

Standard Ground Handling Agreement (SGHA - SLA) Effective Negotiations -1 Day

Introduction

This course focuses on the Effective Negotiation Behaviors based on the Standard Ground Handling Agreement (SGHA). It is aimed to provide the delegates with a detailed understanding of the all functions of the handling services required as well as to describes the standard format of the ground handling agreement.

This one day course will delivers a fundamental knowledge of the Main Agreement, Annex A and Annex B with accordance to the procedures.

Annex A contains definitions of the terms used in the document and it is split of eight sections. Annex B is different from the main agreement and can be modified according to the local requirements, it is actual contract of agreement relating to ground handling.

Who is the Course for?

All personnel with duties and/or responsibilities in ground handling business and operations, Contract Managers, Service quality managers, Station managers.

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

At the end of this Training the delegate should have a comprehensive understanding of the:

- Sections in Annex A - general conditions existing between two parties
- Annex B – the business requirement of any situation and conditions
- To manage the time in negotiations and investment
- How Annex A and B are reflecting to the business opportunities

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Detailed Content / Topics - The following Subjects will be addressed

UNIT 1 The Standardisation of Handling Agreements:

History and Overview
Ground Handling Services Configurations
Defining SGHAs and SLAs
Parties involved
Monitoring and Implementation of the Handling Agreements
Unit Summary

UNIT 2 The Main Agreement of a SGHA

Types of Handling Agreements
Articles of a Main Agreement
Layout of a Main Agreement

UNIT 3 Annex A of the SGHA

The Sections of Annex A
The Layout of Annex A

UNIT 4 Annex B of the SGHA

The Paragraph of Annex B
The Layout of Annex B

UNIT 5 The Simplified Procedure

Origins of the Simplified Procedure
The Preamble
The advantages associated with the Simplified Procedure

UNIT 6 Service Level Agreement

Purpose of Service Level Agreements
Responsibilities and obligations

Target groups

All Senior Aviation Managers and Business Area Owners with responsibilities for either contract development or contract management.

Pre-requisites

A background in Ground Handling Business and Operations.

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Learning Objectives –

To provide delegates with:

- A detailed understanding of standard Ground Handling Agreement
- Consideration of all sections and paragraphs in Annex a and B
- To promote a comprehensive understanding of the Business-to-business relations.

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

1 day – 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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