Surrendered Work Permit. ....	17

**APPENDIX A TO GACAR PART 68**

Appendix A Ground Operations Training (GOT) Baseline Requirements ....	18
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GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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**SUBPART A – GENERAL**

**§ 68.1 Applicability.**

(a) This part prescribes–

- (1) The requirements for issuing a ground services personnel work permit and its associated job function endorsement(s).
- (2) The conditions under which those permits are necessary, and the obligations, privileges and limitations for the holders of those permits.
- (3) For aerodrome operators to take action on observed noncompliance with this part.

(b) 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 Work Permit Required.**

No person may perform any of the following job functions for an organization identified in GACAR § 68.1(b) at a GACA certificated aerodrome under Part 139, 138 or 137 unless that person has in his personal possession a valid ground services personnel work permit for that particular aerodrome issued under this part, that is properly endorsed for the applicable job function(s) being performed–

- (a) Ground support equipment operation.
- (b) Aircraft marshalling.
- (c) Dangerous goods handling.

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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- (d) Load control
- (e) Loading supervision.
- (f) Passenger handling.
- (g) Ramp supervision/aircraft turnaround coordination.
- (h) Headset operation.
- (i) Cargo handling.
- (j) In-flight catering.
- (k) Into-plane fueling.
- (l) Baggage handling.
- (m) Baggage Reconciliation.
- (n) Passenger boarding bridge operation.
- (o) Aircraft Cleaning

### **§ 68.5 Eligibility Requirements.**

To be eligible for a ground services personnel work permit, a person must—

- (a) Be at least 18 years of age.
- (b) Be employed by a ground service provider certificated under GACAR Part 151.
- (c) Be able to read, speak, write, and understand the Arabic or English language. Headset operators must comply with the English language proficiency requirements prescribed in GACAR § 68.7(g).

### **§ 68.7 Training Requirements.**

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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An applicant organization for a ground services personnel work permit must present documentary evidence that the candidate has successfully completed formal training that is acceptable to the President and is specifically designed to qualify the candidate for the job function(s) for which the candidate is to be employed. This documentary evidence must include–

(a) Training in the six mandatory subjects as outlined in the ground operations training baseline requirements provided in Appendix A of this part.

(b) Training in the specific job function(s) according to the ground operations training baseline requirements provided in Appendix A of this part, the guidelines and standards of the entities prescribed in GACAR § 151.5, as applicable, including the sponsoring organization’s relevant manuals, policies, operating, contingency and emergency procedures.

(c) Recurrent training designed to maintain the currency of the permit holder’s knowledge and skills on the functions and frequencies prescribed in Appendix A of this part.

(d) As applicable to the job function–

(1) Dangerous goods training on the category relevant to the job function as prescribed in GACAR Part 109, ICAO Technical Instructions and IATA Dangerous Goods Regulations.

(2) Load control license specific to the aircraft type(s) handled.

(3) Aerodrome driving permit and civil driving license of a type corresponding to the vehicles or GSE operated.

(e) Ground services personnel involved in direct communication with pilots in the context of their daily duties, such as headset operators or radio operators, must provide evidence that they can read, speak, write and understand the English language and use aviation terminology at least equivalent to Level 3 of ICAO English Language Proficiency requirements, as prescribed in GACAR Part 61, Appendix A.

### **§ 68.9 Knowledge Training & Attendance.**

(a) Attendance of knowledge training is mandatory for all students.

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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- (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.
- (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.

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GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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**§ 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.
  - (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);

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**GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT**

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(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.

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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### § 68.13 Knowledge Examinations.

(a) Knowledge examinations conducted under this part must:

- (1) Be held in an enclosed environment free of noise and distractions.
- (2) Be conducted without the use of notes, books or any electronic devices, unless otherwise accepted by the President.
- (3) Cover a representative number of topics and subtopics from each knowledge module of the corresponding training component.
- (4) Have a minimum passing grade of 70%.

(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.

(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



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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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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.

(h) Each certificate holder must inform the President of any incidents in the context of paragraphs (f) and (g) of this section together with the details of any enquiry within seventy-two (72) hours of the incident.

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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### § 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.

(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.

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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### § 68.17 Recency of Experience

For ground services personnel who have not exercised the privileges of their work permit for more than 1 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 holding a work permit issued 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 holder of a ground services personnel work permit are to provide ground services for their sponsoring organization, in the job function(s) and at the aerodrome(s) endorsed on their work permit.

(c) Limitations–

- (1) No person may exercise the privileges of a permit issued under this part contrary to any applicable GACAR requirement or while under the influence of any psychoactive substance, by reason 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.
- (3) No person may exercise the privileges of a permit issued under this part without a valid aerodrome security badge.
- (4) No person employed by a subcontracted entity may exercise the privileges of their work permit for an entity other than their sponsoring organization.

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**GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT**

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**§ 68.21 Display and Inspection of Work Permit.**

- (a) Each person who holds a ground services personnel work permit must display it at all times while on duty.
- (b) Each person who holds a ground services personnel work permit must present it for inspection upon request from the President or a designated official of the aerodrome operator.
- (c) An aerodrome operator who detects any noncompliance with this part or identifies unsafe operating practices by the holder of a ground services personnel work permit issued under this part must immediately report relevant details to the permit holder's sponsoring organization and to the GACA.

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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### SUBPART B – ISSUANCE OF WORK PERMIT

#### § 68.23 Application for and Issuance of a Work Permit (Initial or Renewal).

- (a) A candidate who satisfactorily meets all the requirements for the issuance of a work permit under this part may receive a work permit from the President.
- (b) Application for a ground services personnel work permit under this part must be made on a form and in a manner prescribed by the President.
- (c) Only a sponsoring organization as defined in GACAR § 68.1(c) may apply for a ground services personnel work permit under this part. Applications must be made on behalf of its employees, or the employees of its subcontracted organizations who require a work permit in accordance with GACAR § 68.3.
- (d) Each organization who applies for a permit issued under this part must show evidence that the applicable fee prescribed in the Implementation Regulation of the Civil Aviation Tariff Act has been paid.
- (e) The application must include the following in a form acceptable to the President–
- (1) Copy of all applicable documentary evidence prescribed in GACAR § 68.7.
  - (2) Copy of the candidate’s Saudi National Identification card or Iqama.
  - (3) Copy of candidate’s passport.
  - (4) Copy of candidate’s airport security badge.
  - (5) A written statement by the sponsoring organization, signed by a person acceptable to the President, attesting to the candidate’s required training, qualifications and eligibility for the issue of a work permit relevant to the job function(s) and work location/aerodrome to be endorsed.
- (f) The holder of a permit issued under this part may apply for renewal of that permit no earlier than 3 months, and no later than 1 month, before the expiration date indicated on the permit. To avoid

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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suspension of privileges, an application for renewal must be submitted sufficiently in advance of expiration to permit processing of the application and issuance of the new permit. The holder of a permit applying for renewal, may not exercise the privileges of an expired permit.

(g) The application for permit renewal must include only the updated training certificates, licenses and documents prescribed in paragraph (e) of this section, as applicable.

### **§ 68.25 Duration of Work Permit.**

(a) Unless otherwise established by the President, the validity period endorsed on the work permit is 24 months from the date of issue.

(b) A work permit issued under this part is valid until the earliest of the following—

- (1) The validity period as endorsed on the permit is expired.
- (2) The holder is no longer providing ground services for their sponsoring organization or working at the location endorsed on the permit.
- (3) The permit is surrendered, suspended, or revoked.

### **§ 68.27 Offenses Involving Psychoactive Substances.**

(a) A conviction for the violation of any law related to the growing, processing, manufacture, sale, disposition, possession, transportation, or importation of psychoactive substances is grounds for—

- (1) Denial of an application for any work permit issued under this part.
- (2) Suspension or revocation of any work permit issued under this part.

(b) A refusal to submit to a test to indicate the presence of psychoactive substances in the body, when requested by the President is grounds for—

- (1) Denial of an application for any work permit issued under this part, or

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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(2) Suspension or revocation of any work permit issued under this part.

(c) Any test information obtained by the President under this section may be evaluated in determining a person's qualifications for a ground service provider personnel work permit or possible violations, and may be used as evidence in any legal proceeding under the Civil Aviation Law.

### **§ 68.29 Suspension or Revocation of Work Permit.**

(a) The President may suspend or revoke a work permit in accordance with the remedial certificate actions prescribed in GACAR Part 13 if—

(1) He deems that the person is not competent for the execution of the duties and responsibilities of the job function, or/and has displayed unprofessional attitude or recklessness in the execution of duties.

(2) Any of the documentation provided accompanying the application for the issuance/renewal of a work permit is proven to be forged, false or misleading.

(3) The aerodrome operator has repeatedly issued violations for a person.

(4) For violations of GACAR § 68.27.

(b) A person whose ground services personnel work permit is revoked may not apply for a work permit for 1 year after the date of revocation, unless the order of revocation provides otherwise.

(c) The holder of a work permit issued under this part that is suspended, revoked, or no longer valid must return it to GACA as prescribed in GACAR § 68.37.

### **§ 68.31 Change of Name.**

(a) An application to change the name of the holder on a work permit issued under this part must be accompanied by—

(1) The candidate's ground services personnel work permit

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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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(2) The original legal document verifying the name change, and

(3) A letter to the President from the candidate's sponsoring organization attesting to the change of name.

(b) The document in paragraph (a)(2) of this section will be returned to the candidate after inspection.

### **§ 68.33 Change of Work Permit Privileges.**

(a) A sponsoring organization may submit an application for amending privilege(s) on the work permit of one of their employees or their subcontracted employees. The application must be accompanied by–

(1) In case of new job function(s):

(i) Training records relevant to the job function(s); and

(ii) A written statement in accordance with GACAR § 68.23(e)(5).

(2) In case of a new aerodrome location, relevant evidence of familiarization training at the new aerodrome.

(b) The application submitted in the context of paragraph (a) of this section must be accompanied by evidence that the appropriate fee has been paid in accordance with the Implementation Regulation of the Civil Aviation Tariff Act.

(c) The amended work permit retains the same expiration date as the work permit for which amendment was sought.

### **§ 68.35 Replacement of Lost or Destroyed Work Permit.**

(a) A request for the replacement of a lost or destroyed work permit requires the submission of an application for replacement accompanied by evidence that the appropriate fee has been paid in accordance with the Implementation Regulation of the Civil Aviation Tariff Act.



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## GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT

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- (b) A replacement work permit retains the same expiration date as the original one which is replaced.
- (c) No person may exercise the privileges of a work permit issued under this part while awaiting their replacement permit.
- (d) The holder of a work permit must immediately inform their employer if their permit has been lost or destroyed.

### **§ 68.37 Surrendered Work Permit.**

- (a) When a ground services personnel work permit is no longer valid, the work permit holder must return the permit to their employer immediately.
- (b) Each employer who receives a work permit under the provisions of paragraph (a) of this section must return the permit to the GACA no later than 48 hours after they receive it.

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**GACAR PART 68 – GROUND SERVICES PERSONNEL WORK PERMIT**

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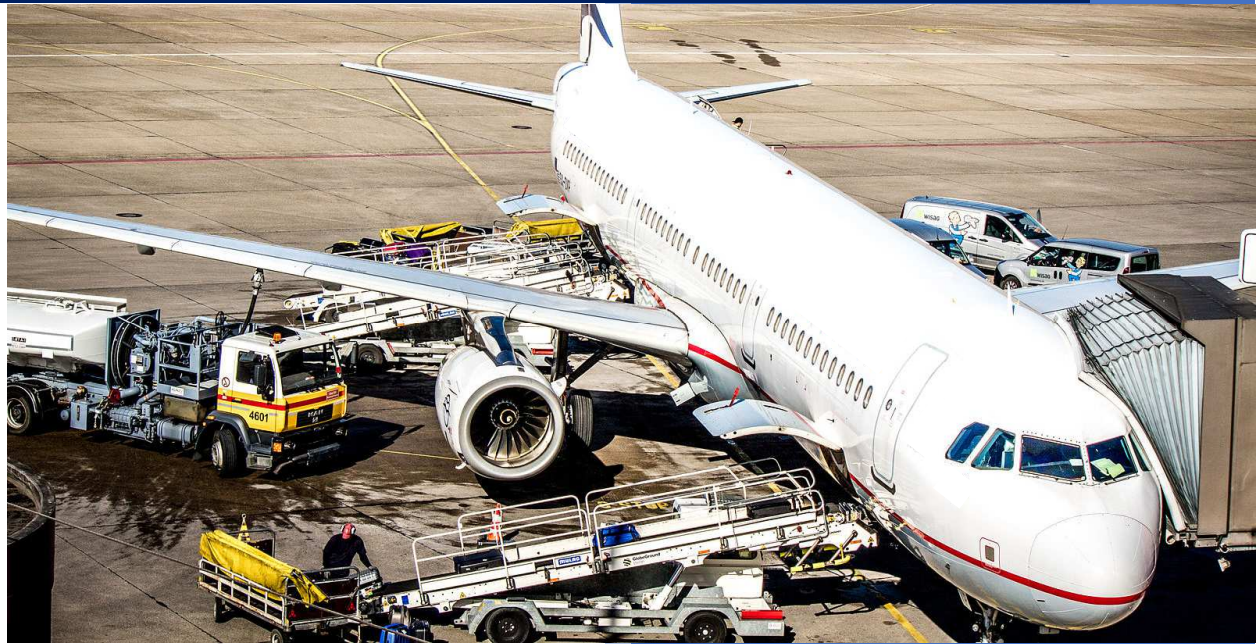
**APPENDIX A TO GACAR PART 68 – GROUND OPERATIONS TRAINING (GOT)  
BASELINE REQUIREMENTS**

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



الهيئة العامة للطيران المدني  
General Authority of Civil Aviation  
Ground Services Standards

# GACAR Part 68 - Appendix A



## GROUND OPERATIONS TRAINING BASELINE REQUIREMENTS

Edition: 2023/09

**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 own or subcontracted 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 nineteen (19) 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	
<b>(16)</b>	Turnaround Coordination/Ramp Supervision
<b>(17)</b>	Ground Support Equipment (GSE) Operator:
	• 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	
<b>(18)</b>	In-Flight Catering
<b>(19)</b>	Aircraft Cleaning

GSE Modules

- (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.

