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http://www.agshandling.co.uk/training.htm
Introduction

A training course should be designed to ensure that each candidate acquires the knowledge, skill and competence to perform a set task as a result of teaching.

Gaining the knowledge to operate confidently with understanding of the subject and with the ability to use it for a specific purpose is our goal.

Skill is the learned capacity to carry out a set task with pre-determined results and the minimum outlay of time and energy; we are confident that our course will give your staff the opportunity to learn a broad range of skills necessary in today's work place.

Training courses ensure that your employees are competent; each individual better placed to perform a specific job. Encompassing a combination of knowledge, skills and behaviour utilised to improve performance.

We are confident that all AGS training courses are designed to ensure that your employees are trained, have the skill and knowledge to work in a safe and competent manner. We recommend the refresher courses because we know that a person possesses a competence as long as the skills, abilities, and knowledge that constitute competence are a part of them, enabling the individual to perform effective action within a certain workplace environment. Therefore, one might not lose knowledge, a skill, or an ability, but still lose competence, if what is needed to do a job well changes.

We recognise the need to constantly review our systems and work towards a more efficient customer orientated operation... as an external operator we can complement any Safety Management System (SMS) providing you with an independent report on agreed performance measures.

Please find enclosed details on training courses available from AGS Limited. As a well respected training provider we know that our product provides up to date training for aviation professionals. All courses are tailored to your requirements and can be delivered in Stansted at our training facility or, at a location more convenient to your operation.

In most cases the courses are charged on a day rate with a restricted class size dependent on the course being offered. Additional information and course rates can be obtained from Roger Hayward (r.hayward@agshandling.co.uk) or Les Bishop (l.bishop@agshandling.co.uk)

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Training Team Profile

Roger Hayward – Training Manager.

Roger has over the last twenty something years acquired a wealth of experience in ground handling and training services. A training manager since 1996 he has recently completed his Train a trainer qualification (master class) with the Institute of leadership and Management. As part of the AGS team he has worked to develop and foster the customer focused attitude that starts with the Managing Director. Roger has provided training courses for a number of aviation companies and is now certified by the DfT to provide GSAT training. Roger successfully completed a number of course on Ramp specialist equipment and Train the Trainer.

AGCTS – Train the trainer course Ramp equipment
Institute of Leadership and Management – Train the Trainer (Master class)
ASI Limited – Risk Assessment
DFT – Certified to deliver GSAT

Les Bishop – Training and Standards Officer

A wealth of life experience and operational experience in aviation has made Les a valuable addition to the AGS training team. Les worked as a watch commander Essex Fire and Rescue Services where he developed a keen and professional approach to training services and risk management. Over a number of years Les has developed his interest in safety management and works with Roger on developing training programmes that cover all aspects of safety, competency and operational professionalism.

CVQO Graduate Diploma in Management and Training
BIFA Level 3 (Nominated Security Cargo Manager)
CAT 6 Carriage of Dangerous Goods By Air
OFI – Train the trainer
Train the Trainer – Fire Evacuation.

The team can work with you on exactly what you want the course to achieve, structure, results. If the course isn’t listed give Roger a call he will help identify your needs and provide a training package that works for you.
2. General Security Awareness Training (GSAT)

General Security Awareness Training (GSAT) is a requirement of EC Regulation 2320. In the UK, GSAT applies to all applicants for, and holders of, a full airside pass granting unescorted access to the Restricted Zone (RZ) except where the applicant or pass holder is already in receipt of equivalent or better training (known as equivalence).

In summary the requirements are:

Since 28 January 2008, before a full pass (new or renewal) granting unescorted access to the RZ can be issued, the applicant must either:

- provide evidence that they have successfully completed a full GSAT course; or
- Provide evidence of ‘equivalence’.

GSAT training must meet the Mandatory Conditions and Syllabus document issued by the DfT.

- Our trainers are qualified to a recognised standard. All trainers will be working from a training package designed by a DfT accredited trainer in accordance with direction 12(j);
- AGS understands, accepts and will abide by the terms of the mandatory conditions section of the Mandatory Conditions and Syllabus for GSAT.

Our trainers are accredited by DfT to deliver General Security Awareness Training, this training is mandatory for staff applying for aerodrome passes. Courses can be held in an airport near you or, at our state of the art training facility near Stansted Airport.
3. General Awareness Course

In today’s challenging airside environment the need for high quality staff training and awareness has never been more essential.

