GROUND OPERATIONS

On-Time Performance and safety are—and will continue to be—top priorities for service providers and their airline clients. The ability to deliver on both is a must. This selection of courses and diplomas will equip you with leading practices for balancing performance with safety, and cost effectiveness with customer satisfaction, so you can provide the level of service your clients expect. Standards are essential to keep our industry safe and efficient. We develop all ground operations training using industry reference material, including the Airport Handling Manual (AHM), the IATA Ground Operations Manual (IGOM), and ISAGO Standards and Recommended Practices.

www.iata.org/training-groundops

Diplomas

Airside Operations Excellence
Through these practical and technical courses, learn to perform ramp handling services according to industry standards and gain confidence in your ability to achieve a safe and optimal On-Time Performance (OTP) in your station.
Online Code*: **DIPL-58**

Ground Operations
Formalize your knowledge of international ground operations standards. This diploma will help you integrate operational and management skills for a range of handling functions.
Online Code*: **DIPL-39**

Course Title		Description	Method	Length
Aircraft De-icing Operations Management Online Code*: TAPG-02	✅	Learn the ICAO, IATA, EASA, and FAA aircraft de-icing standards, plus your legal responsibilities when managing these operations. This course is open to airline, GSP, airport, and regulator staff, with the goal of coordinating an efficient winter operation plan between all stakeholders.	C	3d
Aircraft Marshalling and Ramp Hand Signals Online Code*: TAPG-06		This course covers the principles of ramp communications between the ground and cockpit crew, based on the IATA standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM). Offered only on request as in-company training.	C	1d
Aircraft Turnaround Coordination and Loading Supervision Online Code*: TAPG-57	✅	Learn the essential technical aspects of aircraft handling and loading, so that you can lead your ramp team and optimize the use of ground service equipment and manpower.	C	4d
Aircraft Weight and Balance Online Code*: TALP-01	✅	Learn the theories and principles of weight and balance as required in the standard IATA Design Manual and Automated Load Sheet. An all-encompassing course for newcomers to the field of load control, this course prepares you for the Load Controller certification.	C	5d

* Visit **www.iata.org/training-search** and enter the 6-character code for more information.
  Contact: **training.airport@iata.org**

Leads to Diploma ✅   Classroom **C**   Virtual **V**

eTextbook **eT**   Printed Textbook **pT**   eLearning **eL**

Course Title		Description	Method	Length
Airport Ramp Services Online Code*: TAPP-51	✅	Whether you are new to the industry or a recent recruit, this course provides a solid foundation for professional development in the field of ground operations. You will learn the basics of ramp services, plus the ground handling and safety standards you need to know to work safely on the ramp.	eT pT	40h
Airport Services - Passenger Handling Online Code*: TALP-10	✅	This intensive crash course is designed to make you both customer-focused and knowledgeable in the many roles you may fill as a front-line employee. Course topics include customer service and conflict management best practices, combined with a review of international passenger and baggage handling standards.	C	5d
Baggage Claims and Proration Online Code*: TAPG-62	✅	Learn baggage pro-rate from the moment of payment of passenger claim until the agreement is made and the settlement of pro-rate amounts between respective carriers takes place. Looking at various case studies, this course will help you better understand the essentials of the baggage proration process.	C	3d
Business Aviation Handling and Fixed-Base Operations, FBO Online Code*: TAPP-38	✅	The lucrative business aviation niche market requires a higher level of service and customization than standard ground services. This course will show you best practice to incorporate into your FBO business model that will help you meet client expectations and deliver consistent service.	C	3d
Crisis Communications and Media Response for Airport and Station Managers Online Code*: TAPP-39	✅	Is your local staff prepared to speak to the media in the event of a crisis? This course lets you practice your ability to provide adequate, structured information to the media so you can handle immediate media response, before the corporate media response team takes over.	C	2d
Ground Operations Management Online Code*: TALP-52	✅	Learn how to supervise an airline station in a self-handled or out-sourced environment. Get the latest trends in passenger and baggage handling. This course comes with a complimentary copy of the IATA Airport Handling Manual (AHM).	eT pT	70h
Human Factors in Ground Operations Online Code*: TAPG-03	✅	Human error is the leading cause of accidents in our industry. This course reviews the top human factor issues for ground operations, providing tips for improving safety and effectiveness in your operations. This course is recommended for management and operational staff alike.	C	3d
IGOM Implementation and Standardized Procedures Online Code*: TAPP-41 NEW	✅	Learn the scope, applicability and benefits of the IATA Ground Operations Manual (IGOM).	C	3d
Passenger Assessment and Travel Document Checks Online Code*: TAPP-34	✅	Practices that can save your airline from costly delays and penalties. Based on the latest trends and industry best practices, this course provides tools to identify forged documents and potentially disruptive passengers.	C	3d
Passenger Ground Services Online Code*: TALP-51	✅	Learn what it takes to work at one of the airline industry's most visible airport positions and obtain the skills you need to provide assistance and related passenger services at the check-in, gate and concourse of your airport.	eT pT	45h

* Visit **www.iata.org/training-search** and enter the 6-character code for more information.
  Contact: **training.airport@iata.org**

Leads to Diploma ✅   Classroom C   Virtual V

eTextbook eT   Printed Textbook pT   eLearning eL

Course Title		Description	Method	Length
SGHA-SLA and Effective Negotiation Behavior Online Code*: TAPP-32	✅	This course covers the IATA Standard Ground Handling Agreement section by section, giving you the foundations to write the Annex B and Service Level Agreement accurately and effectively. Learn how to enhance cooperation, efficiency and savings in your negotiations through technical training and exercises that replicate today's global marketplace.	C	5d
Standard Line Maintenance Agreements Online Code*: TAPG-55		A dedicated course for line maintenance buyers, sellers and contract managers. Learn how to use the IATA Standard Ground Handling Agreement to its fullest potential as a commercial agreement and services description document for line maintenance services.	C	3d
Station/Ground Handling Management Online Code*: TALP-02	✅	A review of management responsibilities on the ramp and in the passenger and cargo terminals, this course equips you to improve the On-Time Performance of your station. Learn key ground handling functions, from marshaling to pushback, check-in to deicing within the framework of the IATA Airport Handling Manual.	C	5d
Station Operations Control Online Code*: TAPP-35	✅	For operations officers at GSP control centers and self-handling airlines. Learn key skills to run safe, efficient ground operations: aircraft handling, resource planning, standard messaging, basic slot requests and more.	C	4d

* Visit **www.iata.org/training-search** and enter the 6-character code for more information.
  Contact: **training.airport@iata.org**

Leads to Diploma ✅   Classroom C   Virtual V

eTextbook eT   Printed Textbook pT   eLearning eL