**GENERAL TRAINING GUIDELINES**

- (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) 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:

**GENERAL TRAINING GUIDELINES**


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



## 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
<b>Ground Support Equipment Operator</b>																			
• 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
<b>Aircraft Marshalling</b>	M	M	M	M	M	M		M											
<b>Load Control</b>	M	M	M	M	M	M			M										
<b>Loading Supervision</b>	M	M	M	M	M	M			M1-6	M	P								
<b>Passenger Handling</b>	M	M	M	M	M	M						M							
<b>Turnaround Coordination / Ramp Sup.</b>	M	M	M	M	M	M	M	M	M2&9	M	P	M1-3,6				M	M		
<b>Headset Operation</b>	M	M	M	M	M	M	M												
<b>Cargo Handling</b>	M	M	M	M	M	M							M						
<b>In-Flight Catering (Facilities)</b>	M	M	M	M	M	M													M
<b>Baggage Handling</b>	M	M	M	M	M	M					M								
<b>Baggage Reconciliation</b>	M	M	M	M	M	M				M2-5									
<b>Pax Boarding Bridge Operation</b>	M	M	M	M	M	M								M					
<b>Aircraft Cleaning</b>	M	M	M	M	M	M													M

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


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					

**COMPONENT 1**
**REGULATORY AWARENESS**

No	Knowledge Modules	Topics / Subtopics	S	I	M
2.	<b>GACAR Part 68 Key Points</b>				
		(a) 68.1 Applicability			
		(b) 68.3 Work Permit Required			
		(c) 68.5 Eligibility Requirements			
		(d) 68.7 Training Requirements			
		(e) 68.8 Recency of Experience			
		(f) 68.9 Obligations, Privileges, and Limitations			
		(g) 68.11 Display and Inspection of Work Permit			
		(h) 68.23 Offences Involving Psychoactive Substances			
		(i) 68.25 Duration of Work Permit			
		(j) 68.26 Suspension or Revocation of Work Permit			
		(k) 68.33 Surrendered Work Permit			
3.	<b>Introduction to Other GACARs</b>				
		(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			
		(g) GACAR Part 139			
4.	<b>Introduction to International Regulations</b>				
		(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)			

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


<b>S = Satisfactory or N/A</b>	<b>I = Incomplete</b>	<b>M = Missing</b>
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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: <b>70% per exam</b>			
		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					

**COMPONENT 2**
**AIRPORT/AIRSIDE HEALTH & SAFETY**

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

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


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

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

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: <b>70% per exam</b>			
		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) <b>Introduction to Airport Emergency Plan (AEP)</b>			
		Definitions			
		Responsibilities/Accountabilities			
		Airport Emergency Chart			
		(b) <b>General Interfaces with Airport's AEP Cases (where applicable)</b>			
		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) <b>Building/Terminal Evacuation</b>			
		Emergency Exits			
		Assembly Points (Airside/Landside)			
		General Involvement & Actions			
		(d) <b>Response to General Emergencies</b>			
		Emergencies Codes & Alarms (where applicable)			
Responsibilities – Line of Command					

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

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)			
		<b>(e) Triage Process</b>			
		<b>(f) Emergency Communication &amp; Reporting</b>			
		<b>(g) Emergency Case Studies</b>			




 الهيئة العامة للطيران المدني General Authority of Civil Aviation	<b>GROUND OPERATIONS TRAINING</b> <b>Baseline Requirements</b>
<b>COMPONENT 4</b>	<b>SECURITY AWARENESS</b>

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: <b>70% per exam</b>			
		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					

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


<b>S = Satisfactory or N/A</b>	<b>I = Incomplete</b>	<b>M = Missing</b>
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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>الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<b>GROUND OPERATIONS TRAINING Baseline Requirements</b>
<b>COMPONENT 5</b>	<b>HUMAN FACTORS AWARENESS</b>


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

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


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) <b>Aerodrome Layout</b>			
		Landside			
		Airside & Aircraft Stand Numbering			
		(b) <b>Airport Rules &amp; Regulations</b>			
		Airport Safety Specifics			
		Airport Security Specifics			
		Relevant Standard Operating Procedures			
		Violations & Penalties			
		(c) <b>Staff Access &amp; Access Control System</b>			
		(d) <b>Location of Company Offices</b>			
		(e) <b>Location of Stakeholders</b>			
		Airport Authority / Operator & Functions			
		Police			
		Immigration			
		Customs			
		Airlines / AOC / AUC			
		Medical Centre / First Aid			
		Veterinary			
		Other Ancillary Facilities & Organizations			
(f) <b>Emergency Response Concept</b>					
General Introduction of Airport ERP Planning					
Emergency Assembly Points & Locations					
Emergency Contacts					

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

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

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


<b>S = Satisfactory or N/A</b>	<b>I = Incomplete</b>	<b>M = Missing</b>
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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:	<b>60 a/c turnarounds</b> <ul style="list-style-type: none"> <li>Narrow &amp; wide body a/c</li> <li>National &amp; international airlines, where possible</li> <li>Day &amp; night operations</li> </ul>			
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		ICAO Level 3 or equivalent	<b>Passing grade</b> (or certificate)			
		OJT Assessment:	<b>3 flights</b>			
3.	Component Recurrence:	<b>36 months, up to 50% reduced units</b>				

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


**COMPONENT 7**
**HEADSET OPERATION**

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Aircraft Walk-around & Checks			
		Departure Procedure Communication			
		<b>(f) Aircraft Engines Start-up</b>			
		Safety Precautions			
		Start-up Procedure & Communication			
		<b>(g) Push-back &amp; Towing</b>			
		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			
		<b>(h) Marshalling Signals &amp; Techniques for Aircraft</b>			
		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			
		<b>(i) Marshalling Signals for GSE</b>			
		Emergency Hand Signals to GSE			
		GSE Positioning & Reversing Hand Signals			
		<b>(j) Wingman/Wing-walker Task Specifics</b>			
		Responsibilities			
		Proper Positioning			
		Hand Signals			
		<b>(k) Adverse Weather Implications</b>			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			

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

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Thunderstorm / Lighting			
2.	Emergency Procedures				
		<b>(a) Communications with Cockpit &amp; Actions</b>			
		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>(b) Emergency Case Studies</b>			
		Emergency Communications & Response			



 الهيئة العامة للطيران المدني General Authority of Civil Aviation	<b>GROUND OPERATIONS TRAINING</b> <b>Baseline Requirements</b>
<b>COMPONENT 8</b>	<b>MARSHALLING</b>


