



# Ground Operations Management

Efficiency is the name of the game in ground operations. A number of partners come together in a relatively small footprint on the apron and working collaboratively while adhering to established procedures takes real expertise. Learn how to control and supervise an airline station in a self-handled or outsourced environment.

This course in Ground Operations Management is designed by industry experts and reflects the provisions in IATA Airport Handling Manual (AHM) and the IATA Ground Operations Manual (IGOM).

More than  
36 million  
new aviation  
related jobs  
will be needed  
by 2034 ...

**ARE YOU  
INTERESTED?**

[iata.org/training](https://iata.org/training)





**Course duration**  
60-70 hours of study



**Exam period**  
[www.iata.org/training-exams](http://www.iata.org/training-exams)



**IATA Diploma awarded**  
upon successful completion  
of the final examination.

**This course is a step toward earning  
an IATA Diploma in:**

- Airport Operations Foundation Diploma

## KEY TOPICS

- The importance of Operational and Occupational Health and Safety training
- Managing risk and the components of Emergency Response Plans (ERPs)
- Key responsibilities of Station Management staff
- Operational standards in the IATA Airport Handling Manual (AHM)
- The latest trends in passenger/baggage handling and catering

## ABOUT IATA TRAINING

In a job market that is growing faster than ever before, the need to stand out from the crowd is becoming more important. IATA Training Certificates can help you demonstrate your expertise and commitment to employers across the globe.

[iata.org/training](http://iata.org/training)

## WHO SHOULD ATTEND?

- Airlines, ground handling providers
- Ground operations professionals supervisory level

## WHAT YOU WILL LEARN?

Upon completing this course, you will have the skills to:

- Control and supervise an airline station in a self-handled or outsourced environment
  - Prevent fraud by being knowledgeable about the current methods that fraudsters use to dilute airline revenues
  - Implement a Safety and Security Station Management System according to industry standards and recommended practices
  - Motivate staff and effectively monitor their performance
- Use and work with the latest edition of the IATA Airport Handling Manual (AHM) which is included in the course price.



## Study at an IATA Authorized Training Center

Earn your IATA Certificate through an IATA Authorized Training Center and take advantage of experienced instructors who will guide you and help you to achieve your careers goals.

[iata.org/training-network](http://iata.org/training-network)

For more information:

