



Ground Support Training



The Ground Support Training Centre was established at CTE in the year 1998 for training staff in the ground support department also to train staff of GSD Outsourced activities and Outside parties.

Objectives:

- To impart knowledge and skills to all staff working in the department as well as staff of outsourced activities.
- To retrain staff periodically and upgrade knowledge and skills from time to time in keeping with the best industry practices.
- To review training procedures from time to time and keeping all training modules current.
- To motivate staff to work for satisfaction of their organisation.

Customer Focus Measures:

- Suggestions from Customer Airlines on improvements in training modules are readily incorporated.
- Customer Airlines carry out audit checks-KLM, British Airways & Singapore Airlines carried out audit in 2007 and were satisfied.

Courses Offered:

1. Abinitio Training:

This is an introductory course for new recruits of GS department like officers, technicians, operators, supporting staff etc. Mainly focused to appraise about the various functions of the GS department, rules & regulations, the work ethics, safety procedures etc.

Subjects Covered:

1. Human Factors & Case Studies
2. Apron Rules & Regulations, Airside Markings
3. Ramp Safety, Bad Weather Conditions Do's & Don'ts
4. Sop's GS Equipment
5. Accidents & Incidents, Case Study
6. Safety Awareness & Clean-up
7. DGR Awareness
8. Flight Safety
9. Medical Fitness & Self Protection
10. Practical Training on mock-up

Duration Of Course: 5 Days

Eligibility For Admission:

Must possess valid heavy driving license issued by respective state



R.T.A. Basic knowledge about GS equipment desirable.

2. Refresher Training Including DGR Awareness (GS Operators):

To retrain GS Operators periodically and upgrade knowledge and skills from time to time in keeping with the best industry practices. To motivate GS Operators to work for satisfaction of their organization.

Subjects Covered:

1. Human Factors & Case Studies
2. Airside Markings, Ramp Safety, Apron Rules & Regulations, Bad Weather Conditions, Do's & Don'ts
3. S.O.P's of GS Equipment
4. Accidents & Incidents, Case Study
5. Emergency procedures of equipment
6. DGR Awareness
7. DGR Test & Review

Duration Of Course: 2 Days

Eligibility For Admission: Must possess valid heavy driving license issued by respective state R.T.A. Valid airport driving permit issued by respective Airport Governing Authority like NAA, valid Competency certificate issued by the respective organization and good practical working knowledge about GS Equipment.

3. Refresher Training Including DGR Awareness (GS Technicians):

To retrain GS Technicians periodically and upgrade knowledge and skills from time to time in keeping with the best industry practices. To motivate GS Technicians to work for satisfaction of their organization.

Subjects Covered:

1. Human Factors & Case Studies
2. Airside Markings, Ramp Safety, Apron Rules & Regulations, Bad Weather Conditions, Do's & Don'ts
3. S.O.P's of GS Equipment
4. Accidents & Incidents, Case Study about pushback tractor
5. Emergency procedures of equipment
6. DGR Awareness
7. DGR Test & Review

Duration Of Course: 2 Days

Eligibility For Admission: Must possess valid heavy driving license issued by respective state R.T.A. Valid airport driving permit issued by

respective Airport Governing Authority like NAA. Competency certificate issued by the respective organization and good practical working knowledge about GS Equipment.

4. Refresher Training Including DGR Awareness (GS Officers):

To retrain GS Officers periodically to upgrade knowledge and skills from time to time in keeping with the best industry practices. To appraise flight safety procedures and the latest important office orders pertaining to GH operations.

Subjects Covered:

1. Ramp discipline
2. Flight safety and review of incidents involving GSD and reporting procedures of Ground Handling Incidents.
3. Important Office Orders pertaining to GH Operations
4. DGR Awareness
5. Film on DGR, Basic Airside Safety
6. Precautions for extreme weather conditions
7. Experience sharing

Duration Of Course: 2 Days

Eligibility For Admission: Must be an Officer working in GS department with required technical qualifications and involved in supervising Ramp activities.

5. Refresher Training Including DGR Awareness (Outsourced GS Staff):

To retrain Outsourced GS Staff periodically to upgrade knowledge and skills from time to time in keeping with the best industry practices. To motivate Outsourced GS Staff to work for satisfaction of the organization.

Subjects Covered:

1. Human Factors & Case Studies
2. Airside Markings, Ramp Safety, Apron Rules & Regulations, Bad Weather Conditions, Do's & Don'ts
3. S.O.P's of GS Equipment
4. Accidents & Incidents and Case Study
5. DGR Awareness
6. DGR Test & Review

Duration Of Course: 2 Days

Eligibility For Admission: Must

possess valid heavy driving license issued by respective state R.T.A. Valid airport driving permit issued by respective Airport Governing Authority like NAA. Competency certificate issued by the respective organization and good practical working knowledge about GS Equipment.

6. Class Room Pushback Tractor Training:

To impart class room training to GS Operators about basics of pushback tractor, selection of pushback tractor & driving procedures etc.

Subjects Covered:

- 1) Basics of Pushback Tractor
- 2) Different Operating Modes
- 3) Selection of Tractor
- 4) Safety On Tarmac
- 5) Standard Operating Procedures

Duration Of Course : 2 Days

Eligibility For Admission: Must possess valid heavy driving license issued by respective state R.T.A, valid airport driving permit issued by respective Airport Governing Authority like NAA. Competency certificate issued by the respective organization and good practical working knowledge about pushback tractor.