

## **Course Objective**

The Diploma in Airport Operations equip trainees with the skills, knowledge and professional attributes to provide airport ground handling services, which include managing operations, implementing standard operating procedures, operating different equipment/vehicles, and deploying technological tools to address customers and stakeholders' needs.

## **Module Synopsis**

### **Module 1: Basic Ramp Operations**

On completion of the module, trainees should be able to manage the safe arrival and on-time departure activities of aircraft on the ramp. Trainees should also be able to deploy technologies such as electronic tracking of ground equipment and vehicles to develop solutions to common ramp problems.

### **Module 2: Baggage Handling Services**

On completion of the module, trainees should be able to manage the proper and timely loading/unloading of baggage in an aircraft and terminal. Trainees should also be able to operate the baggage handling system to manage aviation security, passenger experience and airport operations.

### **Module 3: Airfreight and Cargo Operations**

On completion of the module, trainees should be able to manage the provision of services in the loading/unloading, staging and securing of commercial cargo. Through the use of technologies such as GPS, trainees should also be able to obtain real-time information on cargo trailer location to eliminate threat to cargo security.

### **Module 4: Advanced Ramp Operations**

On completion of the module, trainees should be able to calculate aircraft weight and balance determine aircraft load limits by analysing aircraft types and the conditions affecting flight operations and prepare the load planning documentation.

### **Module 5: In-flight Catering Services**

On completion of the module, trainees should be able to manage the proper and timely supply and removal of in-flight catering meals for an aircraft. Trainees should also be able to deploy the necessary technologies to automate and control key processes for meal planning, equipment handling, caterer management and galley planning.

### **Module 6: Aircraft Aesthetic**

On completion of the module, trainees should be able to manage and uphold the visual aesthetic of both the interior and exterior of the aircraft. Trainees should also be able to deploy the necessary technologies to improve the process in managing the aesthetic of the aircraft.

### **Module 7: Technical Ramp Services**

On completion of the module, trainees should be able to manage the technical ramp activities in compliance with airlines' service standards and determine special handling requirements of incoming aircraft. Trainees should also be able to deploy technologies in the servicing of aircrafts in accordance to airline requirements.

### **Module 8: Team Management**

On completion of this module, trainees should be able to plan for resource and lead the team in resolving conflicts, manage group dynamics, effect teamwork, and apply the power of influence for a more effective and efficient organisation.

**Module 9: Company Project**

On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.

**Module 10: On-the-Job Training**

On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function where appropriate, at the company.