<b>S = Satisfactory or N/A</b>	<b>I = Incomplete</b>	<b>M = Missing</b>
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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			
		<b>(f) Marshalling Signals &amp; Techniques for Helicopters</b>			
		Helipad/Heliport Operations			
		<b>(g) Wingman/Wing-walker Task Specifics</b>			
		Responsibilities			
		Proper Positioning			
		Hand Signals			
		<b>(h) Adverse Weather Implications</b>			
		Precipitation			
		Thunderstorms / Lightning			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Intense Heat Visual Distortion at Distance			
		<b>(i) Practical Exercises</b>			
<b>3.</b>	<b>Emergency Procedures</b>				
		<b>(a) Response &amp; Actions</b>			
		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>(b) Emergency Case Studies</b>			

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

<b>S = Satisfactory or N/A</b>	<b>I = Incomplete</b>	<b>M = Missing</b>
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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:	<b>50 flights per aircraft type</b> <ul style="list-style-type: none"> <li>Narrow &amp; wide body a/c</li> <li>70% Electronic &amp; 30% Manual Load-sheet</li> </ul>			
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		OJT Assessment:	<ul style="list-style-type: none"> <li><b>2 flights electronically</b></li> <li><b>1 flight manually</b></li> </ul>			
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**

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			
		<b>(c) Structural Weights</b>			
		Maximum Zero Fuel Weight			
		Maximum Taxi Weight			
		Maximum Take-off Weight			
		Maximum Landing Weight			
		Maximum Weight Restrictions			
		<b>(d) Fuel Weights</b>			
		Contingency Fuel			
		Alternate Fuel			
		Landing Fuel			
		Fuel Loading			
		Taxi Fuel			
		Take-off Fuel			
		Trip Fuel			
		Ballast Fuel			
		<b>(e) Exercises</b>			
<b>3.</b>	<b>Load Planning</b>				
		<b>(a) Aircraft Type Specific Instructions</b>			
		<b>(b) Carrier Specific Instructions</b>			
		<b>(c) Aircraft Loading Principles</b>			
		Preparation Before Loading			
		Cargo Hold Doors – General Introduction			
		Anti-Tipping Procedure			
		Bulk Load & Bulk Loaded Aircraft			
		Containerized Aircraft			

**COMPONENT 9**
**LOAD CONTROL**


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.	<b>Aircraft Structural Strength &amp; Loading Limitations</b>				
		<b>(a) Aircraft Structure</b>			
		Terminology			
		General Design Limits			
		Fuselage Limits			
		Floor Structure			
		Aircraft Cabin and Bays			
		Aircraft Locations & Holds/Compartments			
		Cargo Doors Dimensions			
		Height Limitations			
		Contour Limitation			
		<b>(b) Aircraft Structural Loading Limitations</b>			
		Area Load Limitations			
		Cumulative Load Limitations			
		Combined Load Limitations			
		Hold Limitations			
		Compartment Limitations			
		Asymmetrical Load Limitations			
		<b>(c) Floor Loading Limitations</b>			
		Contact Load Limitations			
		Point Load Limitations			
		Running Load Limitations			
		Load/Weight Spreading Tables			
		<b>(d) Decompression Panels</b>			
		General Awareness			

**COMPONENT 9**
**LOAD CONTROL**

No	Knowledge Modules	Topics / Subtopics	S	I	M
5.	ULD Familiarization				
		(a) <b>Aircraft Familiarization</b>			
		Aircraft Types & Annex-14 Categories			
		Size/Dimensions			
		Configurations			
		(b) <b>ULD Familiarization</b>			
		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) <b>Tagging</b>					
Documentation					
Labeling & Markings					
6.	Loading Instruction Report (LIR)				
		(a) <b>LIR Layout</b>			
		(b) <b>Load Codes</b>			
		(c) <b>Minimum Information Required</b> As per IATA AHM.			
		(d) <b>LIR Preparation &amp; Release</b>			
		(e) <b>Loading Instructions</b>			
		Loading & Offloading Instructions			
		Communication of Instructions			
		(f) <b>Responsibilities &amp; Signatures</b>			
		(g) <b>Finalization of LIR</b>			
		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	<b>[Over &amp; above the total minimum required units]</b>			
		(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					

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

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



 <p><b>GACA</b> الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<h2 style="margin: 0;">GROUND OPERATIONS TRAINING</h2> <h3 style="margin: 0;">Baseline Requirements</h3>
<b>COMPONENT 10</b>	<b>LOADING SUPERVISION</b>

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"> <li>Loading &amp; Unloading</li> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operations</li> </ul>				
2.	Qualification Criteria:	Written Exam: Min: <b>70% per exam</b>			
		OJT Assessment: <b>3 flights</b>			
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>(b) Cargo Build-Up</b>			
		Rules			
		Cargo Weights			
		Measurement			
		Center of Gravity			
		Odd Sized Cargo			
		Gross Weight Limitations			
		Tare Weight			
		<b>(c) Tagging</b>			
		Documentation			
		Labeling & Markings			
<b>3.</b>	<b>Aircraft Loading &amp; Restraining</b>				
		<b>(a) General Principles</b>			
		General Rules & Load Securing			
		Ground Stability			
		Ballast			
		Hold Door Netting			
		<b>(b) Securing Load Through Other Load</b>			
		<b>(c) Positioning &amp; Operation of Loading GSE</b>			
		General Safety Rules & Precautions			
		General Operating Principles			
		<b>(d) Aircraft Cargo Loading System (CLS)</b>			
		CLS Controls & Operation			
		CLS Limitations			
		<b>(e) Bulk Load</b>			
		General			
		Gate Checked-in Items			
		<b>(f) ULD Restraint System</b>			
		Missing / Inoperative Restraints			
		Restraining and Securing Load in ULDs			
		Pallets			

**COMPONENT 10**
**LOADING SUPERVISION**

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Containers			
		(g) <b>Tie-down</b>			
		Tie-down Equipment			
		Rules and Principles			
		General Lashing			
		Standard Lashing			
		Cabin Loading and Lashing (Pax Aircraft)			
		(h) <b>Special Loads &amp; Lashing</b>			
		Dealing with Special Loads			
		Perishables			
		Human Organs			
		Vehicles			
		Human Remains			
		Wheelchairs			
		(i) <b>Loading Dangerous Goods</b>			
		(j) <b>Load Damages &amp; Spillages</b>			
		(k) <b>Loading Incompatibilities</b>			
		(l) <b>Manual Handling of Loads</b>			
		(m) <b>Adverse Weather Operations &amp; Supervision</b>			
		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) <b>Case Studies</b>			
		Examples & Videos			
4.	<b>Loadsheet &amp; Trim Sheet Comprehension</b>				
		(a) <b>General Principles</b>			
		(b) <b>Load &amp; Trim Sheet Lay-out</b>			
		(c) <b>Manual Load &amp; Trim Sheet</b>			

**COMPONENT 10**
**LOADING SUPERVISION**

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

**COMPONENT 10**
**LOADING SUPERVISION**

No	Knowledge Modules	Topics / Subtopics	S	I	M
		(g) <b>Case studies</b>			
7.	Emergency Procedures				
		(a) <b>Response &amp; Actions</b>			
		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) <b>Emergency Case Studies</b>			
		Aircraft Accidents/Incidents			

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

<b>S = Satisfactory or N/A</b>	<b>I = Incomplete</b>	<b>M = Missing</b>
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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 <ul style="list-style-type: none"> <li>• Narrow &amp; wide body a/c</li> <li>• Day &amp; night operations</li> </ul>		
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					


