

# Ramp communications between ground and cockpit crew – English - Initial training



## LEVEL

Formation initiale



## TARGET AUDIENCE / RELEVANT STAFF

Ground staff providing interphone communication between ground and cockpit crew in english language during aircraft arrival or departure operations.



## OBJECTIVES

- Acquire the skills to ensure the ground / cockpit interphone communication during the aircraft arrival and departure operations.
- Be able to participate, in compliance with the safety rules, in the arrival and departure operations using the associated equipment.



## CONTENTS


### Theoretical

- Role and responsibilities of the agent.
- Modalities of use of the interphone communication means (Headset).
- Safety rules around the aircraft / Aircraft pre-flight inspection.
- Form of communication / typical dialogue on arrival and departure.
- Modalities of implementation of the operations of aircraft departure under its own power or with pushback.
- Communication with the various stakeholders.
- Emergency Procedures.

### Practice

- Application of the rules and methodologies discussed during the theoretical training.
- Implementation in the context of arrival and departure operations.

Training course based on the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM).

 **Duration** indicative basis  
35 hrs / 5 days. (theoretical / 4 hrs + practical / 31 hrs)

### Prerequisites

Access badge with zone A Aircraft valid on local airport.

### Method

- Theoretical course in classroom.
- Practical training carried out in the context of arrival / departure operations with the use of associated equipment.
- A qualified and experienced trainer provides the training action.

### Evaluation

- **Theoretical** : Written validation test (minimum 80% correct answers required).
- **Practice** : Skills Assessment Sheet (minimum 80% of required positive points).

### Validity

Maximum 3 years (IATA / AHM 611).

### Contact

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