Garnet
Garnet Global Training Center

GGT-AV-104

Aviation & Airport Management

Ground Handling Operations

عمليات الخدمات الأرضية

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Ground Handling Operations focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Safety, operations and commercial programs for airlines, airports and aviation services. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Ground Handling Operations to real tasks.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.

Who should attend

Airport and airline managers, safety officers, ground operations and maintenance staff. Practitioners with one to five years of experience benefit most.

Key topics

- ICAO and regulatory framework
- Safety management systems
- Airside and terminal operations
- Aviation security
- Commercial and revenue management
- Human factors

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Ground Handling Operations: principles and standards

- Airside and terminal operations
- Group discussion and peer review

Day 2 Methods and tools in practice

- Aviation security
- Commercial and revenue management

Day 3 Diagnosis and problem solving

- Human factors
- Measurement and reporting

Day 4 Quality, safety and documentation

- ICAO and regulatory framework
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Safety management systems
- Common mistakes and how to avoid them

10-day outline

Day 1 Ground Handling Operations: principles and standards

- Airside and terminal operations
- Group discussion and peer review

Day 2 Methods and tools in practice

- Aviation security
- Commercial and revenue management

Day 3 Diagnosis and problem solving

- Human factors
- Measurement and reporting

Day 4 Quality, safety and documentation

- ICAO and regulatory framework
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Safety management systems
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
4–8 Jan 2027	5-day online	Live online	Arabic	2,950
8–12 Mar 2027	5-day classroom	Kuala Lumpur	English	4,750
12–16 Apr 2027	5-day classroom	Dubai	Arabic	4,750
3–14 May 2027	10-day classroom	Amsterdam	English	8,950
3–14 Jan 2028	10-day online	Live online	Arabic	5,450
11–22 Sep 2028	10-day classroom	Geneva	English	8,950
5–9 Nov 2028	5-day classroom	Manama	Arabic	4,750
18–22 Dec 2028	5-day classroom	Vienna	English	4,750
19–30 Mar 2029	10-day classroom	Amsterdam	English	8,950

Dates	Format	City	Language	Fee (USD)
11–15 Jun 2029	5-day classroom	London	English	4,750
18–22 Nov 2029	5-day classroom	Doha	English	4,750
17–21 Dec 2029	5-day online	Live online	English	2,950
13–17 Jan 2030	5-day classroom	Kuwait City	Arabic	4,750
17–21 Jun 2030	5-day classroom	Vienna	English	4,750
19–30 Aug 2030	10-day online	Live online	Arabic	5,450
2–13 Dec 2030	10-day classroom	Abu Dhabi	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/