**COMPONENT 11**
**BAGGAGE HANDLING / RECONCILIATION**

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

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

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



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

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

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	<b>Departure Logistics</b>				
		<b>(a) Departure Processes &amp; Flows</b>			
		<b>(b) Preparation of Resources &amp; Equipment</b>			
		Pre-flight Preparation			
		Check-in Desk Setup			
		Queue Management			
		<b>(c) Advance Passenger Information (API) &amp; Passenger Name Record (PNR)</b>			
		<b>(d) Types of Passports &amp; VISAs</b>			
		<b>(e) Fraudulent Documents</b>			
		<b>(f) Passenger Check-in &amp; Processing</b>			
		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			
		<b>(g) Baggage Check-in &amp; Processing</b>			
		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			
		<b>(h) Check-in Contingency Procedures</b>			

**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			
		<b>(i) Irregular Operations</b>			
		Denied Boarding			
		Elevated Security Level/Threat			
		Flight Delays (Technical, Weather, Other)			
		Flight Cancellations			
		Flight Diversions			
		<b>(j) Passenger Boarding</b>			
		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			
		<b>(k) Public Announcements</b>			
		Principles & Policies			
		General Announcements and at Gate			
		<b>(l) Post Flight Requirements</b>			
		Messages			
		Government Vetting			
		Documentation & Filing			

**COMPONENT 12**
**PASSENGER HANDLING**

No	Knowledge Modules	Topics / Subtopics	S	I	M
		Reports			
		Inventory Management & Secure Disposal			
		(m) <b>Case Studies</b> (Special Cases & Incidents)			
<b>2.</b>	<b>Arrival Logistics</b>				
		(a) <b>Arrival Processes &amp; Flows</b>			
		Pre-arrival Preparations			
		Disembarkation Procedures (PBB/Steps)			
		Security Requirements			
		Immigration & Customs Requirements			
		Arrival Paperwork & Coordination			
		(b) <b>Transfer/Connecting, &amp; Transit Passengers</b>			
		Gate Check-in & Transfer			
		Boarding of Transit & Connecting Passengers			
		Missed Connections			
		Missing Transfer Passengers			
		Communication / Coordination for Transit and Connecting Baggage			
		(c) <b>Case Studies</b> (Transfer/Transit Passengers)			
<b>3.</b>	<b>Aircraft Cabin Doors</b>				
		(a) <b>Overview of Aircraft Door Types</b>			
		(b) <b>Procedure &amp; Safety Precautions</b>			
	Provisional	(d) <b>Opening/Closing Aircraft Cabin Doors from Outside</b>			
	Provisional	(e) <b>Practice on Actual Aircraft Doors</b>			
<b>4.</b>	<b>Baggage Irregularities</b>				
		(a) <b>Baggage Claims &amp; Settlement</b>			
		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>(b) Tour of Airport BHS area</b>			
<b>6.</b>	<b>Special Passenger Procedures</b>				
		<b>(a) Special Passenger Categories</b>			
		Applicable Codes			
		Regulatory Requirements			
		Inadmissible Passengers			
		Deportees			
		Passengers with Firearms / Enforcement Officers / Sky Marshal			
		Passenger Under Influence of Psychoactive Substances			
		Disruptive Passengers			
		<b>(b) Special Passenger Processes</b>			
		Meet & Assist (MAAS)			
		Unaccompanied Minor (UM)			
		Infants			
		Expectant Mothers			
		Departure/Check-in Processing & Coordination			
		Arrival Processing & Coordination			
		Transfer Processing & Coordination			
		<b>(c) Passengers with Disabilities</b>			
		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) <b>Case Studies</b>			
7.	<b>Airline / System Specific Training</b>	<b>[Over &amp; above the total minimum required units]</b>			
		(a) <b>Common Use Terminal Equipment (CUTE)</b>			
		(b) <b>Departure Control System (DCS)</b>			
		Customer Airlines DCS			
		Local DCS (were available)			
		(c) <b>Computer Reservation System (CRS)</b>			
		Specific to Customer Airlines			
8.	<b>Customer Service</b>				
		(a) <b>Customer Service principles</b>			
		Greetings & Salutations			
		Customer Expectations			
		First Impressions			
		(b) <b>Communication Skills</b>			

**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			
		<b>(c) Unruly passengers</b>			
		Warning & Danger Signs			
		Human Brain & Psychology			
		<b>(d) Conflict Resolution</b>			
		Defusing Situations			
		Support, Intervention & Assistance			
		Reporting & Follow up			
		<b>(e) Customer Complaints</b>			
		Processing & Reporting			
		Follow up			
		<b>(f) Sales Best Practices</b>			
		<b>(g) Case Studies</b> (Examples / Videos)			
<b>9.</b>	<b>Emergency Procedures</b>				
		<b>(a) Response &amp; Actions</b>			
		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>(b) Emergency Case Studies</b>			

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

<b>S = Satisfactory or N/A</b>	<b>I = Incomplete</b>	<b>M = Missing</b>
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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"> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operations</li> </ul>				
2.	Qualification Criteria:	Written Exam:	Min: 70% per exam			
		OJT Assessment:	<ul style="list-style-type: none"> <li>2 import flights</li> <li>2 export flights</li> </ul>			
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) <b>Cargo Export Procedures</b>			
		Export Cargo Acceptance			
		Air Waybills Handling			
		Acceptance of Mail Shipments			
		Damages & Irregularities			
		Freight Booked List (FBL)			
		Messaging			
		Manifest & Pre-manifest Functions			
		ULD Handling			
		(g) <b>Export Document Handling</b>			
		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) <b>Air waybill</b>			
		Completion & Processing			
		Contract of Carriage			
		Distribution			
		Numbering & Check Digit			
		Not Negotiable Term			
		Tact Tariff Reference			
2.	<b>Cargo Handling Warehouse</b>				
		(a) <b>Export Build-up</b>			
		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>(b) Import Break-down</b>			
		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			
		<b>(c) Valuable Shipment Handling</b>			
		Definitions			
		Policies			
		Acceptance & Delivery			
		Secure Storage			
		Import & Export Handling			
		Escorting			
		Irregularities			
		Standard Operating Procedures			
		<b>(d) Live Animals Handling</b>			
		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
		<b>(e) Perishables Handling</b>			
		Definition / List			
		Responsibilities			
		Cool Chain Process			
		Basic Requirements			
		Documentation			
		Labeling			
		Handling Procedures			
		<b>(f) Temperature Control Regulations</b>			
		Standard Operating Procedures			
		Pharmaceuticals			
		<b>(g) Human Remains</b>			
		<b>(h) Slave Pallets</b>			
		Pre-use Checks			
		Standard Operating Procedures			
		Loading / Offloading			
		Weights (Lade/Un-laden)			
		Health & Safety Requirements			
		Stacking / De-stacking from Pallet Stack			
		<b>(i) Cargo Warehouse Familiarization</b>			
		Complete Tour of Facilities			
<b>3.</b>	<b>Emergency Procedures</b>				
		<b>(a) Response &amp; Actions</b>			
		Fire Wardens Responsibilities			
		Cargo Warehouse Fire			
		Dangerous Goods Accidents			
		Cargo / Warehouse Terminal Evacuation Plan			
		Coordination & Promulgation of Information			
		Effects on the Airside			
		<b>(b) Emergency Case Studies</b>			

