



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Flight Supervisor & Ramp Agent Functions

Physical, Mathematical, Computer and Life Sciences / Physical Sciences

Unit Standard 261217 · NQF Level 4 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to effectively perform the functions and responsibilities of a flight supervisor and/or ramp agent. It covers operational oversight, safety compliance, team coordination, and customer service within the aviation ground handling environment.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Physical Sciences
Unit Standard	261217
Accreditation	SAQA Accredited · NQF Level 4 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate understanding of the roles and responsibilities of a flight supervisor and ramp agent.
- Apply safety and security procedures in ramp and flight operations.
- Coordinate ground handling activities including baggage, cargo, and aircraft servicing.
- Communicate effectively with flight crew, ground staff, and passengers.
- Monitor and ensure compliance with aviation regulations and company policies.
- Respond to operational irregularities and emergency situations appropriately.

WHO SHOULD ATTEND

- This course is designed for current or aspiring flight supervisors, ramp agents, and ground handling staff in the aviation industry who need to understand their roles and responsibilities in ensuring safe and efficient airport operations.

COURSE OUTLINE

Day 1: Introduction to Flight Operations and Regulatory Framework

- Overview of the aviation industry and airport environment
- Roles and responsibilities of flight supervisors and ramp agents
- Regulatory framework: SACAA, ICAO, IATA, and relevant legislation
- Safety management systems (SMS) and safety culture
- Communication protocols and standard operating procedures (SOPs)
- Introduction to ramp safety and hazard awareness

Day 2: Ramp Operations and Ground Handling Procedures

- Ramp layout and safety zones
- Ground handling equipment: tugs, belt loaders, GPU, air start units
- Aircraft arrival and departure procedures
- Aircraft marshalling signals and hand signals
- Chocking, grounding, and safety cone placement
- Loading and unloading procedures for baggage and cargo

Day 3: Flight Supervision Duties and Coordination

- Turnaround coordination and timeline management
- Communication with ramp agents, cabin crew, and pilots
- Load control basics: weight and balance, trim, and load sheets
- Handling irregular operations and delays
- Documentation and reporting requirements
- Passenger and baggage reconciliation processes

Day 4: Safety, Security, and Emergency Procedures

- Aviation security: access control, screening, and perimeter security
- Emergency procedures: aircraft incidents, fires, fuel spills
- Safety inspections of equipment and vehicles
- Hazard identification and risk assessment
- Dangerous goods regulations (DGR) and handling
- Personal protective equipment (PPE) requirements

Day 5: Advanced Ramp Operations and Specialised Equipment

- Specialised equipment: pushback tugs, stairs, catering trucks, lavatory service
- Wide-body aircraft turnaround procedures
- Cargo aircraft operations and loading plans
- De-icing and anti-icing procedures
- Coordinating with catering, fuel, and maintenance teams
- Managing VIP, diplomatic, and medical evacuation flights

Day 6: Human Factors, Teamwork, and Communication

- Human factors: fatigue, stress, and situational awareness
- Crew resource management (CRM) principles
- Effective communication techniques
- Conflict resolution and assertiveness
- Teamwork and coordination in high-pressure environments

- Case studies of incidents related to human factors

Day 7: Assessment, Integration, and Course Review

- Integrated scenario-based exercises
- Theoretical assessment (written test)
- Practical assessment (simulated ramp operations)
- Feedback and remediation
- Course review and Q&A;
- Certification requirements and next steps

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 20,700.00	R 20,700.00
1	In-House	R 26,900.00	R 26,900.00
1	On-Campus (Pretoria)	R 31,000.00	R 31,000.00

UPCOMING SESSIONS

No sessions are currently scheduled. Please contact us to arrange a session at a time and location that suits your team.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 261217) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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