

PASSENGER GROUND SERVICES – VIRTUAL INSTRUCTOR LED SESSION 0000



TRAINING PROGRAMS
WINGSWAY

8 DAYS

AIRPORT OPERATIONS & REGULATORY

AED 6,990.00

(Inclusive of 5% VAT)

02:00 PM to 06:00 PM (Friday & Saturday)

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Got what it takes to be the face of one of the industry's most visible airport positions? You know what they say, "It's not about the destination. It's about the journey," and this begins at the airport, from check-in to the boarding gate to the airport concourse. Be part of somebody's journey, and upskill yourself to provide world-class services. This Passenger Ground Services Course is designed to complement the training requirements outlined in the IATA Airport Handling Manual (AHM), and the IATA Passenger Service Conference Resolutions Manual (PSCRM).

Course Benefits

- Understand how airlines and airports operate in relation to providing passenger services
- Learn about passenger and baggage check-in & boarding procedures, including passengers with special needs
- Interpret the respective regulatory requirements related to passenger and baggage transport
- Understand how Computer Reservations and Departure Control Systems operate
- Learn about the latest technological innovations in passenger services
- Career Opportunities:
 - Airlines
 - Airports
 - Airport Ground Handling Agents

Who Should Attend

- Passenger Service Employees
- Ground Handling Agents
- Airport Operators – Employees providing passenger services
- Anyone who wishes to start a career as a Passenger Service Agent

Need more information on this course or other courses?

Email us: training@gcas.ae

Call us: +971 2 494 2355



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Course Outline

- Introduction to Airport and Airline Ground Operations
- Computer Reservations and Departure Control System Functions
- Check-in Procedures for Passengers and their baggage (Airport and Off-site)
- Conditions of Carriage, Boarding Procedures and Close-Out Meetings
- Dangerous Goods Regulations
- Managing Passenger Interactions
- Aviation Security Requirements for Passenger and Baggage
- Enhanced Passenger Facilitation
- Future of the Industry

Course Prerequisite (s)

- English language
- Access to a Desktop computer or Laptop or mobile, or tablet with web cam. (Using a Mobile is not recommended)
- Stable Internet connection
- Cisco Webex application / MS Teams on their device (instructions will be sent once you register for the course)
- A valid email address
- Minimum Education Requirement: Grade 10, O-Level or equivalent

COURSE BEING DELIVERED IN PARTNERSHIP WITH WINGSWAY TRAINING INSTITUTE, DUBAI

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