### COMPONENT 14

### PASSENGER BOARDING BRIDGE (PBB)


**S = Satisfactory or N/A**
**I = Incomplete**
**M = Missing**

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

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	PBBs & Procedures				
		(a) <b>Types of PBBs</b>			
		Fixed Tunnel			
		Telescopic Tunnels			
		Dual Boarding Bridge			
		Rotunda			
		PBB Cabin & Canopy			
		Interdependency with GSE (GPU/PCA, etc.) attached to PBB			
		(b) <b>Standard Procedures</b>			
		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) <b>Adverse Weather Operations</b>			
		Wet & Dry Tarmac Operations & Turning			
		Low Visibility Procedures (Sandstorm, Fog, etc.)			
2.	<b>Operation &amp; Troubleshooting</b>				
		(a) <b>Original Equipment Manufacturer (OEM) Operating Manual</b>			
		PBB Operational Controls - Console			
		Operational Limitations			
		Safety Features & Engagement			
		Floor Auto Leveling System			
		Aircraft Docking			
		Retraction from Aircraft			
		(b) <b>PBB Special Procedures</b>			
		PBB Out of Limits Procedure			
		PBB Technical Troubleshooting			
		(c) <b>Practical Training</b>			
3.	<b>Emergency Procedures</b>				
		(a) <b>Response &amp; Actions</b>			
		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) <b>Emergency Case Studies</b>			
		Operating Occurrences (incidents & accidents)			

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


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

No	Knowledge Modules	Topics / Subtopics	S	I	M
1.	<b>Airside Environment</b>				
		<b>(a) Layout of Aerodrome &amp; Apron Stands</b>			
		Location and Numbering of Apron Stands			
		<b>(b) Airside Signs &amp; Markings</b>			
		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			
		<b>(c) Light Signals to Vehicles</b>			
		<b>(d) Runway/Taxiway Incursion Avoidance</b>			
<b>(e) Practical Airside Familiarization</b> (Local Airside Familiarization / Stand Numbering)					
2.	<b>Rules &amp; Regulations</b>				
		<b>(a) Fitness to Drive – KSA Regulations</b>			
		Influence of Drugs, Illnesses, & Psychoactive Substances			
		<b>(b) Responsibilities of Operator</b>			
		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			
		<b>(c) Vehicles Serviceability</b>			
		Introduction to Maintenance Principles			
		Company Insignia Display			
		Airside Vehicle Permit Requirements			
		Daily Inspection of Vehicle			
		Technical Fault Reporting & Actions			
		<b>(d) Local Airport Rules &amp; Regulations</b>			
		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			
		<b>(e) Dissemination of Information to Drivers</b>			
		<b>(f) Low Visibility Procedures (LVP)</b>			
		<b>(g) Hand Signals to Vehicles - General</b>			
		<b>(h) Spill Procedure (fuel, hydraulics, oil)</b>			
<b>3.</b>	<b>Airside Safety &amp; Driving Hazards</b>				
		<b>(a) Hazard Identification</b>			
		Airport Dangerous Zones			
		Aircraft Refueling / Fuel Safety Zone			
		Jet Blast Precautions			
		Engine Suction/Ingestion			
		Propellers			
		Aircraft Beacons			
		Fuel Pits			

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

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



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

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			
(c) On-Job-Training: (duration or events)	Aircraft Turnarounds:	<b>50 turnarounds</b> <ul style="list-style-type: none"> <li>• Narrow &amp; wide body a/c</li> <li>• Day &amp; night operations</li> </ul>				
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		OJT Assessment:	Arrival: <b>3 flights</b>			
			Departure: <b>3 flights</b>			
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			
<b>2.</b>	<b>Ramp Services</b>				
		<b>(a) Aircraft Arrival</b>			
		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>(b) Aircraft Departure</b>			
		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			
		<b>(c) Aircraft Pushback</b>			
		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			
		<b>(d) Adverse Weather Operations &amp; Supervision</b>			
		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			
<b>3.</b>	<b>Aircraft Towing / Stand Repositioning</b>				
		<b>(a) Towing Basics</b>			
		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) <b>Examples Based on Airport Layout</b>			
4.	<b>Special &amp; Emergency Procedures</b>				
		(a) <b>Special Procedures</b>			
		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) <b>Emergency Procedures</b>			
		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) <b>Case Studies</b>			
		Special & Emergency Cases			

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


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:	<b>50 flights per type of pushback tractor</b> <ul style="list-style-type: none"> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operation</li> </ul>			
(ii) A/c Towing:		<b>10 flights per type of tractor used at (i) above</b> <ul style="list-style-type: none"> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operation</li> </ul>				
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		Pushback OJT Assessment:	<b>3 flights</b>			
		Towing OJT Assessment:	<b>2 flights</b>			
3.	Component Recurrence:	<b>36 months, up to 50% reduced units</b>				


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

No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Limitations			
		Preemptive Steering			
		Tug Capability Chart			
		Troubleshooting			
		<b>(d) Equipment Practical Training</b>			
		<b>(e) Pushback Operating Procedures</b>			
		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			
		<b>(f) Case Studies of Pushback &amp; Towing Occurrences</b>			
		<b>(g) Wingman/Wing-walker Task Specifics</b>			
		Responsibilities			
		Proper Positioning			
		Hand Signals			
		<b>(h) Weather Implications</b>			
		Wet & Dry Tarmac Operations & Turning			
		Low Visibility Pushback & Towing			
		<b>(i) Towing Operating Procedure</b>			

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

No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Coordination with Cockpit Crew/Engineer			
		Instructions & Phraseology			
		Follow-me Guidance			
		<b>(j) Aerodrome Specifics</b>			
		Aircraft Stand Size / Categories			
		Aircraft Wingtip Clearances			
		Taxiway Holding Points			
		Aircraft Stand Pushback Lines			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		<b>(k) Emergency Procedures</b>			
		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			

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

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

No	Knowledge Submodules	Topics / Subtopics	S	I	M
1.	High Loader Operations				
		(a) <b>Original Equipment Manufacturer (OEM) Operating Instructions</b>			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Emergency Descent			
		Troubleshooting			
		(b) <b>Equipment Practical Training</b>			
		(c) <b>Aircraft Cargo Doors Operation</b>			
		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) <b>Practice on Actual Cargo Doors</b>			
		(e) <b>Aircraft Docking Procedure</b>			



**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			
		<b>(f) Loading &amp; Unloading Procedure</b>			
		<b>(g) Aerodrome Specifics</b>			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		<b>(h) Adverse Weather Implications</b>			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		<b>(i) Emergency Procedures</b>			
		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			
<b>2.</b>	<b>Aircraft Cabin Doors (Provisional)</b>				
		<b>(a) Passenger Aircraft Door Operation</b>			
		Overview of Aircraft Door Types			
		Procedure & Safety Precautions			
		Opening/Closing Aircraft Cabin Doors from Outside			
		<b>(b) Practice on Actual Cabin Doors</b>			

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


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:	<b>30 flights</b> <ul style="list-style-type: none"> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operation</li> </ul>				
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		OJT Assessment:	<b>3 flights</b>			
3.	Component Recurrence:	<b>36 months, up to 50% reduced units</b>				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Cargo Loader Operations				
		(a) <b>Original Equipment Manufacturer (OEM) Operating Instructions</b>			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Securing Load			
		Troubleshooting			
		(b) <b>Equipment Practical Training</b>			
		(c) <b>Aircraft Docking Procedure</b>			
		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) <b>Cargo Loading &amp; Unloading Procedure</b>			
		(e) <b>Aerodrome Specifics</b>			

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


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		<b>(f) Adverse Weather Implications</b>			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		<b>(g) Emergency Procedures</b>			
		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			

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


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

No	Knowledge Submodule	Topics / Subtopics	S	I	M
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		<b>(g) Emergency Procedures</b>			
		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			

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


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					

**COMPONENT 17 - M5**
**GROUND SUPPORT EQUIPMENT OPERATOR  
| Passenger / Crew Bus |**

No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Wide & Narrow Body Aircraft Specifics			
		<b>(d) Aerodrome Specifics</b>			
		Local Arrival Bus Gates Numbering			
		Local Departure Bus Gates Numbering			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		<b>(e) Adverse Weather Implications</b>			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		High Wind Operations & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		<b>(f) Emergency Procedures</b>			
		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			


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

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


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		Passengers Airside Supervision			
		Security Concerns			
		Day & Night Operations/Illumination			
		Wide & Narrow Body Aircraft Specifics			
		<b>(d) Aerodrome Specifics</b>			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		<b>(e) Adverse Weather Implications</b>			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		<b>(f) Emergency Procedures</b>			
		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			

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


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:	<b>30 flights</b> <ul style="list-style-type: none"> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operation</li> </ul>				
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		OJT Assessment:	<b>3 flights</b>			
3.	Component Recurrence:	<b>36 months, up to 50% reduced units</b>				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Conveyor Belt Operations				
		<b>(a) Original Equipment Manufacturer (OEM) Operating Instructions</b>			
		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>(b) Equipment Practical Training</b>			
		<b>(c) Aircraft Cargo Doors Operation</b>			
		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>الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<b>GROUND OPERATIONS TRAINING</b> <b>Baseline Requirements</b>
<b>COMPONENT 17 - M7</b>	<b>GROUND SUPPORT EQUIPMENT OPERATOR</b> <b>  Conveyor Belt  </b>

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

 <p><b>GACA</b> الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p><b>GROUND OPERATIONS TRAINING</b> <b>Baseline Requirements</b></p>
<p><b>COMPONENT 17 – M8</b></p>	<p><b>GROUND SUPPORT EQUIPMENT OPERATOR</b> <b>  Catering Vehicle  </b></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: <ul style="list-style-type: none"> <li>30 flights</li> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operation</li> </ul>			
2.	Qualification Criteria:	Written Exam: Min: <b>70% per exam</b>			
		OJT Assessment: <b>3 flights</b>			
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			
		<b>(e) Catering Loading &amp; Unloading Procedure</b>			
		Catering Carts & Boxes			
		Security Seals Check			
		<b>(f) Aircraft Galleys</b>			
		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			
		<b>(g) Adverse Weather Implications</b>			
		Strong Wind Conditions & Operability			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lightning			
		<b>(h) Emergency Procedures</b>			
		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><b>GACA</b> الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<b>GROUND OPERATIONS TRAINING</b> <b>Baseline Requirements</b>
<b>COMPONENT 17 – M8</b>	<b>GROUND SUPPORT EQUIPMENT OPERATOR</b> <b>  Catering Vehicle  </b>

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

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

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"> <li>• Potable Water Unit:      <b>20 flights</b></li> <li>• Waste Water Unit:      <b>20 flights</b></li> <li>• Narrow &amp; wide body a/c</li> <li>• Day &amp; night operation</li> </ul>			
2.	Qualification Criteria:	Written Exam:      Min: <b>70% per exam</b>			
		OJT Assessment:			
		Potable Water Unit <b>3 flights</b>			
		Waste Water Unit <b>3 flights</b>			
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					

**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			
		<b>(e) Aerodrome Specifics</b>			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		<b>(f) Adverse Weather Implications</b>			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		<b>(g) Emergency Procedures</b>			
		Ground Support Equipment Fire			
		Aircraft Fire			
		Large Fuel Spill / Fuel Shut Off Valve			
		Aircraft Evacuation on the Ramp			




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


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:	<b>20 flights</b> <ul style="list-style-type: none"> <li>• Narrow &amp; wide body a/c</li> <li>• Day &amp; night operation</li> </ul>				
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		OJT Assessment:	<b>2 flights</b>			
3.	Component Recurrence:	<b>36 months, up to 50% reduced units</b>				

No	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	Baggage Tractor Operations				
		(a) <b>Original Equipment Manufacturer (OEM) Operating Instructions</b>			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Towing Limitations			
		Troubleshooting			
		(b) <b>Equipment Practical Training</b>			
		(c) <b>Docking Procedure with Cargo Loader</b>			
		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>الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<b>GROUND OPERATIONS TRAINING</b> <b>Baseline Requirements</b>
<b>COMPONENT 17 - M10</b>	<b>GROUND SUPPORT EQUIPMENT OPERATOR</b> <b>  Baggage Tractor  </b>


No	Knowledge Submodule	Topics / Subtopics	S	I	M
		FOD Prevention			
		<b>(d) Aerodrome Specifics</b>			
		GSE-specific Preferred Routes			
		GSE-specific Staging Areas & Parking			
		<b>(e) Adverse Weather Implications</b>			
		High Wind Operation & Precautions			
		Low Visibility Operations (Sandstorm, Fog, etc.)			
		Precipitation			
		Thunderstorm / Lighting			
		<b>(f) Emergency Procedures</b>			
		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			

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


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


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

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


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


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

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

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

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




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


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:	<b>30 flights</b> <ul style="list-style-type: none"> <li>Narrow &amp; wide body a/c</li> <li>Day &amp; night operation</li> </ul>			
2.	Qualification Criteria:	Written Exam:	Min: <b>70% per exam</b>			
		OJT Assessment:	<b>3 flights</b>			
3.	Component Recurrence:	36 months, up to 50% reduced units				

B.	Knowledge Submodule	Topics / Subtopics	S	I	M
1.	PRM Vehicle Operations				
		(a) <b>Original Equipment Manufacturer (OEM) Operating Instructions</b>			
		Controls & Operation			
		Pre-use & Post-use Inspections			
		Stability & Limitations			
		Loading Bridge Extension /Safety Rails			
		Proximity Sensors			
		Emergency Descent			
		Troubleshooting			
		(b) <b>Equipment Practical Training</b>			
		(c) <b>Aircraft Docking Procedure</b>			
		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) <b>PRM Loading &amp; Unloading Procedure</b>			
		(e) <b>Aerodrome Specifics</b>			
		GSE-specific Preferred Routes			

