

Aircraft Ramp Safety and Ramp Human Factors Initial Training – 2 Days

Introduction

The importance of Ground Staff receiving Human Factors training is increasingly being understood and in some cases, being required as part of the effective management of competency within the ramp environment. From September 2017 ISAGO accreditation requires ramp staff to undergo such training.

Ramp accidents cost major airlines worldwide at least US\$10 billion a year, the data indicates. These accidents affect airport operations, result in personnel injuries, and damage aircraft, facilities and ground-support equipment.

The Training is designed to raise awareness of all organisational elements of Ramp Safety and to consider the various challenges which face us both directly and indirectly.

The delegate will understand the exposure created by Human Factor considerations and will receive familiarization regarding best practice safety procedures on the ramp in order to create safety awareness.

The primary goal of Aircraft Ramp Safety and Ramp Human Factors Training is to create an positive environment which will help to lower turnaround and Layover.

In addition to ensure effective management on a continuous basis together with the development of effective ways by which mitigations may be developed to lower the existing exposure.

Who is the Course for?

All personnel with duties and/or responsibilities in the Airport Ramp Environment, Airline Ops Staff, Quality Assurance Staff. Also of Interest to persons working in companies with associated Ramp responsibilities for example Catering & Cleaning Companies

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What is the Benefit of this Training –What will I learn?

Undertaking this course meets and exceeds the content of ISAGO Table 1.2–Safety Training Specifications in addition the following benefits should be evident following successful completion of this training course :

- a) Understand the human factors exposures which can impact ground operations;
- b) To develop a self-awareness regarding HF exposures in the work place;
- c) Ability to connect into your organisations process & procedures and to be willing to recommend changes which can reduce human error;
- d) To understand the importance of Communication and Team Behaviour;
- e) Increase efficiency by decreasing operational disruptions;
- f) To effectively manage processes to impact human factors behaviour in a positive way.
- g) Reduction of issues related to damage of Ground Handling Equipment's
- h) Develop a Safe attitude and behaviour related to Ramp Operations

Detailed Content / Topics - The following Subjects will be addressed

- Introduction
- Abbreviations & Definitions
- General Introduction – Aircraft Ramp Safety
- Safety on the Ramp 1
- Motivation and Attitude
- Reporting Errors and Hazards, Internal Safety Reporting Scheme.
- Human behaviour and introduction to the "Dirty Dozen"
- Avoiding and Managing Errors
- Violations
- Situational Awareness and Ramp Dangers

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Detailed Content / Topics - The following Subjects will be addressed

- Managing Pressure and Stress on the Ramp – Consider Cause and Effect
- Time Pressure and Deadlines
- Factors Affecting Performance – Alcohol, Medication, and Drug Abuse
- Sleep, Fatigue & Shift Work
- Ramp Safety Ergonomics and Effective Precautions
- Delivery Effective Teamworking Processes
- Introduction to marshalling equipment, gloves, wands etc
- Aircraft Hazard Areas
- Technical Inspection of Equipment
- F.O.D. Check, Aircraft Arrival Inspection
- Marshalling Techniques, Risk Assessment and Local Procedures
- Actions in the Event of an Emergency
- Connection of Ground Power
- Communication with the Aircraft Crew
- Safety on the Ramp 2
- Aircraft Marshalling & Technical Marshalling Signals

Target groups

All employees with operational duties on the ramp, supervisors managers and quality audit staff.

Pre-requisites

The Training is suitable for new starters but in general assumes some basic understanding of the correct behaviour on the Ramp.

Learning Objectives

The training is designed to raise awareness of the dangers existing on the Ramp together with appropriate behaviour to manage this behaviour in the best way possible.

After successful completion of the course, trainees will know the basic safety-rules and procedures for working on the Ramp and for general aircraft handling.

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What do People Say about Sofema Aviation Services Training?

"The instructor used the right words to explain the material."
"The discussions among the group were very beneficial."
"The instructor showed a very resourceful background and experience."
"All sections of the course were related to my field."
"Adequate answers were given to specific questions."

Duration

2 days – The training will commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

To register for this training, please email team@sassofia.com or Call +359 28210806



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