The courses detailed below are mandatory or recommended training for staff working in an airside environment. AGS currently provide a comprehensive professional service to a number of operators and aerodromes delivering professional training services. These general courses are designed to give your staff a level of understanding and knowledge to ensure they work safely and confidently in an aviation environment, the courses include both practical and theory training. These courses are suitable for all staff involved in working in an airport landside or, airside whether they are ground crew, baggage handlers or passenger services staff. The courses can be tailored to your aerodrome, working environment or specific business. We also run courses on Electrical safety awareness and COSHH, details available on request.

Manual Handling

- CAA/HSE Recommended course
- Initial Course ½ day in length,
- Maximum class size – 6
- Theory and practical training
- One day revalidation course mandatory recommended every three years

Dangerous Goods Awareness Training

- CAA Mandatory course for baggage handlers.
- Initial Course 1 day in length,
- Maximum class size – 6
- Theory and practical training
- One day revalidation course required annually (mandatory)

Ramp Awareness and Safety Training

- CAA Recommended for all staff working airside
- Initial Course ½ day in length,
- Maximum class size – 6
- Theory and practical training
- Revalidation recommended ½ day course every three years.
4 Baggage Handling Training

AGS Limited are committed to being the training provider of choice and our courses have been designed using our knowledge and experience gained over many years operating in the aviation industry. We believe that the courses will maximise your employees understanding of baggage processing procedures. These courses are designed to use the skills developed in the General Awareness Courses, putting those skills into practice.

The courses give your staff the required knowledge and information to work in a baggage-handling environment. Combining both practical and theory training in an informal setting, encouraging your employees to participate, question and develop their own understanding of the principles of baggage processing. For further information on course content, please contact Roger Hayward (r.hayward@agshandling.co.uk). Some course content could be modified to meet your own requirements or include other specialist systems.

Baggage Make-up / Baggage Delivery

- CAA Recommended course
- Initial Course 1 day in length,
- Maximum class size – 4
- Theory and practical training
- One day revalidation course recommended every three years

AAA Training

- DFT Mandatory Training for persons involved in baggage handling
- Initial Course ½ day in length,
- Maximum class size – 6
- Theory and practical training
- Course valid for 13 months
- Revalidation course mandatory every thirteen months

Aircraft Loading

- CAA Recommended course
- Initial Course ½ day in length,
- Maximum class size – 4
- Theory and practical training
- ½ day revalidation course recommended every three years

Manual Handling Training

- HSE Recommended course
- Initial Course ½ day in length,
- Maximum class size – 4
- Theory and practical training
- ½ day revalidation course recommended every three years
5 Ground Servicing Equipment

As a ground handler it is important that the staff we employ possess the ability to multitask, be competent and confident in all aspects of the business we are in.

These training courses are designed specifically to enhance your teams’ capacity to operate in a pressure driven environment with confidence, skill and competency. The course material follows CAA recommendation and covers the use of various pieces of equipment typically used on most turnaround. We cover all aspects, processes and procedures relating to servicing of an aircraft using the equipment detailed below. Best practice and health and safety aspect of using this equipment is of primary importance. The course includes both practical and theory sessions and can be tailored to meet requirements or include other specialist equipment used in your operation.

- Belt-loaders/baggage conveyors
- Air-start
- Chocking
- Maneuuvring towable steps
- Towing Baggage trucks
- Ground Power Units
- Mobile Steps (additional course material available on request)

Ground Service Equipment Training

- CAA Recommended course
- Initial Course 2 day in length,
- Maximum class size – 4
- Theory and practical training
- Revalidation recommended every three years
- Recommended courses: Ramp Awareness and Safety and Manual Handling training, airside driver training

Recommended Advanced Specialist training

- Aircraft Marshalling
- Headset procedures
- Aircraft Pushback
- Aircraft Towing
- Aircraft Deicer training
- Aircraft Anti Icing
All UK aerodromes require staff operating motorised vehicles in airside locations to have completed an AOA Driver Training Course.

This course as been developed to ensure that the candidate understands road markings, procedures and restrictions that apply whilst driving in an airside environment. The course is mandatory for employees required to drive and operate vehicles within an airside environment. AGS give individuals the knowledge to operate safely when driving airside. The courses AGS run are AOA approved and once completed are typically valid for three years.

**Initial Airside Driver training (Non-manoeuvring area)**
- Everyone driving airside must complete this course
- Initial Course ½ day in length,
- Maximum class size – 6
- Theory and practical training
- Mandatory course for airside drivers
- Airside Driving Permit is valid for three years from test date
- Recommended courses: Ramp Awareness and Safety

**Airside Driver training – Refresher**
- Retesting is mandatory every three years
- Revalidation course lasts for 4 hours
- Maximum class size – 6
- Theory and practical training
- Mandatory for airside drivers
- Prerequisite – AOA Driver trained

**Airside Driver training – Manoeuvring Area**
- Everyone driving in the manoeuvring area must complete this course
- Initial Course one and half day in length,
- Maximum class size – 4
- Theory and practical training
- Prerequisite for this course: AOA driver permit / R/t Course
- Manoeuvring Airside Driving Permit is valid for three years from test date
- Recommended courses: Ramp Awareness and Safety

**COURSE includes Radio Telephony Course**
- Mandatory course runs in conjunction with Airside Driver training –Manoeuvring area
- Theory and Practical
- Course duration – one and half day
- Maximum class size – 4

http://www.agshandling.co.uk/training.htm
7. Specialist Ground Operations Training

These courses provide your staff with the skills to take them to the next level of competency. The course content is recommend by the CAA and is essential to enhance your staff’s capability to operate in an airside environment safely. The course covers all aspects of pushback operation including preparing the aircraft for departure, aircraft walk-around and emergency response procedures. AGS provide a comprehensive professional service, using practical and theory training to develop your employees, giving them the skills confidently and safely depart an aircraft.

Aircraft Marshalling

- CAA Recommended course
- Initial Course 2 day in length,
- Maximum class size – 4
- Theory and practical training
- One day revalidation course recommended every three years

Headset Training

- CAA Recommended course
- Initial Course 2 day in length,
- Maximum class size – 2
- Theory and practical training
- One day revalidation course recommended every three years

Aircraft Pushback including Aircraft Towing

- CAA Recommended course
- Initial Course 4 day in length,
- Maximum class size – 2
- Theory and practical training
- One day revalidation course recommended every three years

Hi Loader Training

- CAA recommended Course (CAP642)
- Initial Course 4 days in length
- Maximum class size - 2
- Theory and Practical Training
- One day revalidation course recommended every three years.
8 Winter Operations Training

This course provides all of the necessary skill and understanding an individual needs to be competent Deicing Operative. Annual AEA amendments and updates are incorporated into our course material. The theory part of this course is suitable for managers responsible for Deicing Operations.

The full course is mandatory training for staff required to work in an airside environment providing deicing services. The course includes both practical and theory training; due to the nature of this course, it is typical to deliver the course at the aerodrome of operation. AGS will need access to the company de-icing rig. The course is valid for one year/season due to the annual review process adopted by AEA group.

Aircraft De-icing / Anti Icing course initial course

- CAA/AEA Mandatory course for de-icing operatives
- Initial Course 2 day in length,
- Maximum class size – 4
- Theory and practical training

Aircraft Deicing / Anti Icing course refresher course

- CAA/AEA Mandatory course for de-icing operatives
- Initial Course 1 day in length,
- Maximum class size – 4
- Theory and practical training
- One day revalidation course required annually (mandatory)
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<th>Practical</th>
<th>Revalidation</th>
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<td>CAA Recommendation</td>
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</table>
9 Operational Assessment and Audits

AGS have over the last few years provided an additional service to airport operators, handling agents and service suppliers; where by our training team can review the operating practices of ramp providers to ensure compliance to industry best practice and governing body guidelines. AGS can review any aspect of ramp operations in line with the course list provided above, whilst this is not a mandatory recommendation, AGS feel that it is essential to most airside operators and aerodrome managers committed to a safety management system. Our service provides an independent review of the operational environment, although not essential, any subsequent corrective action or training recommendations can be provided by AGS training services if required.

The CAA require an organisation to be subjected to annual audit in order to confirm that the competence of the organisational structure and management team remains appropriate to the operations. AGS can assist any organisation to ensure that its teams are ready for the CAA audit by assisting in the assessment of the internal or external ramp service providers. We provide an independent view of activities; we will provide a highly experienced and qualified ramp trainer to assess the operating practice of the designated service provider. All processes or specific tasks will be assessed for operational compliance with particular reference to CAA and other regulatory processes.

On completion AGS will provide a comprehensive report on the observed activities, recommendations and suggested timescales for corrective action.
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