

Table 6.1—Passenger Services, Ramp Services, Load Control Training Elements

As specified in [GRH 2.2.4](#), the Operator *should* have processes to ensure training for ground handling personnel assigned to perform passenger services, ramp services and load control includes the following training elements:

(I) Passenger Services:

- (a) Aviation Basics;
- (b) Arrivals/Departures;
- (c) Baggage Services;
- (d) Check-in;
- (e) Passenger Assistance and PRM (passengers with reduced mobility);
- (f) Post-Flight Requirements;
- (g) Special Category Passengers;
- (h) Transfer of Load Information;
- (i) Transfer, Transit and Connection;
- (j) Boarding Bridge Operations;
- (k) Aircraft Cabin Access Doors.

(II) Ramp Services:

- (a) Basic Ramp;
- (b) Airside Driving;
- (c) Basic Hand Signals;
- (d) Aircraft Marshalling;
- (e) Boarding Bridge Operations;
- (f) Aircraft Cargo Access Doors;
- (g) Aircraft Cabin Access Doors;
- (h) Aircraft Loading;
- (i) Aircraft Arrival;
- (j) Aircraft Departure;
- (k) Aircraft Pushback;
- (l) Aircraft Towing;
- (m) GSE Operations;
- (n) Ground-to-Flight Deck Headset Communication and Engine Start;
- (o) Ramp Baggage Handling;
- (p) Aircraft Loading Supervision;
- (q) Airside Safety Supervision.

(III) Load Control:

- (a) Aviation Basics;
- (b) Aircraft Weight & Balance Principles;
- (c) Load Planning and Load Sheet;
- (d) Documentation and Messaging.