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


B.	Knowledge Submodule	Topics / Subtopics	S	I	M
		GSE-specific Staging Areas & Parking			
		<b>(f) Adverse Weather Implications</b>			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning			
		<b>(g) Emergency Procedures</b>			
		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			

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


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


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

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


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>الهيئة العامة للطيران المدني General Authority of Civil Aviation</p>	<p align="center"><b>GROUND OPERATIONS TRAINING</b> <b>Baseline Requirements</b> Version 2020.02</p>
<p align="center"><b>COMPONENT 17 - M16</b></p>	<p align="center"><b>GROUND SUPPORT EQUIPMENT OPERATOR</b> <b>  Forklift  </b></p>

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

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

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			

**COMPONENT 17 - M17**
**GROUND SUPPORT EQUIPMENT OPERATOR  
 | Fueling Bowser / Hydrant Dispenser |**

No	Knowledge Submodules	Topics / Subtopics	S	I	M
		(c) <b>Factors Affecting Jet Fuel Specifications</b>			
		(d) <b>Supply Reliability, Availability, &amp; Contamination</b>			
		Fuel Quality Check & Sampling Procedures			
		Documentation / Records of Inspection			
		Fuel Pit Contamination			
		(e) <b>Jet Fuel Filtration</b>			
		(f) <b>Fuel Grade Confirmation</b>			
		(g) <b>Milipore Testing</b>			
		(h) <b>Differential Pressure</b>			
		(i) <b>Field Tests &amp; Quality Control Activities</b>			
		Hydrant Dispense			
		Fuel Bowser			
		(j) <b>Providing Density of Fuel</b>			
		(k) <b>Unit Conversion (Kilos, Pounds, Liters, Gallons)</b>			
3.	<b>Fuel Dispenser / Bowser Operations</b>				
		(a) <b>Refuel Sheet Reading</b>			
		(b) <b>Introduction to Aircraft Fueling</b>			
		Types of Fueling Equipment			
		Operating Principles of Refuelers & Dispensers			
		IATA Levels of Service			
		(c) <b>Original Equipment Manufacturer (OEM) Operating Instructions</b>			
		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			
		<b>(d) Equipment Practical Training</b>			
		<b>(e) Fueler Loading</b>			
		Loading Order			
		Access to Fuel Load Terminal			
		Bonding			
		Fuel Loading Procedure & Monitoring			
		Fuel Settling & Sampling			
		Leaving the Fueling Terminal			
		Recording Fuel Meter Quantity			
		<b>(f) Equipment Positioning Procedure</b>			
		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			
		<b>(g) Adverse Weather Implications</b>			
		Low Visibility Operations (Sandstorm, Fogs, etc.)			
		High Wind Operation & Precautions			
		Precipitation			
		Thunderstorm / Lightning (Electric Storms)			
		Intense Heat			
<b>4.</b>	<b>Maintenance &amp; Equipment</b>				

### COMPONENT 17 - M17


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

No	Knowledge Submodules	Topics / Subtopics	S	I	M
	<b>Testing Aspects</b>	(a) <b>Routine Test Frequencies</b>			
		(b) <b>Variance Approval Certificate</b>			
		(c) <b>Soak Testing Procedures</b>			
		(d) <b>Filtration Equipment</b>			
		Routine Maintenance & Checks			
		(e) <b>Hose Inspection &amp; Testing Procedures</b>			
		(f) <b>Pressure Control System &amp; Deadman Control Valves</b>			
		(g) <b>Equipment Calibration Program</b>			
<b>5.</b>		<b>Aircraft Fueling Procedures</b>			
	(a) <b>Aircraft Fueling Systems</b>				
	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) <b>Communication with Aircraft Mechanic</b>				
	(c) <b>Aircraft Fueling Procedure (JIG 1)</b>				
	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) <b>Special Fueling Procedures</b>				
	Fueling with Passengers on Board				
Fueling with APU in operation					

**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.	<b>Aircraft Defueling Procedures</b>				
		(a) <b>Defueling Safety Precautions &amp; Rules</b>			
		(b) <b>Jet Fuel Request for Defuel Form</b>			
		(c) <b>Communication with Aircraft Mechanic</b>			
		(d) <b>Defueling Operation</b>			
		By Aircraft Pump			
		By Refueler Pump			
		(e) <b>Monitoring Fuel Level in Refueler Tank</b>			
		(f) <b>Determination of Defuel Quantity</b>			
7.	<b>Emergency Procedures</b>				
		(a) <b>Response &amp; Actions</b>			
		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) <b>Emergency Case Studies</b>			
8.	<b>Provisional IATA Levels 3 and 4 (For Fueling Companies Applying for IATA Level 3 and Level 4 Services)</b>				
		(a) <b>Level 3: Routine Fueling – Distribution Required &amp; Discrepancy Checking</b>			
		As per IATA Level 3 & JIG-1 App. A11 Items			
		(b) <b>Level 4: Non-Routine Fueling</b>			
		As per IATA Level 4 & JIG-1 App. A11 Items			

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


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			

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

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

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


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

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) <b>Case Studies of Incidents</b>			
		(t) <b>Interior Cleaning Practical Training</b>			
2.	<b>Exterior Aircraft Cleaning</b>				
		(a) <b>Planning &amp; Preparation of Exterior Aircraft Cleaning Operation</b>			
		(b) <b>Cleaning Equipment &amp; Agents</b>			
		(c) <b>Environmental Concerns</b>			
		(d) <b>External Hazards &amp; Risks</b>			
		(e) <b>Aircraft Sensitive Areas &amp; Probes</b>			
		(f) <b>External Areas to be Cleaned</b>			
		(g) <b>Cleaning Equipment &amp; Agents</b>			
		(h) <b>Installing Safety Covers Prior to Cleaning</b>			
		(i) <b>Removing Safety Covers After Cleaning</b>			
		(j) <b>Post-cleaning Inspection by Supervisor</b>			
		(k) <b>Post-cleaning Inspection by Part-66 Aircraft Mechanic</b>			
		(l) <b>Reporting of Abnormalities/Damaged Parts</b>			
		(m) <b>Exterior Aircraft Cleaning Techniques</b>			
		Detailed Checklists			
		(n) <b>Storage of Equipment</b>			
		(o) <b>Documentation &amp; Sign off</b>			
		(p) <b>Case Studies of Accidents/Incidents Attributed to Exterior Aircraft Cleaning</b>			
		(q) <b>Exterior Cleaning Practical Training</b>			
3.	<b>Emergency Procedures</b>				
		(a) <b>Response &amp; Actions</b>			
		Ground Support Equipment Fire			
		Causing Aircraft Damage			
		Spill Inside Aircraft (Chemicals)			
		Large Outside Spill (Chemicals, Aircraft Fluids)			
		Coordination with Airport Operator / Customer Airline			
4.	<b>Aircraft Cabin Doors (Provisional)</b>				
		(a) <b>Passenger Aircraft Door Operation</b>			
		Overview of Aircraft Door Types			

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

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